



Republic of the Philippines  
**Iloilo Science and Technology University**  
 Burgos St., La Paz, Iloilo City, 5000 Philippines  
 Trunkline: (+6333) 320-7190 | Telefax: (+6333) 329-4274  
<https://www.isatu.edu.ph/>  
[mail@isatu.edu.ph](mailto:mail@isatu.edu.ph)

## CERTIFICATE OF COMPLIANCE

Year: 2022

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 most current and updated Citizen's Charter pursuant to Section 6 of RA 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2022, 3rd Edition

2. The following required forms of posting of the Citizen's Charter are present:
  - Citizen's Charter Information billboard (*in the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others*)
  - Citizen's Charter Handbook (*Aligned with Reference B of ARTA memorandum Circular No. 2019-002*)
  - Official website/Online Posting
3. The Citizen's Charter Information Billboard enumerates the following information:
  - a. External services
  - b. Checklist of requirements for each applicant or request



- c. Name of the person responsible for each step;
  - d. Maximum processing time;
  - e. Fee/s to be paid, if necessary; and
  - f. Procedure for filing complaints and feedback
4. The Citizen's Charter handbook enumerates the following information:
    - a. Mandate, vision, mission, and service pledge of the agency;
    - b. Government services offered (External and Internal Services);
      - i. Comprehensive and uniform checklist of requirements for each type of application or request;
      - ii. Classification of service;
      - iii. Type of transaction;
      - iv. Who may avail;
      - v. Client steps and agency actions to obtain a particular service;
      - vi. Person responsible for each step;
      - vii. Processing time per step and total;
      - viii. Fee/s to be paid per step and total, if necessary.
    - c. Procedure for filing complaints and feedback;
    - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
    - e. List of Offices
  5. The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
  6. The printed Citizen's Charter Handbook is placed at the window/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
  7. The Citizen's Charter Handbook version is uploaded on the website or any platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
  8. The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
  9. There is an established Client Satisfaction Measurement per service.

10. The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service, pursuant to Sec. 8 of RA 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



**RAUL F. MUYONG, Ed.D.**

SUC PRESIDENT III

Iloilo Science and Technology University

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# **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.

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# 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.

<b>Office or Division</b>	Office of the University President			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business			
<b>Who May Avail</b>	Students, Faculty, Non-Teaching Staff, and Other Stakeholders, Government Agencies, NGOs, CSOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter/email or any form of communication requesting for an appointment with the President</li> <li>Notice of meeting/Advisory through Fax or Phone Call</li> </ol>		Monday-Friday, 8am to 5pm  Office of the University President, ISAT University, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 mins.	Office Staff

	President and sets schedule for the meeting			
3. Guests (local, national and International) must sign in the guest logbook before or after the meeting with the president	Directs client to the office of the President	None	10 sec.	Office Staff
	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.

<b>Office or Division</b>	Administration Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Students, Student Organizations, other Stakeholders, NGOs, CSOs	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Resolutions-5 copies</li> <li>2. Requests-5 copies</li> <li>3. Budget Proposals-5 copies</li> <li>4. Communications needing approval/to be noted by the Campus Administrator- 5 copies</li> </ol>	Requesting Party	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/initial ed by VPAA & VAPF if it concerns budget proposal, and submits documents for Approval	None	20 mins.	Frontline Personnel/A dmin. Staff, Administrati ve Officer IV, Campus Administrat or
	Approves resolutions and other proposals.	None	1 day	University President / Campus Administrat ors
3. Receives approved documents	Gets file copy of the communicati on, records on log book and release approved documents	None	5 mins.	Frontline Personnel/A dmin. Staff
In case of non-approval 4. Take note of the	Informs client of the	None	5 mins.	Frontline Personnel/A

deficiency or get list of deficiency.	deficiency of the document/s or the reason for non-approval; advises to come back upon compliance			dmin. Staff
	TOTAL	None	1 day & 30 minutes	

## Bids and Awards Committee

Main Campus  
External Services

### 3. Issuance of Bidding Documents

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

<b>Office or Division</b>	Bids and Awards Committee			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government			
<b>Who May Avail</b>	All Interested Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Legal Basis: RA 9184 & GPPB Resolutions 1. Letter of Intent of Supplier 2. Order of Payment		Supplier BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 Documents Fee	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 receipt	None	2 mins.	BAC Secretariat
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, Infrastructure and Consulting services by all requesting unit.

<b>Office or Division</b>		Bids and Awards Committee		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		All Colleges and Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy		Requesting Unit  Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	Budget Officer Clerk

	Office			
	BAC Secretary approves and assigns mode of procurement (Public Bidding and Alternative Methods of Procurement)	None	4 hours	BAC Secretary
	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 procurement modes - 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).

<b>Office or Division</b>	Bids and Awards Committee
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen; G2B-Government to Business

<b>Who May Avail</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Legal Basis: RA9184 and GPPB Resolutions 1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy 3. Project Procurement Management Plan 4. Invitation to Bid 5. Philgeps Posting 6. Bid Documents 7. Bid Evaluation Report 8. Notice to Conduct Post-Qualification 9. Notice of Post-Disqualification 10. BAC Resolution to Award 11. Notice of Award 12. Bid Security 13. Notice to Proceed 14. Contract and/or Purchase Order		Requesting Unit Requesting Unit BAC Secretariat  BAC Secretariat BAC Secretariat BAC Secretariat Technical Working Group BAC/TWG  BAC Secretariat BAC Secretariat BAC Secretariat Winning Bidder BAC Secretariat BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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,	None	2 days	BAC Secretary BAC Members and Chairman University



	BAC and Head of Procuring Entity (HOPE)			President
	BAC Sec prepares Invitation to Bid and have it approved by Chairman and HOPE	None	1 day	BAC Secretary
	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	BAC Sec issue bidding	Bid Document	10 mins.	BAC Secretariat

and acquire bidding documents	documents to interested bidder	s Price		
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 Report	None	1 hour	TWG
	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 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
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).

<b>Office or Division</b>	Bids and Awards Committee			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen; G2B-Government to Business			
<b>Who May Avail</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Purchase Request- 3 copies</li> <li>2. APP/PPMP- 1 copy</li> <li>3. Canvass Paper</li> <li>4. Quotations</li> <li>5. BAC Resolution to Award</li> <li>6. Contract and/or Purchase Order</li> </ol>		Requesting Unit Requesting Unit BAC Secretariat Canvasser BAC Secretariat BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Budget of the Contract exceed 50,000 BAC Sec post transaction and upload Canvass Paper to Philgeps and Canvasser distribute Canvass Paper to at least 3 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 must obtain at least 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 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	None	10 mins.	Accounting

	Accounting clerk forwards documents to Vice President for Administration and Finance			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
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 simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications. 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).



<b>Office or Division</b>	Bids and Awards Committee				
<b>Classification</b>	Complex				
<b>Type of Transaction</b>	G2C-Government to Citizen; G2B- Government to Business; G2G- Government to Government				
<b>Who May Avail</b>	ALL				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Legal Basis: RA 9184 and GPPB Resolutions 1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy 3. Canvass Paper 4. Quotations 5. BAC Resolution to Award 6. Contract and/or Purchase Order			Requesting Unit Requesting Unit BAC Secretariat Canvasser BAC Secretariat BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit Purchase/Job Request. For 52.1(a) indicating the urgency to address an identified need of the Procuring Entity and the unforeseen contingency that caused its necessity.	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 procurement through Shopping	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 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 lowest calculated quotation	None	1 day	BAC Secretariat	
3. Winning Supplier submits additional eligibility	Requires and receives additional eligibility documents	None	30 mins.	BAC Secretariat	

documents	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat 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.	AC 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	None	10 mins.	Accounting Office	

	to President				
	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).

<b>Office or Division</b>	Bids and Awards Committee
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government
<b>Who May Avail</b>	ALL
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Legal Basis: RA 9184 & GPPB Resolutions 1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy	Requesting Unit Requesting Unit Supplier

3. Certificate of Exclusive Distributorship 4. Quotations 5. BAC Resolution to Award 6. Contract and/or Purchase Order	Canvasser BAC Secretariat BAC Secretariat			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2-3 days	BAC

	prepares Resolution to Award and have it approved by BAC and HOPE			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	
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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).

<b>Office or Division</b>		Bids and Awards Committee		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government		
<b>Who May Avail</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 confirms 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 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
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 whose 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).

<b>Office or Division</b>		Bids and Awards Committee		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government		
<b>Who May Avail</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Purchase Request- 3 copies</li> <li>2. APP/PPMP- 1 copy</li> <li>3. Certificate of Exclusive Distributorship</li> <li>4. Quotations</li> <li>5. BAC Resolution to Award</li> <li>6. Contract and/or Purchase Order</li> </ol>		Requesting Unit Requesting Unit Supplier  Canvasser BAC Secretariat BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 days	BAC

	approves Resolution			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 atleast 3 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 must obtain at least 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	None	2-3 days	BAC Secretariat BAC HOPE

	Award and have it 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	59 days, 4 hours, and 30 mins.	
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**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).

<b>Office or Division</b>		Bids and Awards Committee		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government		
<b>Who May Avail</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Purchase Request- 3 copies</li> <li>APP/PPMP- 1 copy</li> <li>Certificate of Exclusive Distributorship</li> <li>Quotations</li> <li>BAC Resolution to Award</li> <li>Contract and/or Purchase Order</li> </ol>		Requesting Unit Requesting Unit Supplier  Canvasser BAC Secretariat BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Purchase/Job Request and supporting documents	BAC Sec receives approved PR/JR (refer to Service #2) that Mode	None	2 hours	BAC Secretariat

identifying emergency.	of Procurement is Direct Contracting			
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 Accounting Office	None	10 mins.	BAC Secretariat
	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.

<b>Office or Division</b>		Office of the Vice President for Administration and Finance		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Non-Teaching Staff, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resolutions/Approved Requests/Communications		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward/submit the request, communication or document(s) to VPAF Office.	Receive the request, communication 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	None	5 mins.	Office Staff

	and to the logbook			
	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, refer to office concerned, approve or disapprove) on the document(s) forwarded.			VPAF
	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	None	1 min.	Client and Office Staff

	office concerned for final or appropriate action.			
	TOTAL	None	7 mins.	

## Administrative Services Division

### MAIN CAMPUS External Services

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

<b>Office or Division</b>	Agency Authorized Officer, Chief Administrative Officers' Office, 2 <sup>nd</sup> Floor, Administration Bldg., ISATU, La Paz, Iloilo City		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Gov't to Citizen; G2G-Gov't to Gov't		
<b>Who May Avail</b>	ISATU Officers and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Net take home Pay in compliance with threshold requirement of the law or Five Thousand Pesos (Php5,000.00) whichever is applicable during a specific period.</li> <li>2. Completed Application at GSIS/GSIS Kiosks or Duly filled up Application form from Pag-ibig Fund.</li> <li>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</li> </ol>	Finance Services Division / Ms Ma. Sonia Cataluña  GSIS or GSIS Kiosks  Pag-ibig Fund/HDMF Office or website		



4. Machine Copy of 2 Valid ID and Payroll Account ATM or Cash Card from LBP if loan application is from Pag-ibig Fund.		Applicant Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a loan via GSIS Kiosk or via Virtual Pag-ibig or fill-up Application for Loan Form of Pag-ibig Fund.	Open AAO Portal of GSIS /Pag-ibig Fund and check who applied for loans as forwarded by GSIS/Pag-ibig Fund;  Check payroll if employee is qualified for loan. If qualified certify or approve the GSIS/Pag-ibig loan via AAO Portal.	None	15 minutes	AAO
2. Get pay slip or certification of Net Take Home Pay and machine copy 2 valid IDs and Payroll Account from	Check Net take home pay of employee. If qualified sign/approve the Pag-ibig Fund loan	NONE	15 minutes	University President  CAO

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 or Apply via online portal of Pag-ibig Fund by creating an account.	applied for or Certify Loan online via Virtual Pag-ibig for Employers if employee is qualified.			
	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.

<b>Office or Division</b>	HRMO		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	All Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Legal Basis: CSC Rules and Regulations: Omnibus Rules and Other Human Resource Actions 1. Publication of Vacant Position		HRMO III; CSC Bulletin	

(Faculty Not Required) 2. Application Letter 3. Resume 4. Transcript of Records 5. Diploma 6. Certificate of Training/Seminar/Conference attended 7. Photocopy of Eligibility 8. Photocopy of License/s 9. CS Form 212 (PDS)		Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
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	5 mins.	HRMO III	
4. Conduct initial screening based on the Qualification standards of the position applied	Conducted initial screening based on the Qualification standards of	None	10 minutes	HRMO III	

for.	the position applied for.			
	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. Report 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	None	1 hour	HRM Personnel Selection Board.

	Position.			
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/on-boarding 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.

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		ISAT U		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Appointment</li> <li>2. Certificate of Assumption of Duty</li> <li>3. Oath of Office</li> <li>4. Position Description Form DBM-CSC Form I</li> <li>5. PDS</li> </ol>		Administrative Officer V/HRMO III/HRMO Designate, 2nd Floor Adm. Bldg., ISAT U, La Paz Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the client.

<b>Office or Division</b>	Human Resource Mgt. Office, 2 <sup>nd</sup> floor, Admin. Bldg., ISATU, La Paz, Iloilo City			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who May Avail</b>	Graduates, Retirees, Parents, Relatives, Authorized Representatives/Atty.-in-Fact			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-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	None	10 mins.	Assigned Personnel

	attested by authorized signatory.			
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.

<b>Office or Division</b>	Motor Pool/Administrative Services Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who May Avail</b>	Officials, Employees, Student Organizations and Other Stakeholders of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Use of Vehicle- 3 copies 2. Approved invitation/ communication/ Authority to Travel of activity if necessary- 2 copies 3. Trip Ticket- 4 copies		Office of Motor Pool  Requesting Party  Motor Pool Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/com	Checks supporting documents	None	5 mins.	Mr. Samuel Tamayor

munication/ Authority to Travel if necessary	and issues Request for Use of Vehicle form			
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	
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## Supply Office

Main Campus  
External Services

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

<b>Office or Division</b>		Supply and Property Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		Faculty Members and Non Teaching Personnel of the University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Purchase Order</li> <li>2. Approved Request for Extension</li> <li>3. Approved counter offer/replacement item</li> <li>4. Delivery Receipt</li> <li>5. Charge Invoice</li> <li>6. Approved transmittal for Printing materials</li> <li>7. Notice of Overdue of account</li> <li>8. Inspection and Acceptance Report.</li> </ol>		Supply and Property Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Deliver approved Purchase Order to supplier for signature and preparation of supplies	None	2 days	SPMO Personnel

	and materials for delivery			
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.	
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# 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2B-Government to Business		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Billing/ Statement of Account</li> <li>2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial</li> </ol>		Contractor/Supplier  Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	None	30 mins.	Accounting Clerk

	cheque no.			
	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	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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex

<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Additional documentary requirements: <ol style="list-style-type: none"> <li>1. Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005.</li> <li>2. List of prevailing comparable property within vicinity</li> <li>3. Vicinity Map</li> <li>4. Request for payment</li> <li>5. Bill/Invoices</li> <li>6. Certificate of occupancy</li> <li>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</li> </ol>		Requesting Unit  Requesting Unit Requesting Unit Requesting Unit Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	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	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 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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Additional documentary requirements: <ol style="list-style-type: none"> <li>1. Additional documents under Annex D of COA Memorandum No. 2005-027 dated February 28, 2005.</li> <li>2. Letter request for payment from the consultant</li> <li>3. Approved consultancy progress/final reports, and/or output required under the contract</li> <li>4. Progress/Final Billing</li> <li>5. Contract of Infrastructure Projects subject of Project Management Consultancy</li> </ol>	Consultant  Planning Officer  Planning Officer Planning Officer

Services				
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



	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 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'	None	1 hour	Accounting Clerk

	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 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	None	4 hours	Cashier

	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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		Contractor		
2. Certification from the end-user that the project is completed and inspected		Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	Planning Office Planning Office Planning Office

concerned government agency.				
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	None	30 mins.	CAO

	DV in BOX d			
	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 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.	

### 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Additional documentary requirements: 1. Additional documents enumerated under Annex B of COA Memorandum No. 2005-027 dated February 28, 2005.		Planning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	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 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'	None	1 hour	Accounting Clerk

	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 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/	None	4 hours	Cashier

	Issuance of Official Receipts			
	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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supply office submit the DV with complete	Accounting clerk receives and log in the	None	30 mins.	Accounting Clerk

documents to accounting clerk	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
	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	None	6 hours	VP For Finance/ President

	approval			
	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.	

## 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 others, 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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Additional documentary requirements:	



<ol style="list-style-type: none"> <li>1. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money</li> <li>2. Common to progress/final payment: <ul style="list-style-type: none"> <li>- Statement of Work Accomplished/Progress Billing</li> <li>- Inspection Report by the Agency's Authorized Engineer</li> <li>- Results of Test Analysis, if applicable</li> <li>- Statement of Time Elapsed</li> <li>- Monthly Certificate of Payment</li> <li>- Contractor's Affidavit on payment of laborers and materials</li> <li>- Pictures, before, during and after construction of items of work especially the embedded items</li> <li>- Photocopy of vouchers of all previous payments</li> <li>- Certificate of completion</li> </ul> </li> </ol>		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 receives and log in the DV	None	30 mins.	Accounting Clerk

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).

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Authenticated photocopy of the approved APP and any amendment thereto 2. Approved contract supported by the	BAC Office

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:

- 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

<ul style="list-style-type: none"> <li>- Post Qualification Report of Technical Working Group</li> <li>- BAC Resolution declaring winning bidder</li> <li>- Notice of Post Qualification</li> <li>- BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract</li> <li>- Notice of Award</li> <li>- Performance Security</li> <li>- Program of Work<sup>1</sup> and Detailed Estimates</li> <li>- Notice to Proceed, indicating the date of receipt by the contractor</li> <li>- Detailed Breakdown of ABC</li> <li>- Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time</li> <li>- 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</li> </ul> <p style="margin-left: 40px;">indicating the following, among others, for consultancy services:</p> <ul style="list-style-type: none"> <li>- Schedule of basic rates certified by the consultant with a sworn statement</li> <li>- Derivation of the billing factor/multiplier certified by the consultant with a sworn</li> </ul>	
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<p>statement</p> <ul style="list-style-type: none"> <li>- 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</li> <li>- indicating the monthly lease payment and period of lease for lease contracts</li> </ul> <p>3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> <li>- 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)</li> <li>- Printout copy of advertisement posted in PhilGEPS</li> <li>- Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places</li> </ul> <p>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</p> <p>5. Minutes or Pre-procurement Conference for project costing above P5.0 million for infrastructure, P2.0 million and</p>	
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<p>above for goods and P.0 million and above for consulting services</p> <ol style="list-style-type: none"> <li>6. Bid Evaluation Report</li> <li>7. Ranking of short listed bidders for consulting services</li> <li>8. Post Qualification Evaluation Report</li> <li>9. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS</li> <li>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: <ul style="list-style-type: none"> <li>- For new contracts entered into by the local chief executive for contractual obligations included in the previous year's annual and supplemental budgets</li> <li>- 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</li> <li>- For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses</li> </ul> </li> <li>11. Evidence of Invitation of three observers in all stages of the</li> </ol>	
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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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Budget Staff

	ORS, PO and complete supporting documents to Accounting Clerk			
	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

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple



	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	

## 20. Honoraria of Governing Boards of Collegial Bodies

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

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2c-Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	All MEMBERS OF THE GOVERNING BOARD OF ISATU
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Appointment/designation as member of the Board (initial payment)	Board Secretary
2. Minutes of meeting and Attendance Sheet as certified	Board Secretary

by the Board Secretary				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Accounting Clerk

	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	Contact the payee for	None	4 hours	Cashier

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

# Cashier

Main Campus  
External Services

## 21. Receiving Payment for Tuition and Other Fees

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form 2. Request Form		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	4 mins.	Cashier Staff

	Form and Release O.R			
	TOTAL	None	18 mins.	

## 22. Receiving Payment for the Other Income/IGPs

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order for/IGP Form		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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### 23. Receiving Payment for Check Receipts (Donation, Scholarship Grants)

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

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G-Government to Government; G2B-Government to Business; G2C-Government to Citizen		
<b>Who May Avail</b>		Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Cheque 2. Charge Invoice		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>	Management Information System/Electronic Data Processing			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Original Registration Form (RF) 2. ID Information Form			Registrar's Office, Dean's Office, Department Office MIS Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	MIS Staff
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	MIS Staff
Fill out ID Information Form				
3. Presents Priority number stub	Receives Priority Number stub	None	1 min.	MIS Staff
Presents Registration	Verifies authenticity of			

Form (RF) to show proof of enrollment and ID fee has been included in the appraisal section of the RF	the RF, stamps it with 'Picture Taken' and returns RF to student			
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.	MIS Staff
5. Checks acceptability of picture taken	Takes picture of student	None	2 mins.	MIS Staff
6. Writes signature at the signature pad	Affixes signature of student to the ID system	None	2 mins.	MIS Staff
	Saves data in the ID system			
7. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	MIS Staff
	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.

<b>Office or Division</b>	Management Information System/Electronic Data Processing			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Students of ISAT U			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Original Registration Form (RF)</li> <li>2. ID Information Form</li> <li>3. Official Receipt</li> <li>4. Old student ID card</li> </ol>		Registrar's Office, Dean's Office, Department Office MIS Office Cashiers' Office Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	MIS Staff
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	MIS Staff
Fill out ID Information Form				
3. Presents Priority Number stub	Receives Priority Number stub	None	2 mins.	MIS Staff
4. Presents Old ID	Receives and archives Old ID			
5. Presents	Verifies			

Registration Form (RF) to show proof of enrolment	authenticity of the RF and returns it to student			
6. Presents Official Receipt	Checks Official Receipt and stamps with 'ID Claimed', returns Official Receipt to student			
7. Presents filled-out ID information Form	Checks completeness of ID Information Form			
8. Verifies accuracy of data encoded	Retrieve student data from the ID system	None	2 mins.	MIS Staff
	Edit student information based from ID Information Form (if applicable)			
9. Checks acceptability of picture taken (if needed)	Takes picture of student (if needed)	None	2 mins.	MIS Staff
10. Writes signature at the signature pad (if needed)	Affixes signature of student to the ID system (if needed)	None	2 mins.	MIS Staff

	Saves data in the ID system			
11. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	MIS Staff
	Releases ID to the student			
	TOTAL	None	18 mins. and 30 sec.	

## 27. Printing of Lost ID

Printing of Lost ID. Applicable for ID that was lost.

<b>Office or Division</b>	Management Information System/Electronic Data Processing			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Students of ISAT U			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 Cashiers' Office Attorney's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	MIS Staff
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	MIS Staff
Fill out ID				

Information Form				
3. Presents Priority number stub	Receives Priority number stub	None	2 mins.	MIS Staff
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 Form	Checks completeness of ID Information Form			
4. Verifies accuracy of data encoded	Retrieves student data from the ID system	None	2 mins.	MIS Staff
	Edit student information based from ID Information Form (if applicable)			
5. Checks acceptability of	Takes picture of student (if	None	2 mins.	MIS Staff

picture taken (if needed)	needed)			
6. Writes signature at the signature pad (if needed)	Affixes signature of student to the ID system (if needed)	None	2 mins.	MIS Staff
	Saves data in the ID system			
7. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	MIS Staff
	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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
I.D. for Information Copy	1	Client		
Guest Registration Form Copy	1	HRT Service Center Front Desk Clerk		
Official Receipts Copies	3	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 given.	N/A	2 mins.	Client Front Desk Clerk
Prepares cash	Receives the	Number of	2 mins.	Client

payment	cash payment from the guest and give the official receipt copy.	Nights		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
	<b>TOTAL</b>		<b>10 mins.</b>	

## 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:		<b>IIRGP-HRT Service Center</b>		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Event Contract	1 Copy	Client		
Food Menu Packages	1	HRT Service Center	Front Desk Clerk	
Copy		Front Desk Clerk		
Official Receipts	3			
Copies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Guests Inquires for Event/Function	Front 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 event/function	N/A	1 min.	Client Front Desk Clerk
Selects the Food Menu Packages	Assists the guest in selecting the	N/A	3 mins.	Client Front Desk Clerk

	food packages. If possible suggest and convince the guest for the best menu.			
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
	<b>TOTAL</b>		<b>15 mins.</b>	

### 30. Tarpaulin Printing

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

OFFICE OR DIVISION:	<b>IIRGP – COPY SHOPPE INTERNET</b>
CLASSIFICATION:	<b>Simple</b>
TYPE OF TRANSACTION:	<b>G2C</b>
WHO MAY AVAIL:	<b>ALL</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
QF-IIRGP-12 Tarpaulin Printing Job Request 1 Copy	IIRGP – COPY SHOPPE INTERNET Staff Client



Approved Letter	1 Copy	IIRGP – COPY SHOPPE INTERNET Staff		
QF-IIRGP 07 Billing Statement	1 Copy	IIRGP Staff		
Voucher	1 Copy			
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
	<ul style="list-style-type: none"> <li>● Prints the tarpaulin</li> <li>● Releases printed job to the client.</li> </ul>	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 requirements.	N/A	1 day	Client Copy Shoppe Staff IIRGP Director 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
	<b>TOTAL</b>		<b>2 weeks,3 days,7 mins.</b>	

### 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cash		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the staff to use computer.	<ul style="list-style-type: none"> <li>Checks the availability of computers</li> <li>Logs in the client</li> </ul>	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.	<ul style="list-style-type: none"> <li>Logs out the client</li> <li>Informs the client of his/her computer rental expense.</li> </ul>	N/A	30 sec.	Client IIRGP –Copy Shoppe Staff
Pay the computer rental expense.	<ul style="list-style-type: none"> <li>Receives the computer rental expense</li> <li>Gives receipt to the customer if needed</li> </ul>	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
	<b>TOTAL</b>		<b>3 mins.</b>	

### 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
	<ul style="list-style-type: none"> <li>Prints the documents</li> <li>Prepares the costing of printed documents</li> <li>Informs the client of the cost of the documents printed</li> </ul>	N/A	3 mins. <i>Depends on the number of pages to be printed</i>	IIRGP –Copy Shoppe Staff
Pay the printing expenses.	<ul style="list-style-type: none"> <li>Receives the printing payment</li> <li>Gives receipt to the customer if needed</li> <li>Gives the printed documents to the clients</li> </ul>	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
	<b>TOTAL</b>		<b>6 mins.</b>	

### 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. <i>Depends on the number of pages to be photocopied</i>	IIRGP –Copy Shoppe Staff
Pay the photocopy expenses.	Receives the photocopy payments. Gives receipt to the customer if needed. Gives the photocopied documents to the clients.	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
	<b>TOTAL</b>		<b>5 mins.</b>	

### 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter 1 copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<ul style="list-style-type: none"> <li>Approves the reservation of the training venue</li> <li>Informs the client</li> </ul>	N/A	2 mins.	Project Manager
Receives the approved letter from the Office of the University President.	<ul style="list-style-type: none"> <li>Prepares the billing statement</li> <li>Gives the billing statement to the client</li> </ul>	N/A	5 mins.	Client IIRGP –Copy Shoppe Staff/Project Manager
Receives the copy of billing statement. Pays the venue rental expenses.	<ul style="list-style-type: none"> <li>Receives the payments from the client</li> <li>Prepares the remittance slip</li> <li>Remits the cash/check to the university cashier</li> </ul>	N/A	5 mins.	Client IIRGP –Copy Shoppe Staff
	<ul style="list-style-type: none"> <li>Receives the payment from the Copy Shoppe Staff</li> <li>Issues receipts of payments</li> </ul>	N/A	10 mins.	University Cashier

	<ul style="list-style-type: none"> <li>Gives a copy of receipts to the Copy Shoppe Staff</li> </ul>			
	Gives a copy of the receipt to the client.	N/A	1 min.	IIRGP- Copy Shoppe Staff
	<b>TOTAL</b>		<b>1 day, 25 mins.</b>	

### 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:		<b>IIRGP – COPY SHOPPE INTERNET</b>		
CLASSIFICATION:		<b>Simple</b>		
TYPE OF TRANSACTION:		<b>G2C</b>		
WHO MAY AVAIL:		<b>ALL</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cash Files to be printed Job Request Form		Client Client IIRGP- Copy Shoppe Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents the tarpaulin files to be printed to the staff.	<ul style="list-style-type: none"> <li>Receives the tarpaulin file</li> <li>Get the needed information from the client for the Job Request Form.</li> </ul>	N/A	3 mins.	Client IIRGP –Copy Shoppe Staff
Signs Job Request Form for conformation.		N/A	3 mins.	Client
	Prints and release the printed tarpaulin.	N/A	1 day. <i>Depends on the number of tarpaulins to be printed</i>	IIRGP –Copy Shoppe Staff
Receives, checks and pays the tarpaulin printing	<ul style="list-style-type: none"> <li>Receives the tarpaulin</li> </ul>	N/A	3 mins.	Client IIRGP –Copy Shoppe Staff

expenses.	printing payment <ul style="list-style-type: none"> <li>• Gives receipt to the customer if needed</li> </ul>			
	<b>TOTAL</b>		<b>1 day,9 mins.</b>	

### 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Rental Permit (QP-IIRGP-04)	1 Copy	Client		
Official Receipt	1 Copy	ILDO Staff		
Billing Statement	1 Copy			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquiries for the availability of the Physical Facilities to be reserved	<ul style="list-style-type: none"> <li>• Checks if the requested facility is available</li> <li>• Reserves the facility immediately to the non-paying client if it is available.</li> <li>• Reserves the facility to the paying client upon submission of the filled out Rental Permit Form.</li> </ul>	N/A	1 min.	Client ILDO Staff/Director
Secures and fills out Rental Permit Form	<ul style="list-style-type: none"> <li>• Receives and checks completeness of filled out Rental Permit form.</li> <li>• Forwards the filled out forms to PDAS Office for the</li> </ul>	N/A	3 hrs	Client  ILDO Staff/Director  PDAS Staff/Director

	<p>assignment of personnel needed.</p> <ul style="list-style-type: none"> <li>• PDAS Office forwards the form to IIRGP Office for billing and VPAF Approval.</li> <li>• IIRGP Office forwards the approved copy of Rental Permit to ILDO.</li> </ul>			IIRGP Staff VPAF
<p>Bill Payment</p> <ul style="list-style-type: none"> <li>• Pays the amount to the Cashier's Office within 24 hours upon receipt of notice of the approved permit.</li> </ul>	<p>Informs the client of the approved Rental Permit and Billing Statement.</p>	<p>Based on rental fees</p>	<p>2 mins.</p>	<p>Client ILDO Staff/Director</p>
<p>Submits the copy of receipt for the booking confirmation.</p>	<p>Confirms booking to respective area or facilities in-charge</p>	<p>N/A</p>	<p>2 mins.</p>	<p>Client ILDO Staff/Director</p>
<p>Booking/Reservation Confirmation</p>	<p>Records confirmed booking and distribute copies of approved permit to concerned offices.</p>	<p>N/A</p>	<p>2 mins.</p>	<p>ILDO Staff/Director</p>
	<p><b>TOTAL</b></p>		<p><b>3 hrs and 9 mins.</b></p>	



### 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:		<b>IIRGP – STORE</b>		
CLASSIFICATION:		<b>Simple</b>		
TYPE OF TRANSACTION:		<b>G2C</b>		
WHO MAY AVAIL:		<b>ALL</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order Slip (QF-IIRGP-016)	1	IIRGP-Store Staff		
Copy		IIRGP-Store Staff		
Billing Statement (QF-IIRGP-007)	2	Client		
Copies				
Approved Budget/Letter of Approval	2			
Copies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	N/A	2 mins.	IIRGP Director / VPAF

	by IIRGP Director or 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
	<b>TOTAL</b>		<b>10 mins.</b>	

# 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

<b>Office or Division</b>		Data Processing Center-Research Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Employees/ Non- ISAT U clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Copy of the Research Proposal and Data-1 copy</li> <li>2. Students' ID</li> <li>3. Letter Request- 2 copies</li> </ol>		Provided by clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<p>2. Ensure the data are properly encoded in the excel format</p> <p>Note: The Data Processing Center offers Statistical Data Analysis Consultation is w/ consultation fee amounting to 1,000.00</p>	<p>Determine the Statistical Tools based on the objective of the study. Discuss the necessary statistical tools to be used.</p>			
	<p>Prepare Job Order Contract with corresponding fees (based on approved BOT fees)</p>	<p>75.00/p er test (student)</p> <p>250.00/ per test (non- ISAT U)</p>	10 mins.	<p>Statistician / Statistician Aide</p>
<p>3. Present the accomplished Job Contract to the cashier's office for the issuance of official receipt.</p>	<p>Issue an Official receipt as payment for Job Order Contract</p>	None	5 mins.	Cashiers' Office
<p>4. Present the Job Order contract together with the receipt to the Data Processing Center</p>	<p>Conduct statistical testing. Data are encoded, processed and analyzed using the SPSS software to generate results.</p>	None	1-2 days	Statistician / Statistician Aide

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.

<b>Office or Division</b>		Intellectual Property Management Office		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All employees and students, stakeholders, and external clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Resolution</li> <li>2. Job order contract/request</li> <li>3. Concept paper</li> <li>4. Non-disclosure agreement</li> <li>5. Drawings, sketch, illustrations, pictures or videos, methods, procedures</li> <li>6. Prior art search report</li> </ol> <p>Payment shall be made at the University Cashier*</p>		IPMO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	ITSO Technical Staff/ IPMO Director

	to be protected in terms of novelty, industrial applicability, and inventive step			
	For potential patentable technology: ITSO Technical Staff advices and informs the clients of the fees and the stages of drafting For non-potential patentable technology: ITSO Technical Staff advices the client to discontinue the development of the technology or to improve further teh technology.	None		
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	Prepares the Job Order	Php 500.00	10 mins.	IPMO Secretary

fees at the cashier. *	Contract to be signed by the IPMO Director	/Master's Degree Php 1,000.00 /Doctorate Degree		
	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 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	None	1 hour	IPMO Director/ ITSO Technical Staff/ Internal/External Clients



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	None	10-15 mins.	IPMO Director/ ITSO Technical Staff/ External Clients

	fees and all documents used in the drafting of patent. Logs the released of documents.			
	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.

<b>Office or Division</b>	National and International Affairs Office		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Students (local & Foreign), Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
a. Copy of RF (Student is enrolled in OJT) b. Student Profile c. Copy of Transcript of Records d. Copy of Valid Passport (for international programs) e. Letter endorsement from the Dean		Registrar  Applicant  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 confirmation 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.

<b>Office or Division</b>	National and International Affairs Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students (local & Foreign), Faculty and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

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 confirmation 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 <b>Authority to Travel Abroad</b>	Process Authority to Travel	None	3 months	National and International Affairs' Staff
CONTINUE TO AUTHORITY TO TRAVEL ABROAD				

## 42. Authority to Travel Abroad

<b>Office or Division</b>	National and International Affairs Office
<b>Classification</b>	Simple

<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students (local & Foreign), Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Faculty, Staff and Students (Official Travel)</b></p> <p>a. Approved Letter Request for Travel Abroad</p> <p>b. Letter of Acceptance or Invitation Letter</p> <p>c. Copy of Valid Passport</p> <p>d. Profile of the Event Organizer</p> <p>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)</p> <p>f. Employee's Profile for NIA Programs</p> <p><b>Faculty and Staff (Personal Travel)</b></p> <p>a. Approved Letter Request for Travel Abroad</p> <p>b. Approved Leave of Absence (Form 6)</p> <p>c. Certification of Personal Travel</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 minutes	NIA Director

	Assessment and submits all requirements via email.			
	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.

<b>Office or Division</b>		Industry Linkages and Development Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		Industry		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent-2 copies		Requesting Industry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Secure copy for Student	None	3 mins.	Frontline Personnel/Admin

documents	Internship Program training/Student Job Placement files and track record on log book			. Staff
	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.

<b>Office or Division</b>	Industry Linkages and Development Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government	
<b>Who May Avail</b>	Industry	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



1. Letter Request for Posting-2 copies		Requesting Industry		
2. Posters/Flyers- 2 copies		Requesting Industry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and advertisement	Forward the submitted letter and poster/s to the PIO for approval of posting	None	3 mins.	Frontline Personnel/Admin . Staff
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.

<b>Office or Division</b>	Industry Linakages and Development Office			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government			
<b>Who May Avail</b>	Industry			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request -1 copy		Requesting Industry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 reason/s for non-approval; advise to return upon compliance	None	5 mins.	Frontline Personnel/Admin . 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.*

<b>Office or Division</b>	Office of the Vice President for Academic Affairs			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Withdrawal of Enrolment		VPAA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 request form.	Sign request form and returns it to the student.	None	1 minute	VPAA
	<b>TOTAL</b>		<b>3 minutes</b>	

#### 47. Faculty and Staff Development Program

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

<b>Office or Division</b>		Office of the Vice President for Academic Affairs		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Faculty and Staff Application Form QF-HRM-08		VPAA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 President for	None	1 hour	BOT

	BOT Approval			
	<b>TOTAL</b>		<b>3 hours and 2 mins.</b>	

#### 48. Approval of Requests and Other Communications

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

<b>Office or Division</b>		Office of the Vice President for Academic Affairs		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Students, Faculty, Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resolutions/Requests/Communications Budget Proposals if necessary		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 minutes	VPAA Office Staff

	release approved documents.			
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..*

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

	status of the ID Card.	e		
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
	<b>TOTAL</b>		<b>7 minutes</b>	

## 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrowed equipment by the students/faculty		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Return the ID Card.	None	1 minutes	Office Staff



card.				
	<b>TOTAL</b>		<b>10 minutes</b>	

### 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>		<b>10 minutes</b>	

## 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID Card	1 copy			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>		<b>10 minutes</b>	

## 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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Request Form	1 copy	Dean's Office	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>		<b>8 minutes</b>	

# 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.

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	First Year Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<p>Open the MRIS and complete the biodata</p> <p>Relay directions on how to proceed with examination</p>	None	<p>2 minutes</p> <p>2 minutes</p>	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.

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fasting		Patient  Medical Officer/Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide necessary information.	Open and complete MRIS biodata	None	2 minutes	Nurse/ Physician
2. Submit for Consultation	<ul style="list-style-type: none"> <li>● History taking, making a diagnosis and formulating treatment plan.</li> <li>● Vital Signs measurement</li> <li>- Blood</li> </ul>	None	5 minutes	Nurse/ Physician

	Pressure  - Temperature		1 minute  1 minute	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

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none		N.A.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		2 minutes	Nurse/Physician

	measurement. *Blood Pressure *Pulse Rate		2 minutes 3 minutes	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.

<b>Office or Division</b>	Medical Services Department
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students, employees, faculty and community members
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



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	Nurse/Physician
			1 minute 1 minute	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	Nurse/Physician
			30 minutes	Nurse/Physician
			2 minutes	Nurse/Physician
	TOTAL		49 minutes	

## 58. MINOR OPERATION

Preparation, local anaesthesia, actual operation.

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Consent		N.A.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		2 minutes  1 minute 1 minute	Nurse/Physician  Nurse/Physician Nurse/Physician

3. Submit for minor operation	Perform minor operation (STAT or Schedules)		30 minutes	
	Anaesthesia and Operation		3 minutes	
	Medicine dispensing		2 minutes	
	Encoding of treatment data.		2 minutes	
<b>TOTAL</b>			<b>46 minutes</b>	

## 59. REQUEST FOR MEDICINE

Dispensing of medicines.

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID for students, employees and faculty members		patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 measurement. *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 Senior Citizen's medicine  Encoding of treatment data	NONE	3 minutes   3 minutes   2 minutes	Nurse/Physician    Nurse   Nurse/Physician
TOTAL			30 minutes	

## 60. REQUEST FOR REFERRAL

Issuance of referral.

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

3. Request for referral to health agencies/specialist.	Issuance of referral letter	NONE	3 minutes	Physician
	Encoding of health plan		2 minutes	Nurse/Physician
TOTAL			13 minutes	

## 61. REQUEST FOR MEDICAL CERTIFICATE

Issuance of Medical Certificate.

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N.A.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.		5 minutes	Nurse/Physician

	Vital signs measurement. *Blood Pressure *Pulse Rate		2 minutes 3 minutes	Nurse/Physician 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.

<b>Office or Division</b>		Medical Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, employees, faculty and community members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N.A.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provider necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Inhalation	Administer pulmo-aid inhalation	NONE	5 minutes	Physician

	or steam inhalation		2 minutes	Nurse/Physician
	Medicine dispensing		3 minutes	Nurse/Physician
	Prescription with senior citizen medicines		2 minutes	Nurse/Physician
	Encoding the treatment data.			Nurse/Physician
TOTAL			29 minutes	

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

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G- Government to Government			
<b>Who May Avail</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form 2. Student Identification Card 3. Medical Logbook 4. Referral Slip		Registrar Students Medical Clinic Medical Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>



	<b>ACTION</b>	<b>TO BE PAID</b>	<b>TIME</b>	
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 Testing.	None	10 mins.	Nurse II/Medical Staff
	<b>TOTAL</b>	None	15 minutes	

# Dental Clinic

Main Campus  
External Services

## 64. Oral Examination/Consultation

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Dental Examination Chart- 1 copy 3. Dental Health Record Form- 2 copies 4. Prescription Form- 2 copies		MIS Dental Clinic Dental Clinic Dental Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	15 mins.	Dentist

	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 mins.	

## 65. Tooth Extraction

<b>Office or Division</b>	Dental Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Prescribe & dispense medicines Post-Operative Instructions	None	1 hour	Dentist
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

<b>Office or Division</b>	Dental Clinic		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. School ID		MIS	
2. Dental Health Record Form- 2 copies		Dental Clinic	
3. Prescription Form- 2 copies		Dental Clinic	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 medicines	None	40 mins.	Dentist
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	<b>TOTAL</b>	None	54 minutes	

## 67. Prescribing and Dispensing of Medicines

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

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

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple

<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Dental Examination Chart - 2 copies 3. Dental Certificate 4. Referral Slips- 2 copies		MIS Dental Clinic  Dental Clinic Dental Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Dental Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty, Students, Staff and Community			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. School ID 2. Government-issued ID			Office of Student Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Consent Form- 1 copy</li> <li>2. Individual/Group Counseling Form- 1 copy</li> <li>3. Intake Interview for Counseling- 1 copy</li> </ol>		University Guidance and Counseling Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Guidance and Counseling Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. High School Card- 1 copy		Senior High School Graduated from

2. Examination schedule Record- 1 copy		Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Absent Data Form-1 copy 2. Medical Certificate and /or certifications – 1copy			Guidance Office, Medical Doctor, Lawyer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes	

### 73. Personal Data Inventory Profile

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Personal Data Inventory Form- 1 copy</li> <li>2. 2 x 2 ID Picture- 1 copy</li> <li>3. White Long Folder</li> </ol>		Guidance Office  Students Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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)**

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tracking of Graduates Form- 1 copy 2. Exit Interview Form- 1 copy		Guidance Office  Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	

### 75. Request for Semestral Clearance (Students)

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tracking of Graduates Form- 1 copy		Guidance Office		
2. Exit Interview Form- 1 copy		Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO BE</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

	<b>ACTION</b>	<b>PAID</b>	<b>TIME</b>	
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and Accommodates 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 Guidance Center Personnel	Verifies and checks the completeness of the document	None	5 mins.	Student
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	<b>TOTAL</b>	None	10 minutes	

## 76. Orientation Services

<b>Office or Division</b>	University Guidance and Counseling Center		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty, Staff, Students and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Evaluation of Guidance		University Guidance and Counseling Center	



Services- 1 copy				
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

<b>Office or Division</b>	University Guidance and Counseling Center
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>Office or Division</b>	University Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Psychological Test and Guidance Test- 1 copy 2. Students Individual Inventory Test- 1 copy		University Guidance and Counseling Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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**79. Consultation Service (Group/Individual) Career, Academic, Personal, Family)**

<b>Office or Division</b>		University Guidance and Counseling Center		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Counseling Record Form- 1 copy		University Guidance and Counseling Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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### 80. Request/ Issuance of Absence Form

<b>Office or Division</b>		University Guidance and Counseling Center		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID-1 copy 2. Absence Data Form (Individual/Group)- 1 copy 3. Excuse Letter- 1 copy 4. Medical Certificate- 1 copy		University Guidance and Counseling Center University Guidance and Counseling Center Parent/Guardian Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)

	absence.			
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

<b>Office or Division</b>		Student Internship Program		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Students who applied for Internship		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Registration Form		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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

<b>Office or Division</b>	Student Internship Program
<b>Classification</b>	Simple

<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Students who applied for Internship		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
	<b>TOTAL</b>	None	7 mins.	

### 83. Request for SIP Logbook

<b>Office or Division</b>	Student Internship Program
<b>Classification</b>	Simple

<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SIP Registration Form 2. SIP Agreement 3. SIP Center Data Sheet 4. Degree Plan 5. Medical Certificate 6. Police Clearance		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>	Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	All Students who are officially enrolled and external Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Validated Library Card</li> <li>2. Identification Card</li> <li>3. Letter for External Researchers</li> </ol>		Library Issued by MIS From the Library of the Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Student presents a validated library card to the library staff at the circulation counter</li> </ol> <ul style="list-style-type: none"> <li>● Faculty/Employee presents ID</li> <li>● External researchers present an approved letter and ID</li> </ul>	Library staff receives and checks students and Faculty/Employee ID and external researcher's approved letter and library ID.	None	2 mins.	Library Staff

<p>2. Library customer gets the book/s from the shelves, signs the book card and presents it to the library staff at the circulation counter</p>	<p>Library staff receives the signed book card; checks accession number of book against the card and attaches library card. Library staff enters the borrowed material in the system and the book classification in the utilization statistics</p>	<p>None</p>	<p>2 mins.</p>	<p>Library Staff</p>
<p>3. Waits for the book</p>	<p>Attach the library card and the book card. Stamps on the due slip and release the book to the borrower</p>	<p>None</p>	<p>1 min.</p>	<p>Library Staff</p>
<p>4. Receives the book</p>	<p>Enters classification in the statistics for Library Utilization. Files the library Card</p>	<p>None</p>	<p>1 min.</p>	<p>Library Staff</p>
	<p>TOTAL</p>	<p>None</p>	<p>6 mins.</p>	

## 85. Returning of Books by Students

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

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

		per hour		
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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All Undergrad and Graduate Students of ISAT University who are officially enrolled for the term or semester		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form for the semester stamped enrolled by the Registrar's Office. (Students copy, Original Copy) 2. Validation Sticker		Students' Original Copy  Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 stamps RF; attaches validation sticker and releases the library card to the	None	1 min.	Library Staff

	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated Library Card 2. Identification Card 3. Research Permit Form		MIS Library Librarian of the Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 communication. Issue the	None	3 mins.	Library Staff

	research permit			
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.

<b>Office or Division</b>		Office of the University Librarian		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student/class representative presents clearance and library card. Faculty/staff presents				

clearance				
2.	<p>A. Students: Group and individual clearance: Library staff receives and checks if library card matches individual clearance. Stamps clearance for the signature of the Head Librarian.</p> <p>If a student has accountabilities, They are required to settle it before signing of clearance.</p> <ul style="list-style-type: none"> <li>• For unclaimed library card, library staff retrieves library card from the file.</li> </ul>	<p>Overdue fine for overdue books - .25/hour after 8:30A. M Note: Overdue fine would depend on the date and time the book was returned.</p>	3 mins.	<p>Library Staff Student Assistant Faculty/Staff Head Librarian</p>
3.	<p>Faculty/Staff</p> <p>The Head librarian receives clearance and checks record. NO borrowed book/s?</p>	None	3 mins.	Head Librarian



	<p>Stamps, signs and releases clearance.</p> <p>With borrowed book/s?</p> <ul style="list-style-type: none"> <li>• If there are borrowed materials, he/she is requested to return them before clearance is signed.</li> </ul>			
4.	<p>Note:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	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.

<b>Office or Division</b>		Office of the University Librarian		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		All Undergraduate and Graduate Students, Organizations, and Faculty of ISAT University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. LVR Form</li> <li>2. Log Book Schedule</li> <li>3. ICT Equipment to be Used</li> </ol>		Office of the University Librarian LVR Section LVR Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	3 mins.	Library Staff

	time is available. If it is available, the customer is given a form for them to fill up to be 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	None	3 mins.	Faculty/Student Assistant Library Staff

	the log book on the scheduled date and time; files the form.			
	TOTAL	None	7 mins.	

**90. Use of Internet**

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

<b>Office or Division</b>		Office of the University Librarian		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All Undergraduate, Graduate Students, Faculty, Employee, Alumni and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card 2. Faculty/Employee Identification Card 3. Official Receipt		Office of the University Librarian MIS Office Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student/Faculty member or other clientele presents OR, library card/ID to the internet in-charge		None	1 min.	Faculty/Student Assistant Library Staff
2.	Library staff receives OR,	10.00/h r.	5 mins.	Library Staff Student Assistant

	<p>library card/ID; logs and assigns computer for each student/faculty. Assists clientele when needed. Internet searching or typing of research activity ; use of the CAD or SPSS (Amount to be paid 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)</p>			Faculty
3.	<p>Logs out clientele/s; returns library card/ID</p>	None	1 min.	Library Staff

	TOTAL	None	7 mins.	
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# Office of Student Affairs and Services

Main Campus  
External Services

## 91. Scholarship/Financial Assistance Program

<b>Office or Division</b>	Office of Student Affairs and Services	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C-Government to Citizen	
<b>Who May Avail</b>		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<p>For Merit Scholars</p> <ol style="list-style-type: none"> <li>1. Registration Form</li> <li>2. Accomplished Personal Data Form</li> <li>3. Class Schedule</li> <li>4. Memorandum of Agreement on the Scholarship Educational Benefits</li> <li>5. Certificate of Indigency</li> <li>6. Copy of Grades</li> </ol> <p>For those availing of the Grant</p> <ol style="list-style-type: none"> <li>1. Letter from the sponsoring Agency/Foundation/Organization/ Notice of Award</li> <li>2. Registration Form</li> <li>3. Print out of Grades from the Office of the University/Registrar/ High School Card</li> <li>4. Class Schedule</li> <li>5. Accomplished Personal Data Form</li> <li>6. Memorandum of Agreement on the Scholarship Educational</li> </ol>	Scholarships and Grants Office	

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 the Cashier's Office 9. Certificate of Indigency 10. Copy of Grades				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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 post in the bulletin board of information the qualified applicants for	None	15 mins.	Scholarship Coordinator/ OSAS Staff



	the scholarship and grants			
4. Request the qualified applicant to report to the Scholarship Office for confirmation	Informs and orients the applicant of his/her roles and responsibilities as grantee/scholar	None	5 mins. /applicant	Scholarship Coordinator/ OSAS Staff
	TOTAL	None	35 mins.	

## 92. Issuance and Validation of School ID

<b>Office or Division</b>	Office of Student Affairs and Services			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students of ISAT University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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, 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 minutes/student	OSAS Staff
5. Request for ID protector and lence at the Office of Student Affairs and Services	Requests the student to log in the recording book releases the ID lence and protector	None	10 minutes/student	OSAS Staff

	TOTAL	None	52 mins.	
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**93. Issuance of Exit Clearance**

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Students of ISAT University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID, Clearance and other requirements that the Director of Student Affairs and Services may necessitate		Office of the Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes/client	OSAS Head & Staff
2. Presents the exit clearance to OSAS	Verifies and signs the exit	None	2 minutes	OSAS Head & Staff

for signature	clearance			
	TOTAL	None	5 mins.	

94. **Student Disciplinary Complaint Flowchart**

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students of ISAT University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID, Letter/Form of Complaint		Office of the Committee on Discipline		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 disciplinary measure and commitment form/Agreement Form to be accomplished	Checks the appropriate sanction for strict compliance	None	30 minutes/client	SR President Chairman/Secretary of the Committee on Discipline
	TOTAL	None	51 mins.	

95. **Accreditation of Student Organization/Club**

<b>Office or Division</b>	Office of Student Affairs and Services		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C-Government to Citizen		
<b>Who May Avail</b>	Students of ISAT University		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application for Accreditation of School Organizations</li> <li>2. Organizations Profile</li> <li>3. List of Officers, Members and Advisers</li> <li>4. Accomplishment Reports</li> <li>5. Calendar of Activities</li> <li>6. Constitution and By Laws</li> </ol>	ASCOs Coordinator Room		

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	30 mins.	

96. **Retension of Student Organization/Club**

<b>Office or Division</b>	Office of Student Affairs and Services	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C-Government to Citizen	
<b>Who May Avail</b>	Student Organizations Officers Who Where Accredited but Accreditation Expired	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Application for Accreditation of School Organizations 2. Organizations Profile	ASCOS Coordinator Room	

3. List of Officers, Members and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	20 mins.	

# Office of the University Registrar and Admission

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.

<b>Office or Division</b>	Office of the University Registrar and Admission			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business			
<b>Who May Avail</b>	SENIOR HIGH SCHOOL GRADUATING STUDENTS, TRANSFER STUDENTS FROM EXTERNAL CAMPUSES AND OTHER SCHOOLS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>SERVICES: Application for Admission Schedule: 8:00 am to 5:00 pm (Monday to Friday)</p> <p>Requirements:</p> <ol style="list-style-type: none"> <li>1. SF9 - SHS</li> <li>2. Transcript of Records for Evaluation (For Transferees)</li> <li>3. Certificate of Transfer Credentials (For Transferees)</li> <li>4. Photocopy of PSA Authenticated Live Birth</li> <li>5. Certificate of Good Moral Character</li> <li>6. Certification as graduating student</li> <li>7. Permit to Cross-Enroll (for Cross-enrolees only)</li> <li>8. Other necessary requirements set by the concerned program</li> </ol> <p>Application for Admission, Official Receipt Note: Admission Fees (Examination Fee-200.00 and Photo Fee-50.00) is being paid by Applicants for Graduate Education Programs, Evening Vocational Courses, Diploma in Teaching and Laboratory School.</p>		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits accomplished Application Form for Admission together with the required admission credentials	Evaluates accomplished Admission Credentials	None	15 minutes	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 minutes	Cashiers' Office Staff
3. Presents Official Receipt(OR) (if applicable) and Application Form for Admission	Checks OR payment if applicable	None	1 minute	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	10 minutes	OURA Staff
	Instructs applicants to proceed to OSAS for schedule of examination	None	1 min.	OSAS Staff
	TOTAL	None	30 minutes	

### 98. Confirmation of Enrollment

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

<b>Office or Division</b>	Office of the University Registrar and Admission
<b>Classification</b>	Simple Transaction
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	Old and New Students (High School Graduate,

		Transferees, ALS/PEPT Passers, Cross-enrolees, Graduate Students)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>SERVICES: Confirmation of Enrollment</p> <p>Schedule: 8:00 am to 5:00 pm (during enrolment period)</p> <p>Requirements:</p> <p>Incoming New Students (Original)</p> <ol style="list-style-type: none"> <li>1. Senior High School Card (Form 138-A) for New First Year students</li> <li>2. Transcript of Records (for Transferees)</li> <li>3. Certificate of Transfer Credential (for Transferees)</li> <li>4. Certification of Good Moral Character</li> <li>5. Certification of Rating (for ALS/PEPT Passers)</li> <li>6. police clearance (for EVC students only)</li> <li>7. PSA Birth Certificate</li> </ol> <p>Old Students (Original)</p> <ol style="list-style-type: none"> <li>1. Clearance</li> </ol> <p>Processing Time: 15 - 20 minutes</p>		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dean's office 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 minutes	Registrars' Staff
	Reviews the completeness of Registration Form and other enrollment requirements.	None	5 minutes	Registrars' Staff

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

### 99. Adding and Dropping of Subjects enrolled

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

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

	System Enrollment template and 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 minutes	OURA 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	None	5 minutes	Cashier/Assigned Staff

	Student's Copy.			
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	1 minute	Deans' Office Clerk
	TOTAL	None	18 minutes	

### 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.

<b>Office or Division</b>		Office of the University Registrar and Admission		
<b>Classification</b>		Simple Transaction		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business		
<b>Who May Avail</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Completion of Incomplete (INC) Mark Form		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Completion of Incomplete(Inc) Mark Form	Issues Completion Form to student.	None	3 minutes	OURA Staff
2. Accomplishes the required data and submits form to the Dean concerned	Enters completion grade in the form and affix	None	3 minutes	Faculty Concerned

	signature for validity.			
	Forwards Form to Dean's office for signature	None	3 minutes	Faculty Concerned
	Signs the form for validity and forwards the same to the Registrar's Office.	None	3 minutes	Dean/Assigned Staff
	Receives the accomplished form and examine the validity of signatures.	None	3 minutes	University Registrar
	Signs and records the form in the logbook and endorses the same to staff concerned.	None	2 minutes	University Registrar
	Encodes the approved completion grade in the Registration System.	None	2 minutes	OURA Staff
	TOTAL	None	19 minutes	

## 101. 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.

<b>Office or Division</b>		Office of the University Registrar and Admission		
<b>Classification</b>		Complex Transaction		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business		
<b>Who May Avail</b>		Faculty Members (Permanent/Part time/Substitute)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Official Grade Sheets		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes	OURA Staff
	Retains the original copy of grade sheets and returns to faculty the duplicate copies for file.	None	2 minutes	OURA Staff
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)	OURA Staff
	Verifies the encoded grades in the Registration	None	3 minutes	University Registrar

	System versus the submitted hard copy of the faculty grade sheets			
	TOTAL	0	20 minutes	

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

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

<b>Office or Division</b>	Office of the University Registrar and Admission		
<b>Classification</b>	Complex Transaction		
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business		
<b>Who May Avail</b>	Active and Inactive Students, Alumni, other authorized parties, general public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Evaluation and Scholarship:</b> <ol style="list-style-type: none"> <li>1. Semestral Clearance</li> <li>2. Validated School ID or Registration Form</li> </ol> <b>For Employment, Board Examination, Dismissal</b> <ol style="list-style-type: none"> <li>1. Exit Clearance</li> <li>2. School ID</li> <li>3. 2x2 ID picture</li> <li>4. Form 137-A / SF 10-SHS</li> <li>5. OTR with remarks "Copy for: ISAT U" (for transferees)</li> <li>6. Certificate of Transfer Credential</li> <li>7. Certification of Good Moral Character</li> <li>8. Photocopy of PSA Authenticated Live Birth/Marriage Certificate</li> <li>9. Authorization Letter (for authorized person)</li> </ol>		OURA, Student Services Building, ISAT U	



<p>10. Photocopy of any valid ID (if needed)</p> <p>11. Affidavit of Loss/Damage (for 2nd issuance of Diploma, Certificate and CTC, if needed)</p> <p>12. Letter of No Objection (for forwarded records to other schools)</p> <p>Processing Time: (All schedules for release of requests depend on the volume of requests made and the availability of authorized signatories)</p> <p>Transcript of Records/Form 137-A - 5 working days</p> <p>Re-issuance of diploma and certificates - 5 working days</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up counter request form and submits the same at the request section	Provides Counter Request Form.	None	1 minute	OURA Staff
2. Secures priority number (as necessary)	Calls out clients priority number.	None	1 minute	OURA Staff
3. Submits Counter Request Form	Receives Counter Request Form and retrieve hard file of client.	None	5 minutes	OURA Staff
	Checks requirements for the corresponding request of academic records. Requests other requirements as necessary.	None	3 minutes	OURA Staff
4. Pay required fees	Accepts payment and issues official receipt.	TOR- 30.00/page, Re-issuance of Diploma/Profic	5 minutes	Cashier

		Agency -100.00, Form 137-A-30.00/page, CTC-25.00+TOR fee.		
5. Presents official receipt of fees	Accepts official receipt and schedules preparation of documents.	None	3 minutes	OURA 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 minutes	OURA Staff
	TOTAL	None	5 days, 23 minutes	

### 103. 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

<b>Office or Division</b>	Office of the University Registrar and Admission
<b>Classification</b>	Simple Transaction
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	Active and Inactive Students, Alumni, other authorized parties, general public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<p><b>For Evaluation and Scholarship:</b></p> <ol style="list-style-type: none"> <li>1. Semestral Clearance</li> <li>2. Validated School ID or Registration Form</li> </ol> <p><b>For Employment, Board Examination, Dismissal</b></p> <ol style="list-style-type: none"> <li>1. Exit Clearance</li> <li>2. School ID</li> <li>3. Form 137-A</li> <li>4. OTR with remarks "Copy for: ISAT U" (for transferees)</li> <li>5. Certificate of Transfer Credential</li> <li>6. Certification of Good Moral Character</li> <li>7. Photocopy of PSA Authenticated Live Birth/Marriage Certificate</li> <li>8. Authorization Letter (for authorized person)</li> <li>9. SPA or Notarized Authorization Letter (for authorized person requesting for CAV)</li> <li>10. Photocopy of any valid ID</li> <li>11. Affidavit of Loss/Damage (for 2nd issuance of Diploma, Certificate and CTC)</li> </ol> <p>Processing Time: (All schedules for release of requests depend on the volume of requests made and the availability of authorized signatories)</p> <p>Certifications - 20-30 minutes Certificate of Transfer Credential - 20-30 minutes</p>	<p>OURA, Student Services Building, ISAT U</p>
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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 minute	OURA Staff
2. Secures priority number	Calls out clients priority number.	None	1 minute	OURA Staff
3. Submit Counter Request Form	Receives Counter Request Form and retrieve hard file of	None	5 minutes	OURA Staff

	client.			
	Checks requirements for the corresponding request of academic records. Requests other requirements as necessary.	None	3 minutes	OURA 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 minutes	Cashier
5. Presents official receipt of fees	Accepts official receipt	None	1 minute	OURA Staff
6. Secures claim stub for request and claims request in accomplished.	Forwards request for academic records to encoders for preparation/processing.	None	5 minutes	Office Encoder/Registrar
7. Releases and presents claim stub.	Releases requested records.	None	1 minute	OURA Staff
	TOTAL	None	OURA Staff	

## 104. 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.

<b>Office or Division</b>		Office of the University Registrar and Admission		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B- Government to Business		
<b>Who May Avail</b>		Graduating Students, Transferees, Shifters, Active Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Graduating Students</b>				
1. Submits accomplished form	Provides Application forms	None	1 minute	College Dean/Assigned Staff
2. Fills-up the form and processes application for signature	Appraises student records and recommend for appropriate action.	None	5 minutes	Department Head/College Dean
3. Submits accomplished Application for Graduation Form	Receives the Form and evaluates student academic standing	None	5 minutes	OURA Staff
	Informs student of requirements/deficiencies	None	1 minute	OURA Staff

4. Complies lacking requirements for graduation	Recommends list of graduating students for the approval of ACCO and confirmation of the BOR.	None	1 minute	University Registrar
	TOTAL	0	13 minutes.	
<b>For Transferees from other Schools</b>				
1. Presents Students Appraisal for Credited Subjects Form	Requests for payment of Appraisal Fee	None	3 minutes	OURA Staff
2. Pays the Appraisal Fee	Receives payment for Appraisal fee	None	5 minutes	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 Accreditation of subjects.	None	10 minutes	Registrar I
4. Receives the approved Form and signs to conform with the result of the credited subjects	Approves the credited subjects and advises students the credited subjects during enrollment.	None	5 minutes	University Registrar
5. Furnishes the Department Head of approved form	Requests student to furnish an approved copy	None	1 minute	University Registrar
	TOTAL	None	24 minutes	
<b>For Shifters</b>				
1. Submits the approved Application to Shift Course/Degree together with the Transcript of Records and Curricular Structure of the course the	Reviews student academic records and the accomplished Application for Accreditation of	None	10 minutes	Person Responsible

student wishes to shift	Subjects			
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 minutes	Registrar I
3. Furnishes the Department Head of he approved form	Requests student to furnish the Department Head an approved copy	None	1 minute	University Registrar
	TOTAL	0	16 minutes	

### 105. Responds to agencies verification form/information

Agencies may request verification and authentication of Student Records online or on-site transaction to check on the veracity of students' academic records submitted.

<b>Office or Division</b>		Office of the University Registrar and Admission		
<b>Classification</b>		Simple Transaction		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B- Government to Business		
<b>Who May Avail</b>		All Students/ Graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter of Authorization from the Student/Graduates</li> <li>2. Academic Verification Form from Agency</li> <li>3. Students' Academic Records like Official Transcript of Records or Diploma signed by the University Registrar in Ink.</li> </ol>		OURA, Student Services Building, ISAT U		
Processing Time: 3 days				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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	0	3 days	

### 106. Reportorial Compliances

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

<b>Office or Division</b>	Office of the University Registrar and Admission			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business			
<b>Who May Avail</b>	Agency/Intercampus Offices/University Systems			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Memorandum/ Advisory/ Letter request/	Receives Memorandum / Advisory/	None	Upon Request/ 1 day before the set deadline/ as	University Registrar/



Official Communication	Letter request/ Official Communication		need arises	Staff Assigned
	Analyzes and Evaluates Memorandum / Advisory/ Letter request/ Official Communication			
	Facilitates approval of Reports requested.			
	Facilitates approval of Reports requested.			
	Sends/Submits Reports to Requesting Agency/Inter campus Offices/University System			
2. Acknowledges Receipt of Complied Reports	Files Acknowledgement Receipts	None	1 min.	Assigned Staff
	TOTAL	0	3 days	

### 107. Online Application for Admission for Baccalaureate Program

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

<b>Office or Division</b>	Office of the University Registrar and Admission
<b>Classification</b>	Simple Transaction
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	Senior High School Graduates/Graduating Students, Transfer Students From External Campuses, Als, PEPT, and Old Secondary Curriculum Graduate

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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<p>SERVICES: Application for Admission</p> <p>Schedule of Online Application: 24 hours (during admission period)</p> <p>Schedule for submission of Admission Requirements: 9:00 am to 4:00 pm (Monday to Friday)</p> <p><b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. SF9-SHS(Grade 12, First Semester Report Card) / High School Card (Photocopy with Certified Machine Copy)</li> <li>2. Photocopy of Transcript of Records for Evaluation (For Transferees)</li> <li>3. Photocopy of Certificate of Transfer Credentials (For Transferees)</li> <li>4. Certification as graduating student (Photocopy with Certified Machine Copy)</li> <li>5. Diploma (for Old Curriculum graduates) (Photocopy with Certified Machine Copy)</li> <li>6. Photocopy of Certification of Rating (for ALS/PEPT Passers)</li> <li>7. "2x2" ID Photo</li> <li>8. Other necessary requirements set by the concerned program</li> </ol>	<p>OURA, Student Services Building, ISAT U</p>
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Fills-out the Online Application for University Admission Test (UAT). Admission link: <a href="https://applicants.isatu.edu">https://applicants.isatu.edu</a>.</li> </ol>	<p>Emails the receipt of application with instructions regarding the next steps in the</p>	None	5 minutes	Admission Officer/OURA Staff

<a href="#">ph.</a>	admission process.			
2. Submits the Admission Requirements.	Evaluates the Admission Requirements with the Information from the Applicants Processing System.	None	10 minutes	Admission Officer/OURA Staff
	Releases Admission Acknowledgment Receipt to applicants and confirms the Admission number.	None		Admission Officer/OURA Staff
	Submits the list of applicants to the Office of Student Affairs Services for scheduling of UAT.	None	5 minutes	MIS/EDP Staff
	Notice of schedule for UAT will be send through email/ via mobile number and will be posted in the ISAT University - Public Information Office Facebook Page.	None	5 minutes	OSAS Staff
	TOTAL	None	25 minutes	

## 108. Online Enrollment for Baccalaureate Program

Only Qualified Students who submitted their Enrollment Credentials can access the online pre-enrollment.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p><b>SERVICES: Enrollment</b>            Schedule of Online Enrollment: 24 hours (during enrollment period)            Schedule for submission of Enrollment Requirements: 9:00 am to 4:00 pm (Monday to Friday, during admission period)  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Original SF9-SHS Report Card / High School Card</li> <li>2. Photocopy of Transcript of Records (for Transferees)</li> <li>3. Original Certificate of Transfer Credential (for Transferees)</li> <li>4. Original Certification of Good Moral Character</li> <li>5. Original Certification of Rating (for ALS/PEPT Passers)</li> <li>6. Photocopy of PSA Birth Certificate</li> </ol> <p><b>Old Students (Original)</b></p> <ol style="list-style-type: none"> <li>1. Clearance</li> </ol>	<p>OURA, Student Services Building, ISAT U</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicants posted in the ISAT University Public Information Office Facebook Page can submit the Enrollment Credentials. (For First Year College Student only).	Receives the enrollment credentials and issues the student of their username and password to access the online pre-enrollment.	None	5 minutes	Registrar's Staff

2. Fills-out the online pre-enrollment. Enrollment link is <a href="https://enrollment.isatu.edu.ph">https://enrollment.isatu.edu.ph</a>	Evaluates and reviews the completeness of the students pre-enrolled subjects.	None	10 minutes	Enrollment Committee
	Accept and prints the student pre-registration form.	None		Enrollment Committee
	Submits student pre-registration form to the Registrar's office for the confirmation of enrollment	None		Dean's Staff/ Enrollment Committee
	Reviews the completeness of pre-enrollment form and other enrollment credentials	None	5 minutes	Registrar's Staff
	Confirms student enrollment using a valid Student Identification Number through the Registration System and sends a confirmation email to the student through the system.	None		Registrar's Staff
	TOTAL	0	20 minutes	

### 109. Online Application for Admission for Advanced Education Program

Applicants may apply for Admission to verify and assist if they are qualified for Enrollment.

<b>Office or Division</b>	Office of the University Registrar and Admission			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business			
<b>Who May Avail</b>	Baccalaureate Graduates and Transfer Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>SERVICES: Application for Admission</b>            Schedule of Online Application: 24 hours (during admission period)  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Transcript of Records (Scanned as PDF)</li> <li>2. Original Certificate of Transfer Credentials (CTC) (Scanned as PDF)                Note: Graduate of ISAT U need not to submit CTC</li> <li>3. PSA Birth Certificate (Scanned as PDF)</li> <li>4. PSA Marriage Contract (if applicable) (Scanned as PDF)</li> <li>5. "2x2" ID Photo (Scanned as JPEG)</li> <li>6. 2 Recommendation Letters from the Professor/Dean/Direct Supervisor (Scanned as PDF)</li> </ol> <p>Note: Admission Fees ( Examination Fee-200.00 and Photo Fee-50.00) is being paid by the Applicants for Graduate Education Program</p>		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the Online Application for Admission to Advanced Education Program. Admission link: <a href="https://bit.ly/ISATU-AEPAdmission">https://bit.ly/ISATU-AEPAdmission</a> .	Emails the receipt of application with instructions regarding the next steps in the admission process.	None	10 minutes	Admission Officer/OURA Staff
	Reviews the applicant's information.	None		Admission Officer/OURA Staff

	Evaluate admission requirements uploaded in the Google form.	None		Admission Officer/OURA Staff
2. Pays the down payment for Admission Fees. Payment via Palawan Express Pera Padala.	Check the remittance from Palawan Express Pera Padala, issues an Official Receipt(OR) of Admission Fees, and submit it to the Registrar's Office.	Examination Fee-200.00 Photo Fee-50.00	5 minutes	Cashier's Staff
	Receives OR and reviews the applicants if pays the Admission Fees. Receives OR and reviews the applicants if pays the Admission Fees.	None	5 minutes	Admission Officer/OURA Staff
	Submits the applicant's information to the Program Coordinator for evaluation.	None		Admission Officer/OURA Staff
	Evaluates and interview the applicants.	None	5 minutes	Program Coordinator/Admission Committee
	Submits the list of applicants qualified to the Registrar's Office.	None		Program Coordinator/Admission Committee

	Encodes applicants' personal data to the Applicants Processing System.	None	5 minutes	Admission Officer/OURA Staff
	Emails the applicants of the enrollment credentials.	None		Admission Officer/OURA Staff
	TOTAL	0	30 minutes	

### 110. Online Enrollment for Advanced Education Program

Qualified Students can access the online pre-enrollment and shall submit the enrollment credentials to the Registrar

<b>Office or Division</b>	Office of the University Registrar and Admission	
<b>Classification</b>	Simple Transaction	
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business	
<b>Who May Avail</b>	Old and New Students (Advanced Education Students)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<p><b>SERVICES: Enrollment</b></p> <p>Schedule of Online Enrollment: 24 hours (during enrollment period)</p> <p>Schedule for submission of Enrollment Requirements: 8:00 am to 5:00 pm (Monday to Friday)</p> <p><b>Requirements:</b></p> <p><b>Incoming New Students</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of Transcript of Records</li> <li>2. Original Certificate of Transfer Credentials (CTC)</li> </ol> <p>Note: Graduate of ISAT U need not to submit CTC</p> <ol style="list-style-type: none"> <li>3. Photocopy of PSA Birth Certificate</li> </ol>	OURA, Student Services Building, ISAT U	



<p>4. Photocopy of PSA Marriage Contract (if applicable)</p> <p><b>Old Students (Original)</b></p> <p>1. Clearance</p> <p>Processing Time: 20 - 25 minutes</p> <p>Note: Down payment for tuition fees ( minimum of 1500.00) is being paid by Applicants for Graduate Education Program</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Qualified applicants will received an emails of their enrollment credentials (Incoming New Students). Students fill-out the online pre-enrollment. Enrollment link: <a href="https://enrollment.isatu.edu.ph">https://enrollment.isatu.edu.ph</a></p>	Evaluates and reviews the completeness of the students pre-enrolled subjects.	None	5 minutes	Enrollment Committee / Program Coordinator
<p>2. Pays the down payment for Tuition Fee. Payment via Palawan Express Pera Padala</p>	Check the remittance from Palawan Express Pera Padala.	Down Payment- 1500.00	5 minutes	Cashier's Staff
	Issues the Official Receipt to the student	None		Cashier's Staff
<p>3. Submits the Official receipt to Enrollment Committee / Program Coordinator</p>	Encodes and prints the pre-registration subjects in the Registration System	None	5 minutes	Enrollment Committee / Program Coordinator
	Submits student pre-registration form to the Registrar's office for the confirmation of enrollment	None		Enrollment Committee / Program Coordinator

4. Submits the Enrollment Credentials to Registrar's Office.	Evaluate the completeness for enrollment credentials	None	10 minutes	Registrar's Staff
	Reviews the completeness of pre-registration form with enrollment credentials	None		Registrar's Staff
	Confirms student enrollment using a valid Student Identification Number through the Registration System.	None		Registrar's Staff
	TOTAL	1500.00	25 minutes	

### 111. Online Set Appointment

Schedule an appointment to control the number client enter in the office.

<b>Office or Division</b>	Office of the University Registrar and Admission			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business			
<b>Who May Avail</b>	Alumnus, Active Students, Graduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>SERVICES: Online Set Appointment</b> Schedule: 24 hours		OURA, Student Services Building, ISAT U		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Fill-out the Online Set Appointment. Appointment link: <a href="https://bit.ly/ISAT-U-OURA-APPOINTMENT">https://bit.ly/ISAT-U-OURA-APPOINTMENT</a> .	Emails the schedule of Appointment.	None	5 minutes	OURA Staff
6. Checks the email as to information and instruction in schedule of appointment.	Entertain clients during the scheduled time for appointment.	None	5 minutes	OURA Staff
	TOTAL	0	10 minutes	

# College of Arts and Sciences

Main Campus  
External Services

## 112. Signing of Student Clearance

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Students' Semestral Clearance- 1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 (Alejo Biton Ph. D.)
	TOTAL	None	3 mins.	

**113. Completion Forms**

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completion Form- 1 copy		Registrars' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	<b>TOTAL</b>	None	4 mins.	

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

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Community		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resolutions/ Requests/Communications- 1 copy		Requesting Party		
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	None	3 mins.	Office Staff (Barbie Saluba)

	to come back upon compliance.			
	TOTAL	None	11 minutes	

### 115. Releasing of Equipment

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID Card.	Receive the ID Card	None	1 min.	Office Staff (Barbie Saluba)
	Check the status of the ID Card			
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.	

### 116. Returning of Equipment

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrowed equipment by the students/faculty		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrowed equipment.	Receive/ check the returned equipment.	None	5 mins.	Office Staff (Barbie Saluba)
	Look for the logbook			
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)
	<b>TOTAL</b>	None	10 mins.	

### 117. Request for Special Class

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for Special Class- 1 copy		Students		
2. Affidavit of Undertaking- 1 copy		Faculty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 class.	Receive and process the letter request.	None	5 mins.	Office Staff (Barbie Saluba)
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.	

### 118. Issuance of Promissory Notes for Students' Balances



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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account 2. Registration Form 3. Promissory Note 4. ID Card		Cashiers' Office Registrars' Office Requesting Party Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	5 mins.	Dean (Alejo Biton Ph. D.)
	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.	None	3 mins.	Office Staff (Barbie Saluba)
	Return Registration Form and releases approved Promissory Note.			
	TOTAL	None	11 mins.	

### 119. Releasing of Student Records/Documents/Journals

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 entries on the logbook and ID card.	None	3 mins.	Office Staff (Barbie Saluba)
Present ID card.				
3. Wait for the release	Check the records/	None	2 mins.	Office Staff

of the records/ document/ journals.	documents/ journals if properly filed.			(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.	

#### 120. Returning the Records/Documents/Journals

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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 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.	

#### 121. Request for Printing and Encoding

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/	None	3 mins.	Office Staff (Barbie Saluba)

	documents/ journals.			
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.	

## 122. Facilitating Requests of Faculty and Students

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form-1 copy			Deans' Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/	Check the entries of logbook	None	2 mins.	Office Staff (Barbie Saluba)

journals.				
4. Wait for the ID card.	Return the ID card	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	7 mins.	

### 123. Processing of Enrolment

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Incoming Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement for enrolment.	Check and get the copy of the requirements for completeness and issue the pre-registration form to qualified enrollees.	None	5 mins.	Enrolment Committee
	Advise students on subjects to enroll.			
2. Fill-up the pre-registration form for new	Check the Pre-registration Form for completeness and	None	2 mins.	Enrolment Committee

students.	accuracy.			
	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.	

## 124. Processing of Enrolment (Old and Returning Students)

<b>Office or Division</b>	Office of the Dean
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Clearance- 1 copy			Deans' Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present clearance.	Check and get the copy of clearance and issue the Pre-Registration Form.	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.	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.	

### 125. Processing of Adding/Changing/Dropping/Withdrawal of Subjects

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form-1 copy 2. Receipt- 1 copy		Deans' Office Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/withd raw.	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	None	2 mins.	Collecting Clerk
5. Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for	Confirm Subjects added/ changed/ dropped/withdrawn	None	5 mins.	Registrar

confirmation.				
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

**126. Signing of Student Clearance**

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Students' Semestral Clearance- 1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present clearance completely signed by the Department Head and other concerned together	Check completeness of signatures and other	None	2 mins.	Frontline Personnel/Admin . Staff

with other requirements.	requirements · Forward clearance to the Dean for signature.			
2. Receives signed clearance.	Sign clearance and returns it to the student.	None	1 min.	Dean
	<b>TOTAL</b>	None	3 mins.	

**127. Completion Forms**

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completion Form- 1 copy		Registrars' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	5 mins.	

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

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		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-	None	3 mins.	Office Staff

	approval. Advise client to come back upon compliance.			
	TOTAL	None	11 ins.	

### 129. Releasing of Equipment

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID Card.	Receive the ID Card	None	1 min.	Office Staff
	Check the status of the ID Card			
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.	

### 130. Returning of Equipment

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrowed equipment by the students/faculty		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrowed equipment.	Receive/ check the returned equipment.	None	5 mins.	Office Staff
	Look for the logbook			
2. Waits for the advice of the staff.	Log the equipment.	None	2 mins.	Office 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
	<b>TOTAL</b>	None	10 mins.	

131. **Request for Special Class**



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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for Special Class- 1 copy		Students		
2. Affidavit of Undertaking- 1 copy		Faculty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the class.	Find suitable instructor to handle the requested special class.	None	20 mins.	Dean
4. Proceed with the enrolment of the subject.	Post approved special class with rates of fees.	Special Class Subject Fee	5 mins.	Office Staff
	<b>TOTAL</b>	None	25 mins.	

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

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Statement of Account</li> <li>2. Registration Form</li> <li>3. Promissory Note</li> <li>4. ID Card</li> </ol>		Cashiers' Office Registrars' Office Requesting Party Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 parents, if	Check entry of Promissory Note.			

necessary.				
2. Wait for the endorsement of the Promissory Note.	Check the validity of the Promissory Note.	None	5 mins.	Dean
	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.	None	3 mins.	Office Staff
	Return Registration Form and releases approved Promissory Note.			
	TOTAL	None	11 mins.	

### 133. Releasing of Student Records/Documents/Journals

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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

		<b>PAID</b>		
1. Inquire for the records/documents/ journals are available.	Check if the records/ documents/ journals are available.	None	3 mins.	Office Staff
2. Fill up the logbook.	Check the entries on the logbook and ID card.	None	3 mins.	Office Staff
Present ID card.				
3. Wait for the release of the records/ document/ journals.	Check the records/ documents/ journals if properly filed.	None	2 mins.	Office Staff
	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
	<b>TOTAL</b>	None	10 mins.	

#### 134. **Returning the Records/Documents/Journals**

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

<b>Office or Division</b>	Office of the Dean	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C-Government to Citizen	
<b>Who May Avail</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

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
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.	

### 135. Request for Printing and Encoding

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

<b>Office or Division</b>	Office of the Dean
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen
<b>Who May Avail</b>	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 of returning records/documents/ journals.	Check the logbook if it fills correctly.	None	2 mins.	Office Staff
4. Wait for the ID Card	Return the ID card.	None	2 mins.	Office Staff
	TOTAL	None	11 mins.	

### 136. Facilitating Requests of Faculty and Students

<b>Office or Division</b>	Office of the Dean		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form-1 copy		Deans' Office	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	8 mins.	

### 137. Processing of Enrolment

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Incoming Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES</b>	<b>PROCESSING</b>	<b>PERSON</b>

		<b>TO BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
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.	

### 138. Processing of Enrolment (Old and Returning Students)

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance- 1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present clearance.	Check and get the copy of clearance and issue the Pre-Registration Form.	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.	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	Sign the Registration Form for the Dean	None	3 mins.	Enrolment Committee

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.	

### 139. Processing of Adding/Changing/Dropping/Withdrawal of Subjects

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form-1 copy 2. Receipt- 1 copy		Deans' Office Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present Registration	Check the Registration Form and	None	2 mins.	Office Staff

Form and Receipt.	Receipt.			(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/withd raw.	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	None	2 mins.	Collecting Clerk
5. Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for	Confirm Subjects added/ changed/ dropped/withdrawn	None	5 mins.	Registrar

confirmation.				
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**

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

requirements.	Forward clearance to the Dean for signature.			
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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completion Form- 1 copy		Registrars' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	<b>TOTAL</b>	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.

<b>Office or Division</b>	Office of the Dean
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen

<b>Who May Avail</b>		Students, Faculty, Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resolutions/ Requests/Communications- 1 copy		Requesting Party		
2. Budget Proposals if necessary- 1 copy		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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-	None	3 mins.	Office Staff (April Rose Tibudan)



	approval. Advise client to come back upon compliance.			
	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.

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID Card.	Receive the ID Card	None	1 min.	Office Staff (April Rose Tibudan)
	Check the status of the ID Card			
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.

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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for Special Class- 1 copy		Students		
2. Affidavit of Undertaking- 1 copy		Faculty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 teacher to handle the class.	Find suitable instructor to handle the requested special class.	None	20 mins.	Dean (Rene L. Celda, DIT)
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)
	<b>TOTAL</b>	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.

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Statement of Account</li> <li>2. Registration Form</li> <li>3. Promissory Note</li> <li>4. ID Card</li> </ol>		Cashiers' Office Registrars' Office Requesting Party Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Note.	None	5 mins.	Dean (Rene L. Celda, DIT)
	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.	None	3 mins.	Office Staff (April Rose Tibudan)
	Return Registration Form and releases approved Promissory Note.			
	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.

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	Check the entries on the logbook and ID card.	None	3 mins.	Office Staff (April Rose Tibudan)
Present ID card.				
3. Wait for the release of the records/document/ journals.	Check the records/documents/journals if properly filed.	None	2 mins.	Office Staff (April Rose Tibudan))
	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 (April Rose Tibudan))

	TOTAL	None	10 mins.	
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### 135. Returning the Records/Documents/Journals

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Return the ID	None	2 mins.	Office Staff

release of the ID card.	Card.			(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.

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Students and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Office of the Dean
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Faculty and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form-1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log for the request.	Check the request	None	1 min.	Office Staff (April Rose Tibudan)
2. Waits for the advice of the staff.	Get the Logbook	None	3 mins.	Office Staff (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

<b>Office or Division</b>	Office of the Dean		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Incoming Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	Advise 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.			
	<b>TOTAL</b>	None	17 mins.	

### 139. Processing of Enrolment (Old and Returning Students)

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance- 1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present clearance.	Check and get the copy of clearance and issue the Pre-Registration Form.	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.	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.	

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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Registration Form-1 copy 2. Receipt- 1 copy			Deans' Office Cashiers' Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Registration Form and Receipt.	Check the Registration Form and Receipt.	None	2 mins.	Office Staff (April Rose Tibudan)
	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 (April Rose Tibudan)
	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/	Check the Adding Form and sign it to	None	2 mins.	Office Staff (April Rose

Dropping/ Withdrawal Form.	the Dean.			Tibudan)
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 (April Rose Tibudan)
	TOTAL	None	19 mins.	

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

<b>Office or Division</b>		Office of the Dean		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance-1 copy		Deans' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	2 mins.	Enrolment Committee
	Sign PRF to signify that it has been verified and checked			
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 down payment	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	None	7 mins.	Enrolment Committee
	Print Registration Form			
5. 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	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.

<b>Office or Division</b>		Office of the University President		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty and Employees of ISAT U Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits resolutions,	Checks the documents	None	3 mins.	Office Staff

requests and other communications for approval of the President	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 response and release of request through provision of needed documents and processes.

<b>Office or Division</b>	Administration Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	All Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Resolutions- 5 copies 2. Requests- 5 copies 3. Budget Proposals-5 copies 4. Communications needing approval/to be noted of the	Requesting Party	

Campus Administrator				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits resolutions/activities/ other communication	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 4. Takes note of the	Informs client of the deficiency of	None	5 mins.	Frontline Personnel/Admin

deficiency or gets list of deficiencies	the document/s or the reason for non-approval; advises to come back upon compliance			. 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.

<b>Office or Division</b>		IIRGP-Administration Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Form- 1 copy 2. Copy of material to be reproduced-1 copy		Administration Office Faculty, Employees (personal use, activities with budget)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents material/s for reproduction	Evaluates/Assesses materials for reproduction and informs	Photocopy - P1.00/piece	3 mins.	Frontline Personnel/Admin . Staff

	client of total amount to be paid and checks availability of supplies	risograph - P160.00/page/ream		
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 transaction 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.

<b>Office or Division</b>	Research Services Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Concept Paper-2 copies</li> <li>2. Request Form for Faculty- 2 copies</li> <li>3. Full Blown Proposal- 2 copies</li> <li>4. List of Approved Research Proposal for Funding- 2 copies</li> <li>5. Milestone Form- 2 copies</li> <li>6. Line Item Budget- 2 copies</li> <li>7. Researcher's Contract- 2 copies</li> <li>8. Request for the Release of Funds- 2 copies</li> <li>9. Quarterly Accomplishment Report- 2 copies</li> <li>10. Progress Report- 2 copies</li> <li>11. Terminal Report- 2 copies</li> </ol>		Quality Forms are available at the Research Services Division & downloadable online		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit Concept Paper to the designated Research Cluster Coordinator & Center	Research Center Chair request for the conduct of In-House Review	None	1 day	Research Cluster Coordinator/ Center Chairperson

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 & Progress Report at the end of every milestone	Monitor status of all on-going researches & request for report if needed	None	2 days	Science Research Assistant



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.

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

	Teaching effectiveness form				
2.	Request for the complete list of faculty from the HR office for evaluation	None	20 mins.	Statistician Aide, Data Encoder	
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	None	2 days	Statistician, Statistician Aide, Data Encoder,	

	respondent has completed the evaluation			Research Director
6.	Segregated, encode, process, tabulate, and consolidate the results of the evaluation of each faculty member per college	None	40 working days	Statistician, Statistician Aide, Data Encoder
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

<b>Office or Division</b>	Human Resource Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>	Current and previous employees of ISAT University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal/Written Request		HRMO I/Assigned Personnel, HR Office, ISAT University, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Human Resource Management Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Employees of ISAT University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Verbal/Written Request		HRMO I/ Assigned Personnel HRM Office, ISAT University, La Paz, Iloilo City	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	35 ins.	

### 149. Issuance of Part-time Instructor Appointment

Processing of Part-time Instructors' Appointment

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Part-time Instructor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Schedule of Class</li> <li>2. Approved Recommendation</li> <li>3. Request from Dean of College</li> <li>4. Personal Data Sheet (PDS)</li> <li>5. Credentials (Diploma, Transcript of Records, and Certificates)</li> <li>6. Signature of the Appointee to the documents attached and the Appointment</li> </ol>		College where respective part-time instructor belong (CAS, CIT, CEA, COE), ISAT University, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Accountant.	None	15 mins.	HRMO I/Assigned Personnel
	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

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Job Hire			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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) 5. Approved Letter Request from the assigned office ( new/ renewal)		HRMO c/o Administrative Officer V/HRMO III, 2nd Floor, Administrative Bldg., ISAT U, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	University President



	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**

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Letter of Travel (Personal or Official)</li> <li>2. Certification of Travel either Personal or Official</li> <li>3. Request Letter</li> </ol>		National and Internal Affairs Office, 2nd Floor, Administrative Bldg., ISAT U, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	University President

	of the personnel.			
	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)**

<b>Office or Division</b>	Records Management Office		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	All Permanent Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

<ol style="list-style-type: none"> <li>1. Approved Retirement Letter for Retiree</li> <li>2. Approved Resignation Letter for Resigned Personnel</li> <li>3. Death Certificate for Deceased Personnel</li> <li>4. Service Record</li> <li>5. Leave Cards</li> <li>6. Special Orders</li> </ol>		HRMO/Personnel concerned  HRMO/Personnel concerned  HRMO/Folks  HRMO Records Office Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Start	Submit information of separation from service of permanent personnel. (Retirement/Resignation/Death)	None	7 days	HRMO
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)

<b>Office or Division</b>	Records Management Office			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily Time Records 2. Approved Application for Leave 3. Certifications on Seminars/Trainings/Travels Completed		Records Office Records Office Personnel concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 slips	Compute personnel absences/tardiness/undertime, personal pass slips, taking into consideration the approved Flexi schedule/faculty working hours submitted,	None	4 days	Records Officer
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	None	1 day	Records Officer

	Finance Division for appropriate action			
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

<b>Office or Division</b>	Records Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	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	
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155. **Computation of Service Credits and Compensatory Overtime Credits**

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

<b>Office or Division</b>		Records Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Permanent Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Compensatory Overtime Credits to individual leave cards of personnel concerned	None		Records Officer
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.)

<b>Office or Division</b>	Records Management Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	All Permanent Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

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

<b>Office or Division</b>	Records Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	Sort and classify	None		Records

documents	records/documents received according to the Records Classification Scheme adopted.			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

<b>Office or Division</b>		Records Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Permanent Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved written request for retrieval of non-current record</li> <li>2. Records on file</li> </ol>		Requesting personnel/office Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Records Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. NAP Guidelines</li> <li>2. Records Retention and Disposal Schedule</li> <li>3. Inventory List of Records</li> <li>4. Records on file</li> </ol>		NAP/Internet Records Office  Office concerned Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Determine retention and disposal period of records. Records not included in the NAP General Guidelines			Personnel in Office Concerned / Records

Disposal steps	must base their retention period on the Records Disposal Schedule approved by the Agency and Executive Director of NAP			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

<b>Office or Division</b>		Records Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Document		Personnel/Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Records Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum 2. Leave Cards		Records Office (on file) Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Start	Check school calendar to determine the first and last day of the School Year. Determine the formula for computation of	None	7 days	Records Officer



	the Proportional Vacation Pay.			
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 Administrative 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

<b>Office or Division</b>	Supply and Property Management Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty Members and Non Teaching Personel of the University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Request Issue Slip (RIS) for Ordinary supplies		Supply and Property Management Office	
2. Property Acknowledgement Receipt		Supply and Property Management Office	
3. Inventory Custodian Slip		Supply and Property Management Office	
4. Notice of Availability of Supplies, materials and		Supply and Property Management Office	

Equipment				
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	None	30 mins.	SPMO Personnel

	of the End-user			
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 SPMO Office	Prepare RIS Form , PAR/ICS for receipt and signature of client	None	2-3 hours	SPMO Personnel
	TOTAL	None	3 days and 5 hours (max)	

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

<b>Office or Division</b>	Supply and Property Management Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty Members and Non Teaching Personel of the University	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Approved Job Request for Repair, Maintenance and Construction Form</li> <li>2. Program of works, bill of materials</li> <li>3. Requisition Issue Slip</li> <li>4. Property Acknowledgement</li> </ol>	<p>Supply and Property Management Office Supply and Property Management Office</p>	

Receipt/ICS 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 with attached Program of Works and Bill of Materials to Supply and Management Office	SPMO Office Stamp Received the RIS Form, indicate date and time	None	15 mins.	SPMO Personnel
	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-	None	15 mins.	SPMO Personnel

	user			
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 Office	SPMO release supplies and materials to End-user	None	4 hours	SPMO Personnel
	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.

<b>Office or Division</b>	Supply and Property Management Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty Members and Non Teaching Personel of the University			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 and submit to SPMO for recording		None	15 mins.	SPMO Personnel
	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.

<b>Office or Division</b>	Supply and Property Management Office	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty Members and Non Teaching Personnel of the University	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Acknowledgement Receipt-Return Equipment and Semi-Expendable materials		Supply and Property Management Office



2. IIRUP & Report of Waste Materials 3. TWG Report 4. Authority from the COA to Dispose the unserviceable items		Supply and Property Management Office TWG Committee COA Regional Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 IIRUP 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
	Recommend Disposal	None	3 days	TWG
	Conduct survey of prevailing price of	None	3 days	SPMO Personnel

	scrap materials			
	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**

<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Faculty Load- 1 copy		Office of Instruction, ISAT U, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

		<b>PAID</b>		
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

<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Table of Specification-1 copy		Office of Instruction, ISAT U, La Paz, Iloilo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Printing of Test Question and fill-up table of	Review and signed the test question and table of	None	5 mins.	Division Chair

specification	specification			
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

<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Faculty Clearance- 3 copies 2. Grade Sheets 3. Class Record 4. IPCR		Office of Instruction Registrars' Office MIS Office Office of Instruction		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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**

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employees' Identification Card 2. Medical Logbook 3. Laboratory request		Patient concerned Medical Clinic Medical Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**

<b>Office or Division</b>	Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Book Card			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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 mins.	

### 171. Request for Listening and Viewing Room Utilization by Faculty

<b>Office or Division</b>	Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for LVR Utilization Form			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Request for the Reservation of the LVR	Verifies the availability 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**

<b>Office or Division</b>		Supply Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip		Supply Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Internal (Faculty and Employees)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Supply Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Affirms, encourages, or prevents	None	25 mins.	Guidance Counselor

action to be taken regarding the problem	the suggested alternatives or options toward the solution to his/her problem			
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 50 mins.	

**Accounting Office**  
Main Campus  
Internal Services

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

<b>Office or Division</b>	Accounting Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Internal (Faculty and Employees)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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	Accounting Office	

liquidated & accounted for in the books - 4 copies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	None	16 hours	Campus Administrator

	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
	<b>TOTAL</b>	None	7 days	

175. **Availment of Cash Advance for International Travel**

<b>Office or Division</b>	Accounting Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Internal (Faculty and Employees)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>1. Approved Travel Order/Office Order in accordance with Section 10 of EO 77 dtd March 15, 2019 - 4 copies</p> <ul style="list-style-type: none"> <li>- supported by the endorsement of the Comission-en-Banc</li> <li>- Section VIII.B No. of CHED Adm. Order No. 04</li> <li>- Board Resolution approving the travel and specifying the source of fund</li> <li>- Certificate of no pending administrative case</li> </ul>		Office of the President	

<ul style="list-style-type: none"> <li>- Re-entry Plan (REAP)</li> <li>- certificate on the legitimacy of the meeting/conference/workshop</li> <li>- List of other participants in the delegation, purpose/responsibilities of each participant during the travel</li> <li>- Such purpose/responsibilities should result to clear outputs/outcomes to justify expenses to be incurred</li> <li>- List of travels for the past five years</li> <li>- Certificate on the necessity of foreign travel from the International Relations Vice Presidents or Director</li> </ul> <ol style="list-style-type: none"> <li>2. Duly approved Itinerary of Travel</li> <li>3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization</li> <li>4. For plane fare, quotations of three agencies or its equivalent</li> <li>5. Flight itinerary issued by the airline/ticketing office/travel agency to be claimed</li> <li>6. Document to show the dollar to peso exchange rate at the date of the grant of cash advance</li> <li>7. In case of seminars/trainings: <ul style="list-style-type: none"> <li>- Invitation addressed to the agency inviting participants (Issued by the foreign country)</li> <li>- Acceptance of nominees as participants (Issued by the foreign country)</li> <li>- Programme Agenda and Logistics Information</li> </ul> </li> <li>8. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books</li> <li>9. Annex A Evaluation Form</li> </ol>	<p>Administration Office</p> <p>Administration Office</p> <p>Airline/Ticketing Office</p> <p>Airline/Ticketing Office</p> <p>Website</p> <p>Inviting Agency</p> <p>Accounting Office</p>
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		Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	7 days	

**176. Request for Reimbursement of Expenses**

<b>Office or Division</b>	Accounting Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Internal (Faculty and Employees)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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	BAC Office	

copies 6. Inspection and Acceptance Report - 3 copies 7. Obligation Request - 3 copies 8. Disbursement Voucher - 3 copies		BAC Office  Accounting Office Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	7 days	

### 177. Request for Net Pay

<b>Office or Division</b>		Accounting Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Approved Request Form - 1 copy		Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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**

<b>Office or Division</b>		Accounting Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account or Billing from Service Provider - 4 copies		Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	Accountant

	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
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

### 179. Cash Advance for an Activity

<b>Office or Division</b>	Accounting Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Proposed Budget (If Applicable)		Person in charge of the activity	

- 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	

## 180. Request for Reimbursement of Travelling Expenses

<b>Office or Division</b>	Accounting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Personnel on Travel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approve Travel Order - 3 copies</li> <li>2. Approved Itinerary of Travel - 3 copies</li> <li>3. Official Receipt (if applicable) - original &amp; 2 photocopies</li> <li>4. Appendix 47</li> <li>5. Certificate of Appearance - original and 2 photocopies</li> <li>6. Obligation Request - 3 copies</li> <li>7. Disbursement Voucher - 3 copies</li> </ol>		Administration Office  Administration Office  Service Provider  Administration Office Service Provider  Accounting Office Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 hours	Admin Officer

	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
	<b>TOTAL</b>	None	7 days	

**181. Liquidation of Cash Advance**

<b>Office or Division</b>	Accounting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Personnel with Cash Advances			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt - original and 2 photocopies 2. Reimbursement Expense Receipt (RER) 3. Certificate of Appearance - original and photocopy ( for cash advance on travel) 4. Re-entry Plan for Cash Advance for Training - original & photocopy 5. Narrative Report for Seminar - original & photocopy 6. Pictures if applicable		Service Provider Administration Office Service Provider Employee Concerned Employee concerned Employee concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>	Finance Management Services			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government			
<b>Who May Avail</b>	All Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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/

	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	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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Additional documentary requirements: 1. Price Quotations from at least three bonafide and reputable manufacturers/suppliers/distributors 2. Abstract of canvass		BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
	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/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	None	4 hours	Cashier

	Official Receipts			
	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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
	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
3. The payee	Contact the	None	4 hours	Cashier

receives the cheque and signs the DV	payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts			
	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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Additional documentary requirements: <ol style="list-style-type: none"> <li>1. Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale</li> <li>2. Certificate of Exclusive Distributorship</li> <li>3. Certificate from the agency authorized official that there are no sub-dealers selling at lower prices</li> <li>4. Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards</li> <li>5. Study/survey done to determine that there are no</li> </ol>	BAC Office

<p>sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government</p> <p>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</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	15 mins.	Accountant I or Accountant III

	documents to CAO for initial in DV			
	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	None	3 hours	Cashier



	-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.	
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## 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Additional documentary requirements: <ol style="list-style-type: none"> <li>1. Copy of direct invitation</li> <li>2. Winning bidder's offer or proposal</li> <li>3. Abstract of bids</li> <li>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</li> <li>5. Bid Security</li> <li>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</li> </ol>		BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
	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/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).

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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:	

<ol style="list-style-type: none"> <li>1. Purchase Order/Letter Order/Contract</li> <li>2. Proof of posting of invitation in PhilGEPS</li> <li>3. Performance &amp; warranty securities</li> <li>4. BAC Resolution</li> <li>5. Proof of posting of Notice of Award in PhilGEPS</li> <li>6. Approved procurement plan</li> <li>7. Purchase Request</li> <li>8. Original copy of delivery invoice</li> <li>9. Inspection &amp; Acceptance Report</li> <li>10. Approval by the HOPE or his duly authorized representative on the use of the alternative method of procurement, as recommended by the BAC</li> <li>11. Statement of the prospective bidder that it is not blacklisted or barred</li> <li>12. Sworn affidavit of the bidder that it is not related to HOPE</li> </ol>		<p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>Requesting Unit</p> <p>Supply Office</p> <p>Supply Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p>		
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	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/ 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 normal three-month requirement, subject to pertinent rules and regulations issued by competent authority.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	All P
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	Supply Office  Contractor/Supplier

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		Contractor/Supplier Requesting Unit Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 hour and 30	Cashier

	documents to accounting for recording of cheque no.		minutes	
	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
	<b>TOTAL</b>	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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2B-Government to Business

<b>Who May Avail</b>		Authorized Officers, Drivers through Motor Pool Designated Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	All Permanent Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. C N A Guidelines 2. Cost-Cutting Measures 3. CSC Certificate of Accreditation 4. Copy of C N A	DBM Head of Agency CSC

<p>5. Committee on Resolution Recommending the Grant of the C N A Incentive</p> <p>6. Internal Guidelines on the Granting of C N A Incentive</p> <p>7. BOR Resolution/Referendum</p> <p>8. Certification that all BFARs from have been submitted through URS</p> <p>9. BAR 1 for the first three quarters</p> <p>10. BED No. 2</p> <p>11. Hard copy of URS-generated BFARs</p> <p>12. Certification on the number of employees entitled to the C N A Incentive</p> <p>13. Summary of savings and number of personnel entitled</p> <p>14. Computation of C N A Requirements per PPA</p>		<p>FACULTY AND EMPLOYEES FERATION INC. (FEFI)</p> <p>FACULTY AND EMPLOYEES FERATION INC. (FEFI)</p> <p>FACULTY AND EMPLOYEES FERATION INC. (FEFI)</p> <p>BOR Resolution/Referendum</p> <p>Financial Management Services</p> <p>Planning Office</p> <p>Planning Office</p> <p>Budget Office</p> <p>HRMO</p> <p>Budget Office</p> <p>Budget Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit the required documents to budget staff for checking the completeness of required documents</p>	<p>Budget staff receives, log in and check the ORS and DV with complete supporting documents</p>	<p>None</p>	<p>30 mins.</p>	<p>Budget Staff</p>
	<p>Budget Officer signs the ORS</p>	<p>None</p>	<p>2 hours</p>	<p>Budget Officer</p>

	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 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	None	30 mins.	Accounting Clerk

	cheque no.			
	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
	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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Qualified Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. For Individual Claims <ul style="list-style-type: none"> <li>- Service Record</li> <li>- Certificate of non-payment from previous office (for transferee)</li> <li>- 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</li> </ul> </li> <li>2. For General Claim <ul style="list-style-type: none"> <li>- Loyalty Cash Award/Incentive Payroll</li> <li>- Payroll Prooflist (hard and soft copy)</li> <li>- Letter to the Bank to credit employees' account their salaries or other claims (LDDADP-ADA)</li> </ul> </li> </ol>	<p>HRMO Previous Employer</p> <p>HRMO</p> <p>Payroll Clerk</p> <p>Payroll Clerk</p> <p>Cashier</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government; G2C-Government to Citizen		
<b>Who May Avail</b>		All Qualified Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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: <ul style="list-style-type: none"> <li>- Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs</li> <li>- Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.</li> </ul>		Requesting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required	Budget staff receives, log in	None	30 mins.	Budget Staff

documents to budget staff for checking the completeness of required documents	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	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial	None	15 mins.	Accountant I or Accountant III

	in DV			
	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	

### 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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Qualified Retiring Personnel and those to be terminated from the Service
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	
4. Complete service record	HRMO
5. Statement of Assets, Liabilities and Net Worth (SALN)	HRMO 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	

<p>8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency</p> <p>9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No.3019)</p> <p>10. In case of resignation, employee's letter of resignation duly accepted by the Head of Agency</p> <p>Additional Requirements:</p> <p>11. Death certificate authenticated by NSO</p> <p>12. Marriage contract authenticated by NSO</p> <p>13. Birth certificate of all surviving legal heirs authenticated by NSO</p> <p>14. Designation of next-of-kin</p> <p>15. Waiver of rights of children 18 years old and above</p>	<p>Accounting Office</p> <p>Requesting Officer</p> <p>Requesting Officer</p> <p>Requesting Survival Legal Heirs</p> <p>Requesting Survival Legal Heirs</p> <p>Requesting Survival Legal Heirs</p> <p>Requesting Survival Legal Heirs</p> <p>Requesting Survival Legal Heirs</p> <p>Requesting Survival Legal Heirs</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit the required documents to budget staff for checking the completeness of required documents</p>	<p>Budget staff receives, log in and check the ORS and DV with complete supporting documents</p>	<p>None</p>	<p>30 mins.</p>	<p>Budget Staff</p>
	<p>Budget Officer</p>	<p>None</p>	<p>2 hours</p>	<p>Budget Officer</p>

	signs the ORS			
	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	None	30 mins.	CAO



	DV in BOX d			
	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	

#### 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).

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple

<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Personnel Retiring under RA 1616 or take all retirement benefits
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>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</li> <li>2. Retirement application</li> <li>3. Office clearance from money/property accountability &amp; administrative criminal liability</li> <li>4. Statement of assets and liabilities</li> <li>5. Retirement Gratuity Computation</li> <li>6. Affidavit of Undertaking for authority to deduct accountabilities</li> <li>7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (Anti-Graft RA No. 3019)</li> </ol> <p>Additional documentary requirements in case of resignation:</p> <ol style="list-style-type: none"> <li>8. Employee's letter of resignation duly accepted by the Agency Head</li> </ol> <p>Additional requirements in case of death of claimant:</p> <ol style="list-style-type: none"> <li>9. Death certificate authenticated</li> </ol>	<p>HRMO</p> <p>REQUESTING OFFICER HRMO</p> <p>REQUESTING OFFICER</p> <p>REQUESTING OFFICER</p> <p>REQUESTING OFFICER</p> <p>REQUESTING SURVIVAL LEGAL HEIRS</p>

by the National Statistics Office (NSO) 10. Marriage contract authenticated by NSO 11. Birth certificates of all surviving legal heirs authenticated by NSO 12. Designation of next-of-kin 13. Waiver of rights of children 18 years old and above 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  REQUESTING SURVIVAL LEGAL HEIRS  REQUESTING SURVIVAL LEGAL HEIRS REQUESTING SURVIVAL LEGAL HEIRS  REQUESTING SURVIVAL LEGAL HEIRS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	

### 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

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Qualified Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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  General Claims:	HRMO

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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Accounting Clerk



	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	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	

## 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government; G2C-Government to Citizen		
<b>Who May Avail</b>		ALL AUTHORIZED PERSONNEL WHO RENDERED OVERTIME SERVICE.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work</li> <li>2. Overtime work program</li> <li>3. Quantified Overtime accomplishment duly signed by the employee and supervisor</li> <li>4. Certificate of service or duly approved DTR</li> </ol>		<p>Requesting Unit</p> <p>Requesting Unit</p> <p>Requesting Unit</p> <p>Requesting Unit</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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	None	15 mins.	CLERK (Admin. Services)

	or President			
	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	

### 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

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	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 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			
	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	

### 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government; G2C-Government to Citizen		
<b>Who May Avail</b>		All Qualified Medical/Dental Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved DTR 2. No. of days expose to communicable or infectious disease		Medical/Dental Office Medical/Dental Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to budget staff for checking the completeness of required	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff

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	None	30 mins.	CAO

	DV in BOX d			
	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

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	ALL QUALIFIED PERSONNEL INVOLVED IN THE

		SPECIAL PROJECT.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
	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

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		ALL FACULTY/TEACHING PERSONNEL WITH OVERLOAD OR TEACHING OUTSIDE OFFICIAL TIME		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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	None	15 mins.	Accountant I or Accountant III

	CAO for initial in DV			
	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	

## 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		ALL MEMBERS OF BAC PRESENT DURING DELIBERATIONS, TWG AND BAC SECRETARIAT NOT ASSIGNED IN PROCUREMENT OFFICE		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria</li> <li>2. Minutes of BAC Meeting</li> <li>3. Notice of award to the winning bidder of procurement activity being claimed</li> <li>4. Certification that the procurement involves competitive bidding</li> <li>5. Attendance Sheet listing names of attendees to the BAC meeting</li> </ol>		<p>Office of the University President</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p> <p>BAC Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required	Budget staff receives, log in	None	30 mins.	Budget Staff

documents to budget staff for checking the completeness of required documents	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	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial	None	15 mins.	Accountant I or Accountant III

	in DV			
	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	

## 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, bureaus, offices or agencies of the national government deputized by the Officer of the Solicitor General (OSG).

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		Special Counsel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel</li> <li>2. Certificate of Appearance issued by the Office of the Clerk of Court, if applicable</li> <li>3. Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented</li> </ol>		<p>Office of the University President</p> <p>Office of the University President</p> <p>Office of the University President</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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	None	15 mins.	CLERK (Admin. Services)

	or President			
	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	

### 203. Productivity Enhancement Incentive Allowance (PEI)

The PEI is given to government personnel in recognition of the government employees' productivity and performance.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
For Individual Claims: 1. Certification that the	HRMO

<p>performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory</p> <p>General Claims</p> <ol style="list-style-type: none"> <li>1. PIB Payroll</li> <li>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)</li> <li>3. List of personnel dismissed within the year</li> <li>4. List of personnel Absent Without Official Leave (AWOL)</li> <li>5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory</li> <li>6. Payroll Register (hard and soft copy)</li> <li>7. Letter to the Bank to credit employees' account of their PIB claims</li> <li>8. Validated deposit slips</li> </ol>		<p>Payroll Clerk HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>Payroll Clerk</p> <p>Cashier</p>		
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	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	

#### **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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government; G2C-Government to Citizen		
<b>Who May Avail</b>		Medical and Dental Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Payroll of personnel entitled to claim subsistence, laundry and quarters allowance</li> <li>2. Approved DTR</li> <li>3. Authority to collect (for initial claim)</li> </ol>		Payroll Clerk  Requesting Officer HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Accounting 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
	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	None	1 hour	VP For Finance/

	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	None	1 hour	VP For Finance/President

	check			
	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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		All Qualified Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certified true copy of approved appointment of new employees</li> <li>2. Certificate of Assumption of new employees</li> <li>3. Certificate of non-payment from previous agency, for transferees</li> <li>4. Certification of entitlement</li> <li>5. Clothing/Uniform Allowance Payroll</li> </ol>		HRMO, 2 <sup>nd</sup> Flr., Administration Bldg.  Payroll Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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	None	15 mins.	Accountant I or Accountant III

	CAO for initial in DV			
	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	

## 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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	All Officers with RATA
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>For Individual Claims:</p> <ol style="list-style-type: none"> <li>1. Copy of Office Order/Appointment (1st payment)</li> <li>2. Certificate of Assumption (1st payment)</li> <li>3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle</li> <li>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)</li> </ol> <p>For General Claims:</p> <ol style="list-style-type: none"> <li>1. RATA Payroll</li> <li>2. Payroll Register (hard and soft copy)</li> <li>3. Letter to the Bank to credit employees' account of their RATA claims, if applicable (LDDAP-ADA)</li> <li>4. Validated deposit slips, if</li> </ol>	<p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>Requesting Officer</p> <p>Payroll Clerk</p> <p>Payroll Clerk</p> <p>Cashier</p>

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	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	N/A	3 hours	Cashier

	-ADA			
	Cashier forward the documents to accounting for recording of cheque no.	N/A	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no./LDDAP	N/A	30 mins.	Accounting Clerk
	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	
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## 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		All Female Employees on Maternity Leave		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certified true copy of approved application for leave</li> <li>2. Certified true copy of Maternity leave clearance</li> <li>3. Medical certificate for maternity leave</li> </ol> <p>Additional Requirements:</p> <ol style="list-style-type: none"> <li>4. Medical certificate that the employee is physically fit to work</li> <li>5. Certificate of assumption</li> <li>6. Approved DTR</li> </ol>		<p>HRMO</p> <p>HRMO</p> <p>Physician</p> <p>Physician</p> <p>HRMO Requesting Officer</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to budget staff for checking the completeness of required	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff

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	None	30 mins.	CAO

	DV in BOX d			
	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	

**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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen



<b>Who May Avail</b>		All Casual and Contractual Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For accredited agencies by the CSC (for first claim) <ul style="list-style-type: none"> <li>- Certified true copy of the pertinent contract/appointment/job order</li> </ul> 2. For other agencies (for first claim) <ul style="list-style-type: none"> <li>- Certified copy of the pertinent contract/appointment/job order marked received by the CSC</li> </ul> 3. Approved DTR		HRMO		
		HRMO		
		Requesting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	

**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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
First Salary: 1. Certified true copy of duly approved Appointment, Assignment Order, if applicable	HRMO

2. Certified true copy of Oath of Office	
3. Certificate of Assumption	HRMO
4. Statement of Assets, Liabilities and Net Worth	HRMO
5. Approved DTR	REQUESTING OFFICER
6. Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)	REQUESTING OFFICER 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)	
12. Certificate of Available Leave Credits	PREVIOUS EMPLOYER
13. Service Record	PREVIOUS EMPLOYER
Salary (if deleted in payroll)	
1. Approved DTR	PREVIOUS EMPLOYER

<ol style="list-style-type: none"> <li>2. Notice of Assumption</li> <li>3. Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more</li> </ol>	<p>Requesting Officer</p> <p>HRMO</p> <p>HRMO</p>
<p>Salary Differentials due to promotion and/or Step Increment</p> <ol style="list-style-type: none"> <li>1. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase</li> <li>2. Certification of Assumption</li> <li>3. Approved DTR or certification that the employee has not incurred leave without pay</li> </ol>	<p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p>
<p>Last Salary</p> <ol style="list-style-type: none"> <li>1. Clearance from money, property and legal accountabilities</li> <li>2. Approved DTR</li> </ol>	<p>Requesting Officer</p>
<p>Salary due to Heirs of Deceased Employees</p> <ol style="list-style-type: none"> <li>1. Same requirements as those for last salary</li> <li>2. Additional requirements: <ul style="list-style-type: none"> <li>- Death Certificate authenticated by National Statistics Office (NSO)</li> <li>- Marriage Contract authenticated by NSO, if applicable</li> <li>- Birth Certificates of surviving legal heirs authenticated by NSO</li> <li>- Designation of next-of-kin</li> <li>- Waiver of right children 18 years old and above</li> </ul> </li> </ol>	<p>Requesting Officer</p> <p>REQUESTING SURVIVAL LEGAL HEIRS</p> <p>REQUESTING SURVIVAL LEGAL HEIRS</p>
<p>General Claims through the Automated</p>	

<p>Teller Machine (ATM)</p> <ol style="list-style-type: none"> <li>1. Salary Payroll</li> <li>2. Payroll Register (hard and soft copy)</li> <li>3. Letter to the Bank to credit employees' account of their salaries or other claims</li> <li>4. Validated deposit slips</li> </ol>				
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	None	30 mins.	Accounting Clerk

	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	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	

## 210. Liquidation of Travelling Allowances-Foreign

The accountable officer shall liquidate cash advances within the regulamentary period.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Personnel who travelled outside of the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	

<p>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)</p> <p>7. Narrative report on trip undertake/Report on Participation</p> <p>8. OR in case of refund of excess cash advance computed at the prevailing bank rate at the day of the refund</p> <p>9. Certificate of Travel Completed</p>		<p>Requesting Unit</p> <p>Cashier</p> <p>Requesting Unit</p>		
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.	



## 211. Travelling Allowances-Foreign

Traveling allowances granted shall be treated and accounted for as cash advances.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who May Avail</b>	All Personnel who travelled outside of the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Approved travel Order/Office Order in accordance with Section 10 of EO 77 dtd March 15, 2019</p> <ul style="list-style-type: none"> <li>- supported by the edorsement of the Commission-en-Banc, Section VIII.B.No.6 of CHED dm. Order No. 04</li> <li>- Board Resolution approving the travel and specifying the source of fund</li> <li>- certificate of no pending administrative case</li> <li>- re-entry action plan (REAP)</li> <li>- certificate on the legitimacy of the meeting/ conference/ workshop</li> <li>- 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</li> <li>- List of travels for the past 5</li> </ul>	<p>HRMO</p> <p>Board Secretary</p> <p>Requesting Unit</p> <p>Requesting Unit</p>

<p>years</p> <ul style="list-style-type: none"> <li>- Certificate on the necessity of foreign travel from the International Relations Vice President or Director</li> </ul> <ol style="list-style-type: none"> <li>2. Duly approved Itineray of Travel</li> <li>3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization</li> <li>4. For plane fare, quotations of three travel agencies or its equivalent</li> <li>5. Flight itinerary Issued by the airline/ticketing office/travel agency</li> <li>6. Copy of the UNDP rate for the DSA for the country of destination for the computation of the DSA to be claimed</li> <li>7. Document to show the dollar to peso exchange rate at the date of grant of cash advance</li> <li>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</li> <li>9. Certificate from the accountant that the previous cash advance has been liquidated and accounted for in the books</li> <li>10. Annex A Evaluation Form</li> </ol>	<p>Requesting Unit</p> <p>Requesting Unit</p> <p>Requesting Unit</p> <p>Host Agency</p> <p>Requesting Unit</p> <p>Requesting Unit</p> <p>Bank</p> <p>Host Agency</p> <p>See travel order below</p>			
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	3 hours	Accountant I or Accountant III
	Accountants forward the	None	15 mins.	Accountant I or

	documents to CAO for initial in DV			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 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	None	3 hours	Cashier



	-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	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 receives the cheque and signs the DV.	Contact the payee for releasing of cheque, signing of DV.	None	4 hours	Cashier
	TOTAL	None	31 hours and 30 mins.	

## 212. Liquidation of Travel Expenses-Local

The accountable officer shall liquidate cash advances within the regulatory period.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	All Personnel who travelled within the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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
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 necessity of the expenses	Host Agency
	Requesting Unit

<p>together with the corresponding bills/receipts for travel expenses in excess of authorized travel rates per Section 5.d of EO 77.</p> <p>12. Travel Narrative Report - within one (1) calendar month after return to permanent official station in accordance with Sec. 23.a of EO 77</p> <p>13. Official Rreceipt - in case of refund of excess cash advance</p>		<p>Presidents' Office</p> <p>Requesting Unit</p> <p>Cashier (Mrs. Mylene A. Cababasay)</p>		
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.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple

<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	All Personnel who travelled within the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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
4. Copy of DV upon Cash Advance	Cashier
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 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.	Host Agency  Requesting Unit
12. Travel Narrative Report - within	Presidents' Office

one (1) calendar month after return to permanent official station in accordance with Sec. 23.a of EO 77		Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	Accountant Clerk
	Return to Requesting Unit for OBRS and DV for Reimbursement	None		Requesting Unit
	<b>TOTAL</b>	None	30 mins.	

## 214. Travelling Allowances-Local

Traveling allowances granted shall be treated and accounted for as cash advances.

<b>Office or Division</b>	Finance Management Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G-Government to Government
<b>Who May Avail</b>	All Personnel who travelled outside of the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 Organization 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	None	30 mins.	Accounting Clerk

	Accountant III if more than 50, 000			
	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 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 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	Contact the payee for	None	4 hours	Cashier



cheque and signs the DV.	releasing of 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.

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		Petty Cash Custodian		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>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)</li> <li>2. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000.00 or more</li> <li>3. Approved estimates of petty expenses.</li> <li>4. Report on Paid Petty Cash Vouchers (Appendix 49)</li> <li>5. Petty Cash Fund Record (Appendix 50)</li> <li>6. Petty Cash Fund Register (Appendix 51)</li> <li>7. Approved request for replenishment</li> </ol>		<p>Presidents' Office</p> <p>Cash Office</p> <p>Requesting Officer</p> <p>Requesting Officer</p> <p>Requesting Officer</p> <p>Requesting Officer</p> <p>Requesting Officer</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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 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 hours	VP For Finance/President
	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

<b>Office or Division</b>		Finance Management Services		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G-Government to Government; G2B-Government to Business; G2C-Government to Citizen		
<b>Who May Avail</b>		All Personnel of ISAT U		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved contracts (initial payment)		Requesting Unit		
2. Approved payroll or list of payees indicating their net payments		Requesting Unit		
3. Approval/authority or legal basis to pay any allowance/salaries/wages/fringe benefits		Presidents' Office		
4. Daily time record (DTR) approved by the supervisor		Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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	None	5 hours	VP For Finance/ President

	in Box D for approval			
	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	None	30 mins.	Accounting Clerk



	signature			
	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
	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.

<b>Office or Division</b>		Office of the University Registrar		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business		
<b>Who May Avail</b>		Faculty Members (Permanent/Part time/Substitute)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Official Grade Sheets		OURA, Ground Floor Administration Building, ISATU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 mins.	Registrar/Assigned Staff

	concerned			
	Retains the original copy of grade sheets and returns to faculty the duplicate copies for file.	None	2 mins.	Registrar/Assigned Staff
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.

<b>Office or Division</b>	Office of the Planning Development and Auxiliary Services			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business			
<b>Who May Avail</b>	All Employees of ISAT University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requirements to be attached for Request for Repair/Rehabilitation of Buildings and Other Facilities:: <ol style="list-style-type: none"> <li>1. Accomplished Job Request Form (for Simple Repair QF-PD-01)</li> <li>2. Accomplished Work Order Form (for Simple Repair QF-PD-12)</li> <li>3. Approved Requisition and Issue Slip (For Simple Repair - Appendix 63)</li> <li>4. Approved Job Request(for Major Repair QF BAC-08)</li> <li>5. Approved Plans and Specifications (if applicable)</li> <li>6. Approved Bill of Quantities (if applicable)</li> <li>7. Approved Program of Works (if applicable)</li> <li>8. Approved Corrective Maintenance Report (for Simple Repair QF-PD-09)</li> <li>9. Certificate of Completion (For Major Repairs)</li> </ol>		Planning Development and Auxiliary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSIN</b>	<b>PERSON RESPONSIBLE</b>

		PAID	G TIME	
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 Simple Repair)	None	.05	Head, Maintenance Personnel
	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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
4. Schedule of Classes, ETU from MIS- 1 copy			MIS/EDP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Office of the Dean			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
5. Schedule of Classes, ETU from MIS- 1 copy			MIS/EDP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>		Administration Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students and Student Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Resolutions (5 copies)</li> <li>2. Requests (5 copies)</li> <li>3. Budget Proposals (5 copies)</li> <li>4. Communications needing approval/to be noted of the Campus Administrator (5 copies)</li> </ol>		Respective organizations/agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	16 mins.	Frontline Personnel/Admin . Staff, Administrative Officer IV, Campus



	concerns budget proposal, submits documents to the Campus Administrator for Approval			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; 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.

<b>Office or Division</b>	Administration Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G- Government to Government; G2B-Government to Business
<b>Who May Avail</b>	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 in. Staff the availability of facilities intended to use	Checks availability of facility 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 activity and have it signed by the	None	15 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator

	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/ Admin Staff
	TOTAL	None	25 ins.	

### 3. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested for reproduction on needed time.

<b>Office or Division</b>	Administration Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students, Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Form (1 copy) 2. Copy of the material to be reproduced (1 copy)		Administration Office, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Have Job Order form approved by	None	15 mins.	Frontline Personnel/Admin

reproduction	the Administrative Officer IV and forwards to personnel in charge of reproduction			Staff
	<i>For bulk transactions, informs client to return for the materials or schedules reproduction of material in cases of examination period</i>	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.

<b>Office or Division</b>	Administration Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government

<b>Who May Avail</b>		Students, Student Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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, 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 Ticket 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.

<b>Office or Division</b>	Administration Office
<b>Classification</b>	Simple

<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Graduates, Retirees, Parents, Relatives, Authorized Representatives/Atty. In Fact			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	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.

<b>Office or Division</b>		IIRGP-Administration Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government; G2B-Government to Business		
<b>Who May Avail</b>		Community, LGUs, NGOs, CSOs, other Agencies/Organizations and Private Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request to Use Facilities Form (3 copies)</li> <li>2. Communications of approved activities (2 copies)</li> <li>3. Communication of approved Request for Use of facilities</li> </ol>		Administration Office, Miag-ao Campus  Respective requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	3 mins.	Frontline Personnel/ Admin Staff

		P100.00/ long table P50.00/ro und table		
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 activity 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.	
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## 7. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested and fees required for reproduction on needed time.

<b>Office or Division</b>	IIRGP-Administration Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government			
<b>Who May Avail</b>	Students, Student Organizations (personal use; activities with budget), Community, LGUs, NGOs, other Agencies/Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Form (1 copy) 2. Original material to be reproduced (1 copy)		Administration Office, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		15 mins.	Frontline Personnel/Admin

	form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction			Staff
	<i>For bulk transactions, informs client to return for the materials</i>		3 days	Frontline 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.

<b>Office or Division</b>	Office of Instruction
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	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 of changing, adding, and dropping of subjects	Checks and verify entry	None	3 mins.	Head of 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	None	2 mins.	Accounting Staff

	records			
	TOTAL	Php. 10.00	20 mins.	

## 9. Signing of Students' Clearance

To monitor accountability of students.

<b>Office or Division</b>		Office of Instruction		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form (1 copy) 2. Student Clearance (1 copy)		Office of Instruction, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present clearance completely signed by the Department Head and other offices concerned together with the other requirements by checking students record.	Checks completeness of signatures and other requirements	None	5 mins.	Office Staff
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

<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completion Form (3 copies)		Registrars' Office, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	11 mins.	



# Medical Services

## Miag-ao Campus

### External Services

#### 11. Issues Referral Slip to Rural Health Physician and Specialist

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business			
<b>Who May Avail</b>	Students, Non-Teaching and Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employees/Students' Identification Card		Concerned Individual		
2. Laboratory and Blood Chemistry		Concerned Individual		
3. Medical Logbook		Medical Clinic		
4. Referral Slip		Medical Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	3 mins.	Nurse II

	Specialist			
	TOTAL	None	10 mins.	

## 12. Issues Referral Slip for Enrolment, OJT, and ROTC Training

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form 2. Student Identification Card 3. Medical Logbook 4. Referral Slip		Registrars' Office Students Medical Clinic Medical Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 mins.	Nurse II/Medical Staff

	testing			
	TOTAL	None	15 mins.	

**Guidance Office**  
**Miag-ao Campus**  
**External Services**

**13. Testing**

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Senior High School Report Card (1 copy) 2. Examination Schedule Record (1 copy)		Senior High School Graduated from Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30- minutes to 2 hours depending on	Guidance Counselor/

	personal concerns		the kind of Test taken	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

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Absent Data Form (1 copy) 2. Medical Certificate/or certifications (1 copy)		Guidance Office, Medical Doctor, Lawyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Data Inventory Form (1 copy)		Guidance Office		
2. 2x2 ID Picture (1copy)		Student		
3. White Long Folder (1 copy)		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 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.	

## 16. Request for Clearance (Graduates)

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tracking of Graduates Form (1 copy)		Guidance Office		
2. Exit Interview Form (1 copy)		Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants approaches the Guidance Center Personnel for	Welcomes and accommodates the client	None	3 mins.	Alumni

signature				
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)**

<b>Office or Division</b>	Guidance and Counseling Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tracking Graduates Form (1 copy)		Guidance Office		
2. Exit Interview Form (1 copy)		Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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**

<b>Office or Division</b>	Student Internship Program
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government; G2C-Government



	to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form		Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 endorsement 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

<b>Office or Division</b>		Guidance and Counseling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
	<b>TOTAL</b>	None	7 mins.	

## 20. Request for SIP Logbook

<b>Office or Division</b>	Student Internship Program
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<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SIP Registration Form 2. SIP Agreement 3. SIP Center Data Sheet 4. Degree Plan 5. Medical Certificate 6. Police Clearance		Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**

<b>Office or Division</b>	Library
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<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card 2. Book Card 3. Due Slip		MIS Library Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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
	<b>TOTAL</b>	None	5 mins.	

## 22. Returning of Books by Students

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrowed Books 2. Due Slip		Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrowed books	Receives book and <b>examen</b> 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 library card. Signs on the log book for overdue fines	Returns the library card	None	1 min.	Library Staff
	<b>TOTAL</b>	None	5 mins.	



### 23. Validation and Release of the Library Card

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card 2. Registration Form		MIS Registrars' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	4 mins.	

### 24. Issuance of Permit To Research in Other Libraries

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card 2. Research Permit Form		MIS Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 communication. Issue the research 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.	
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**Cashier's Office Services**  
**Miag-ao Campus**  
**External Services**

**25. Receiving Payments for Tuition and Other Fees**

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form 2. Request Form		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Per request	7 mins.	Cashier Staff

	the money; Enter amount in the O.R			
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

<b>Office or Division</b>		Cashier's Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Form/IGP Form		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)

<b>Office or Division</b>	Cashiers' Office
<b>Classification</b>	Complex

<b>Type of Transaction</b>		G2G- Government to Government' G2B- Government to Business		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Check		Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	

## 28. Releasing of Checks to Client/Supplier

<b>Office or Division</b>	Cashiers' Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G- Government to Government; G2C- Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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**

<b>Office or Division</b>	Office of the Student Affairs and Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
For Merit Scholars: 1. Registration Form 2. Accomplished Personal Data Form 3. Class Schedule	Scholarships and Grants Office

<ol style="list-style-type: none"> <li>4. Memorandum of Agreement on the Scholarship Educational Benefits</li> <li>5. Certificate of Indigency</li> <li>6. Copy of Grades</li> </ol> <p>For those availing of the Grant</p> <ol style="list-style-type: none"> <li>1. Letter from the Sponsoring Agency/Foundation/Organization/Notice of Award</li> <li>2. Registration Form</li> <li>3. Print out of Grades from the Office of the University Registrar/High School Report Card</li> <li>4. Class Schedule</li> <li>5. Accomplished Personal Data Form</li> <li>6. Memorandum of Agreement on the Scholarship Benefits</li> <li>7. Certificate of Enrolment and Grades certified correct by the Office of the University Registrar</li> <li>8. Certificate of Enrolment and Billings certified correct by the Cashiers' Office</li> <li>9. Certificate of Indigency</li> <li>10. Copy of Grades</li> </ol>				
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/OSA 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/OSA 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/OSA Staff
	TOTAL	None	35 mins.	

### 30. Issuance and Validation of School ID

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

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/OSA S 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/OSA S 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	OSAS facilitates the ID validation and request student to log for updates/reco	None	7 mins.	OSAS Staff



Services	rd			
5. Request for ID protector and lase at the Office of Student Affairs and Services	Requests the student to log in the recording book releases the ID lase and protector	None	10 mins.	OSAS Staff
	TOTAL	None	52 mins.	

### 31. Issuance of Exit Clearance

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

Center	which the requirements are completely submitted			
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

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID/Letter/Form of Complaint		Office of the Committee on Discipline		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 mins.	Chairman/Secretary of the Committee on Discipline

	body			
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

<b>Office or Division</b>	Office of Student Affairs and Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Application for Accreditation of School Organizations</li> <li>2. Profile of the Organization</li> <li>3. Lists of Officers, Members</li> </ol>	Cashiers' Office

and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws				
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

<b>Office or Division</b>	Office of Student Affairs and Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Student Organizations Officers who were accredited
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<ol style="list-style-type: none"> <li>1. Application for Accreditation of School Organizations</li> <li>2. Organizations' Profile</li> <li>3. List of Officers, Members, and Advisers</li> <li>4. Accomplishment Reports</li> <li>5. Calendar of Activities</li> <li>6. Constitution and By Laws</li> </ol>		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.**

<b>Office or Division</b>	Administration Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government

<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		Faculty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/initial ed 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	Gets file copy	None	2 mins.	Frontline

approved documents	of 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 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	25 mins.	

### 36. Permit to Use Facilities

To facilitate smooth and fast approval of permit to use facilities and assure safety of facilities.

<b>Office or Division</b>	Administration Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	All Stakeholders, Personnel and Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Request to Use Facilities Form	Administration Office	
2. Communication of Approved activities	Requesting Party	
3. Communication of Approved Request for Use of Facilities	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 facilities intended to use	Checks availability of facility 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 activity 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



	TOTAL	None	25 mins.	
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### 37. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested for reproduction on needed time.

<b>Office or Division</b>		Administration Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Form (1 copy) 2. Copy of materials to be reproduced (1 copy)		Administration Office Faculty, Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<i>For bulk transactions, informs client to return for the materials</i>	None	3 days	Frontline Personnel/Admin Staff

	<i>or schedules reproduction of material in cases of examination period</i>			
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.

<b>Office or Division</b>		Administration Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		All Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request (3 copies) 2. Request Form (3 copies)		Faculty, Employees  Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-up request form stating the purpose of the request	Checks request form and have it approved by the Administrativ	None	2 mins.	Frontline Personnel/Admin Staff

	e Officer IV			
	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 mins.	

### 39. Request for Use of Vehicle and Preparation of Trip Ticket

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

<b>Office or Division</b>	Administration Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty, Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request for Use of Vehicle (3 copies)	Administration Office
2. Approved invitation/communication/authority to travel of activity	Faculty, Employees

if necessary 3. Trip Ticket		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 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
	Once approved, prepares Trip Ticket and have it approved by the Campus Administrator or the authorized	None	10 mins.	Frontline Personnel/Admin . Staff, Administrative Officer IV, Campus Administrator

	representative			
	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 Ticket 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

<b>Office or Division</b>	IIRGP-Administration Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	All Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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/Assesses materials for reproduction and informs client of total amount to be paid and 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
	<i>For bulk transactions, informs client to return for the materials</i>	None	3 days	Frontline Personnel/Admin Staff, Administrative Officer IV
3. Receives reproduced materials	Logs completed transaction in logbook and	None	2 mins.	Frontline Personnel/Admin Staff, Administrative

	released reproduced materials			Officer IV, Campus Administrator
	TOTAL	None	23 minutes	

**Dental Clinic**  
Miag-ao Campus  
Internal Services

**41. Oral Examination/Consultation**

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students, Non-Teaching and Teaching Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School/Employee ID 2. Dental Examination Chart (1 copy) 3. Dental Health Record Form (2 copies) 4. Prescription Form (2 copies)		MIS Office Dental Clinic, Miag-ao Campus  Dental Clinic, Miag-ao Campus  Dental Clinic, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Provide patients Dental Health Record/Exam	None	5 mins.	Dentist

Chart	ination Chart			
3. Consultation/Oral Examination	Perform oral examination Diagnose and treatment plan Prescribe & dispense medicines	None	15 mins.	Dentist
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

<b>Office or Division</b>	Dental Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Students, Non-Teaching and Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School/Employee ID 2. Dental Examination Chart (2 copies) 3. Parent/Guardian Consent Form (2 copies) 4. Prescription Form (2 copies)		MIS Office Dental Clinic, Miag-ao Campus  Dental Clinic, Miag-ao Campus  Dental Clinic, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present School ID	Check proper identification Check Schedule date & time	None	6 mins.	Dentist



	Present parent consent form			
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 & dispense medicines Post-Operative Instructions	None	1 hour and 15 mins.	Dentist
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

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Students, Non-Teaching and Teaching Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. School ID 2. Dental Health Form Record (2 copies)	MIS Office Dental Clinic, Miag-ao Campus

3. 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 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 dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	52 mins.	

#### 44. Prescribing and Dispensing of Medicines

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Students, Non-Teaching and Teaching Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

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

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Students

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/re ferral 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
	<b>TOTAL</b>	None	22 mins.	

**Medical Services**  
**Miag-ao Campus**  
**Internal Services**

#### 46. Consultation and Dispensing of the Over-the-Counter Medications

<b>Office or Division</b>	Medical Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Non-Teaching and Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employees' Identification Card 2. Medical Logbook 3. Laboratory request		Non-Teaching and Teaching Personnel  Medical Clinic Medical Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
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**Office of Instruction**  
**Miag-ao Campus**  
**Internal Services**

**47. Distribution of Faculty Schedule/Class Program**

<b>Office or Division</b>		Office of Instruction		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Faculty Load (1 copy)		Office of Instruction, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Table of Specification (1 copy)		Office of Instruction, Miag-ao Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



<b>Office or Division</b>	Office of Instruction			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	10 mins.	

**Guidance Office  
Miag-ao Campus  
Internal Services**

**50. Counseling Service (Individual-Walk-In)**

<b>Office or Division</b>	Guidance and Counseling Office
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<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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-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)

<b>Office or Division</b>		Guidance and Counselling Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Non-Teaching and Teaching Personnel, Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 concerns	None	30 mins.	Guidance Counsellor

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**

<b>Office or Division</b>		Library Service		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Book Card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 min.	Library Staff

	Utilization. Files the library Card			
	TOTAL	None	5 minutes	

### 53. Request for Listening and Viewing Room Utilization by Faculty

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for LVR Utilization Form		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	10 minutes	

Supply Office  
Miag-ao Campus  
Internal Services

### 54. Requisition and Issue Slip

<b>Office or Division</b>	Supply Office
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<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip		Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	

**Accounting Office**  
**Miag-ao Campus**  
**Internal Services**

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

<b>Office or Division</b>	Accounting Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	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) 2. Duly approved Itinerary of Travel (4 copies) 3. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books (4 copies)		Administration Office  Administration Office  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 issuance	None	2 hours	Accountant
	<b>TOTAL</b>	None	<b>6 days</b>	

**56. Availment of Cash Advance for International Travel**

<b>Office or Division</b>	Accounting Office
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<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Approved Travel Order/Office Order in accordance with Section 10 of EO 77 dated March 15, 2019 (4 copies</p> <ul style="list-style-type: none"> <li>- Supported by the endorsement of the Commission-en-banc</li> <li>- Section VIII B CHED Admin Order No. 4</li> <li>- Board Resolution approving the travel and specifying the source of fund</li> <li>- Certificate of no pending administrative case</li> <li>- Re-entry Plan (REAP)</li> <li>- Certificate of legitimacy of the meeting/conference/workshop</li> <li>- List of other participants in the delegation, purpose/responsibilities of each participant during the travel</li> <li>- Such purpose/responsibilities should result to clear outputs/outcomes to justify expenses to be incurred</li> <li>- List of travels for the past five years</li> </ul>	

<ul style="list-style-type: none"> <li>- Certificate on the necessity of foreign travel from the International Relations Vice Presidents or Director</li> <li>2. Duly approved Itinerary of Travel</li> <li>3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization</li> <li>4. For plane fare, quotations of three travel agencies or its equivalent</li> <li>5. Flight itinerary issued by the airline/ticketing office/ travel agency to be claimed</li> <li>6. Document to show the dollar to peso exchange rate at the date of the grant of cash advance</li> <li>7. In case of trainings/seminars: <ul style="list-style-type: none"> <li>- Invitation addressed to the Agency inviting the participants (issued by the foreign country)</li> <li>- Acceptance of nominees as participants (issued by the foreign country)</li> <li>- Program agenda and logistics information</li> </ul> </li> <li>8. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books</li> <li>9. Annex A Evaluation Form</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON</b>

	<b>ACTION</b>	<b>PAID</b>		<b>RESPONSIBLE</b>
1. Submit approved requirements to Accounting Office	Prepare Obligation Request and 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	None	16 hours	Campus Administrator

	t 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	

### 57. Request for Reimbursement

<b>Office or Division</b>	Accounting Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request for Reimbursement For (3 copies)</li> <li>2. Approved Request for Reimbursement (3 copies)</li> <li>3. Official Receipts (original and 2 copies)</li> <li>4. Reimbursement Expense Receipt (3 copies)</li> <li>5. Acknowledgement Receipt of Equipment (if applicable- 3 copies)</li> <li>6. Inspection and Acceptance</li> </ol>	<p>BAC Office</p> <p>Campus Administrator</p> <p>Service Provider</p> <p>Administration Office</p> <p>BAC Office</p>		

Report (3 copies) 7. Obligation Request (3 copies) 8. Disbursement Voucher (3 copies)		BAC Office  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 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	None	1 day	Accountant

	t Voucher			
	Checks, reviews and approve for payment on box D of Disbursement t Voucher	None	16 hours	Campus Administrator
	Assigns Obligation Number	None	5 hours	Budget Officer
	Assigns Disbursement t Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	<b>TOTAL</b>	None	7 days or 56 hours	

### 58. Request for Net Pay

<b>Office or Division</b>		Accounting Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly approved request form (1 copy)		Admin Office		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON</b>



	<b>ACTION</b>	<b>PAID</b>		<b>RESPONSIBLE</b>
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

<b>Office or Division</b>		Accounting Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account or Billing from Service Provider - 4 copies		Admin Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	7 days or 56 hours	

## 60. Payment of RATA

<b>Office or Division</b>	Accounting Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	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) 2. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle (3 copies)		Admin Office		
		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	None	1 day	Accountant

	as to 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
	<b>TOTAL</b>	None	7 days or 56 hours	

### 61. Cash Advance for An Activity

<b>Office or Division</b>	Accounting Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	

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 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 or 56 hours	

**62. Request for Reimbursement of Travelling Expenses**

<b>Office or Division</b>	Accounting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Personnel on Travel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Travel Order ( 3 copies)</li> <li>2. Approved Itinerary of Travel (3 copies)</li> <li>3. Official Receipt (if applicable)-original and 2 photocopies</li> <li>4. Appendix 47</li> <li>5. Certificate of Appearance (original and 2 photocopies)</li> <li>6. Obligation Request (3 copies)</li> <li>7. Disbursement Voucher (3 copies)</li> </ol>		Administration Office  Administration Office  Service Provider  Administration Office Service Provider  Accounting Office  Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 hours	Admin Officer



	Officer signs on box A 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 or 56 hours	
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### 63.Liquidation of Cash Advances

<b>Office or Division</b>		Accounting Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		Employee Concerned		
6. Pictures if applicable		Employee Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.**

<b>Office or Division</b>		Office of the Campus Administrator		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government		
<b>Who May Avail</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communication duly signed by the concerned personnel (3 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Gets file copy of the	None	5 mins.	Campus Administrator's

requests and signs at the transaction logbook.	communications, records on log book and releases approved documents.			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.

<b>Office or Division</b>	Cashiers' Office
<b>Classification</b>	Simple, Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government
<b>Who May Avail</b>	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:	Fees/ payment according to balances reflected in the system		

	<p>MIS for the students detailed account balances (for SY 2016-2017 onward)</p> <p>Old System for the students detailed account balances (for SY 2011-2015)</p> <p>Ledgers for old students (SY 2009-2010 and beyond)</p>	<p>(for new students) or ledger (for old students)</p>		
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 for academic records.	None	15 mins.	Cashier/Collecting Officer
	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.

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Simple, Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Parents, Guardians, Benefactors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Student: Student ID or RF For Guardian/Parent: any valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number at the counter and wait for the number to be	Provide priority number	None	1 min.	Collecting Clerk/Cashier

called.				
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 Account.	<p>A. Inquiring Balance:</p> <p>Search MIS for the students detailed account balances (for SY 2016-2017 to present)</p> <p>Search Old System for the students detailed account balances (SY 2011-2016)</p> <p>Search ledgers for the students detailed account balances (SY 2010 and beyond)</p> <p>Filled out the form with corresponding amount.</p> <p>B. If requested for a Statement of Account (SOA)</p> <p>Filled out the form with corresponding amount and write the date to claim the SOA.</p> <p>Give the form back to client and advise</p>	None	8 minutes	Cashier/Collecting Clerk



	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.

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Simple, Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students/Parents/Guardian, Faculty & Staff, Job Hires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID with picture 2. Authorization Letter (for parent/guardian)		Provided by Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number at the counter and wait for the number to be	Provide priority number.	None	1 min.	Cashier

called.				
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.

<b>Office or Division</b>	Cashiers' Office			
<b>Classification</b>	Simple, Complex			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business			
<b>Who May Avail</b>	Suppliers/ Service Provider, Faculty & Staff, Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID with picture		Provided by Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number at the	Provide priority	None	1 min.	Cashier/Clerk

counter and wait for the number to be called.	number.			
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. <i>For supplier/ service provider</i>  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**

<b>Office or Division</b>	Registrars' Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	SHS Graduating Students, Transfer Students from Other Schools	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. High School Card (Form 138-A)	Previous High School Institution	

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

<b>Office or Division</b>	Registrars' Office
<b>Classification</b>	Simple

<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Old and New Students (High School Graduate, Transferees and Graduate Students)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Incoming New Students:</p> <ol style="list-style-type: none"> <li>1. High School Card (Form 138-A)</li> <li>2. Certification of Good Moral Character</li> <li>3. Transcript of Records for Evaluation (for Transferees)</li> <li>4. Certificate of Transfer Credentials ( for Transferees)</li> <li>5. Photocopy of NSO/PSA Authenticated Live Birth</li> </ol> <p>Old Students:</p> <ol style="list-style-type: none"> <li>1. Clearance</li> </ol>		<p>Previous High School Institution</p> <p>Previous High School Institution</p> <p>Previous High School Institution</p> <p>Previous High School Institution</p> <p>Philippine Statistics Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 enrollee 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/R OTC)	None	15 mins.	NSTP Coordinator
5. Presents the Pre-Registration Form to the Enrolment Committee for printing of Registration Form	Prints the Registration Form of the enrollee and affix signature on it.	None	10 mins.	Enrolment Committee
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	Affixes signature to the Registration Form.	None	15 mins.	Campus Administrator/Secretary

Registration Form.				
10. Proceeds to Registrar's Office for confirmation of enrolment.	Accommodates the enrollees 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 the confirmed student Registration Form.	Informs student to furnish Dean's office of the official Student Registration Form.	None	5 mins.	Campus Registrar/Registrars' Staff
	TOTAL	None	2 hours and 30 mins.	

**8. Request for Student Academic Records (TOR, Form 137-A, Diploma, Certifications, and Certificates)**

<b>Office or Division</b>	Registrars' Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Active Students, Alumni, Other Authorized Parties, General Public	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
For Evaluation and Scholarship: 1. Semestral Clearance	Office of Instruction	

<p>2. Validated School ID or Registration Form</p> <p>For Employment, Board Examination, Dismissal</p> <ol style="list-style-type: none"> <li>1. Exit Clearance</li> <li>2. School ID</li> <li>3. 2x2 ID picture</li> <li>4. Form 137-A</li> <li>5. OTR with remarks “Copy for ISAT U” for transferees</li> <li>6. Certificate of Transfer Credentials</li> <li>7. Photocopy of NSO/PSA Authenticated Live Birth/Marriage Contract</li> <li>8. Affidavit of Loss/Damage for 2<sup>nd</sup> Issuance of Certification of Good Moral Character, Diploma, Certificate, and CTC)</li> <li>9. Authorization Letter (for authorized person)</li> <li>10. SPA or Notarized Authorization Letter (for authorized representative)</li> <li>11. Photocopy of any valid ID</li> </ol>		<p>OSAS</p> <p>Office of Instruction Student/Graduate Student/Graduate Previous High School Institution</p> <p>Philippine Statistics Authority</p> <p>Lawyer/Hall of Justice</p> <p>Student/Graduate</p> <p>Lawyer</p> <p>Authorized Person/Representative</p>		
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	None	10 mins.	Registrars’ Staff



	client.			
	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
		Certificati on-Php. 30.00/cert .		
		Diploma- Php. 100.00		
		Re- issuance of Diploma/C ert.-Php. 100.00		
		Form 137- A- Php. 30.00/page		
Authentic				

		ation-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

<b>Office or Division</b>		Registrars' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Parents, Guardian, Benefactors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 mins.	Registrars' Staff
	Instruct students to proceed to Cashiers' Office			
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.	None	20 mins.	Campus Registrar/Registrars' Staff
	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.			
5. Affixes signature in the outgoing logbook.	Sigs documents	None	5 mins.	Registrars' Staff
	Stamps/Seals /Records documents in 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.

<b>Office or Division</b>	Office of Instruction
<b>Classification</b>	Simple

<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communications duly signed by the concerned personnel (3 copies)		Proponent of the Activity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Budget and Accounting			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B- Government to Business			
<b>Who May Avail</b>	Creditor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Purchase Order/Job Order with complete supporting documents (2 original copies and 1 machine copy)</li> <li>2. Inspection and Acceptance Report for goods and Certificate of Job Acceptance for Services (2 original copies and 1 machine copy)</li> <li>3. Charge Invoice/Delivery Receipt for goods and Charge Invoice/Billing Statement for services (2 original copies and 1 machine copy)</li> </ol>		<p>BAC Office</p> <p>Supply Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submit Purchase Order/Job Order together with its supporting documents for Obligation.</p>	<p>Scan and analyze the submitted documents as to validity and completeness.</p>	<p>None</p>	<p>30 mins.</p>	<p>Accounting Clerk</p>
<p>2. Prepare Obligation Request and Status.</p>	<p>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</p>	<p>None</p>	<p>30 mins.</p>	<p>Accounting Clerk, Head of Requesting Office and Budget Officer</p>

	obligation number.			
3. Endorse the obligated transaction to Supply Office.	Check the documents to be endorsed to supplier for conformity 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,	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator



	<p>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.</p>			
6. Endorse the Disbursement Voucher to the Cashier's	Reconciles the endorsed Disbursement Voucher in	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

Office.	the Accounting's Logbook as to number and amount.			
	TOTAL	None	2 hours and 15 mins.	

## 12. Payment of Goods and Services

Processing of Payment Goods and Services to Contractors Procured through Bidding

<b>Office or Division</b>	Budget and Accounting
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2B- Government to Business
<b>Who May Avail</b>	Creditor
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Contract of Agreement with complete supporting documents (1 original copy and 2 machine copies)</li> <li>2. Letter of Request for the billing as per Accomplishment Report (3 copies)</li> <li>3. Pictures as proof for the tasks accomplished for the given period (minimum of 7 pictures)</li> <li>4. Agency Progress Accomplishment (3 original copies)</li> <li>5. Statement of Time Elapsed and Work Accomplishment (3 original copies)</li> <li>6. Contractors' Affidavit (2 original copies)</li> </ol>	<p>BAC Office, Contractor</p> <p>Contractor</p> <p>PDAS, Contractor</p> <p>Contractor</p> <p>Contractor</p>

<p>7. Surety Bond for Advance Payment upon requesting of 15% mobilization (1 original and 2 machine copies)</p> <p>8. Special Power of Attorney for Contractors' Authorized Representative</p> <p>9. Certificate of Completion and Certificate of Acceptance for the completed project (3 copies)</p>		<p>Contractor</p> <p>Contractor</p> <p>Contractor</p> <p>BAC Office, Contractor</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit Contract of Agreement together with its supporting documents for Obligation.</p>	<p>Scan and analyze the submitted documents as to validity and completeness.</p>	<p>None</p>	<p>60 mins.</p>	<p>Accounting Clerk</p>
<p>2. Prepare Obligation Request and Status.</p>	<p>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</p>	<p>None</p>	<p>60 mins.</p>	<p>Accounting Clerk, Head of Requesting Office and Budget Officer</p>

	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. Endorse the obligated transaction to Supply Office.	Check the documents to be endorsed to supplier for conformity 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	None	60 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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  Administrato  r approves  the  transaction  as per  Disbursemen  t Voucher for  payment.</p>			
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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).**

<b>Office or Division</b>		Office of the Campus Administrator		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Form for Request to Use for Vehicle (4 copies) 2. Trip Ticket (3 copies)		Office of Campus Administrator  Office of Campus Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Asks for the availability of the vehicle	Check availability of vehicle and inform client to secure	None	5 mins.	Campus Administrator's Secretary

	request form for the vehicle			
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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Faculty, Students, Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	

### 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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Faculty, Students, Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Library Borrowers Card	Library

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 mins.	Librarian

	Faculty).			
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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Students, Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Books Borrowed 2. Due Date Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present due date receipt.	For Students: Receives book/s returned locate the library card with the book card on the borrower's box. For Faculty: Receives book/s returned	None	2 mins.	Librarian

	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 book was returned after 10 A.M of the next day	1.00/ Hour /book		Librarian

	(overnight).			
	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Students, Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		First Year Students, Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form		Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Officially enrolled Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

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 from 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**

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Parents and Guardians		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance		Office of Instruction		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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### 9. Application for Scholarship Grants

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Qualified Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Scholarship Application Form		Office of Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires about availability of scholarship slots.	Inform of the available scholarship slots and the corresponding 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	None	20 mins.	OSAS Staff/Scholarship Director

	him/her of other requirements to be submitted			
	TOTAL	None	25 mins.	

### 10. Accreditation of Student Clubs and Organizations

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, and Student Leaders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Updated Constitution By Laws 2. List of Officers		Office of Clubs and Organizations Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Issues the Certification	None	20 mins.	Coordinator of Student Clubs

accreditation of the Organization or Club	of Accreditation			and Organizations
	TOTAL	None	35 mins.	

### 11. Retention of Student Clubs and Organizations

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, and Student Leaders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Updated Constitution and By-laws, Accomplishment Report		Office of Clubs and Organizations Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Get vital signs:	None	10 mins.	University Nurse

consultation.	Diagnose and Treatment Dispensing medicines			
4. Sign at the log sheet.	Keep records	None	1 min.	University Nurse
	TOTAL	None	15 mins.	

### 13. Referral/Certifications/Excuse Slips

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present School ID/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 & dental health questionnaire.	None	5 mins.	University Nurse

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

<b>Office or Division</b>		Office of Student Affairs and Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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

<b>Office or Division</b>	Medical Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	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	FEE 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. 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

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Submit for inhalation	History taking: Vital signs measurement; blood pressure; pulse rate; respiration rate; administer pulmo-aide inhalation; medicine	None	30 mins.	University Nurse

	dispensing			
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**

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

	e.			
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

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 check-up. Perform oral prophylaxis /scaling.	None	30 mins.	University Dentist
4. Sign at the log sheet	Keep records	None	1 min.	University Dentist
	TOTAL	None	36 mins.	

### 19. Tooth Extraction

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Provide and ask patient to fill-out information chart & dental health	None	5 mins.	University Dentist

record	questionnaire.			
3. Get ready for oral/dental check- up and prophylaxis / scaling	Perform oral/dental exam. Diagnose and treatment plan. Perform tooth extraction. Prescribing and dispensing of medicines. Post operative instructions	None	30 mins.	University Dentist
4. Sign at the log sheet	Keep records	None	1 min.	University Dentist
	TOTAL	None	37 mins.	

## 20. Referral/Certifications/Excuse Slips

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 dispensing of medicines. Post operative instructions	None	20 mins.	University Dentist
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

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 patients	None	10 mins.	University Dentist
4. Sign at the log sheet	Keep records	None	3 mins.	University Dentist



	TOTAL	None	19 mins.	
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## 22. Restorative Fillings

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, Students, and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Government Issued ID		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Dentists
3. Get ready for consultation	Perform oral/dental exam. Diagnose and treatment plan. Perform restorative	None	1 hour	University Dentist

	filling.			
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**

<b>Office or Division</b>		Registrars' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Officially Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Adding and Dropping Form (4 copies)		Office of the Registrar and Admission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 mins.	Campus Registrar/Registrar's Staff

	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 students the duplicate copies. Informs students to proceed to Cashier's Office.	None	5 mins.	Campus Registrar/Registrar's 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 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

<b>Office or Division</b>		Registrars' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Form for Completion of INC Mark		Office of the Registrar and Admission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Completion of INC Mark Form.	Issues Completion Form to student.	None	3 mins.	Campus Registrar/Registrar'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	None	5 mins.	Campus Registrar/Registrar's Staff

	signature.			
	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
	<b>TOTAL</b>	None	20 mins.	

## 25. Submission of Faculty Grade Sheets

<b>Office or Division</b>	Registrars' Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Faculty Members (Permanent/Part-Time/Substitutue)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Official Grade Sheets		Office of the Registrar and Admission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**

<b>Office or Division</b>		Registrars' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip (RIS)		Supply Office		
2. Inventory Custodian Slip (ICS)		Supply Office		
3. Property Acknowledgement Receipt (PAR)		Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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	Releasing	None	30 mins.	Supply

supplies/equipment				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.

<b>Office or Division</b>		Guidance and Counseling		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Identification Card</li> <li>2. Registration Form</li> <li>3. Filled-up Consent Form</li> <li>4. Individual Cumulative Record</li> </ol>		Office of Student Affairs and Services/Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Guidance Counselor to set an appointment for counseling	Welcomes and accommodates the counselee and set the schedule for counseling	None	5 mins.	Guidance Counselor



or presents the Call Slip Form and logs-in important information in the Counseling logbook.				
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	Approximately 1 hour	Guidance Counselor
4. Listens to the response	Analyzes, synthesizes	None	Approximately 30	Guidance

of the counsellor	and summarizes the issues, concerns or problems of the counselee. Presents counseling goals		minutes/client depending on the intensity of the case	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	None	3 mins.	Guidance Counselor
	Records the counseling process for follow-up and evidence-practice based research.			
7. Comes for follow up session	Helps client implement counseling	None	1 hour/client	Guidance Counselor

	goals			
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 Guidance Counselor with specialized skills.

<b>Office or Division</b>		Guidance and Counseling		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff, and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Individual Cumulative Record 2. Student Counseling Form		Office of Student Affairs and Services/Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Guidance	Welcomes and accommodat	None	5 mins.	Guidance Counselor

Counselor to set an appointment for counseling or presents the Call Slip Form and logs-in important information in the Counseling logbook.	es the counselee and set the schedule for counseling			
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	None	1 hour/client	Guidance Counselor

	the Student Counseling Form			
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	None	3 mins.	Guidance Counselor

	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.	

**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.

<b>Office or Division</b>	Guidance and Counseling
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Faculty, Staff, and Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<p>For Students:</p> <ol style="list-style-type: none"> <li>1. Registration Form (RF)</li> <li>2. Identification Card (IC)</li> </ol> <p>For Guardians and Authorized Persons:</p> <ol style="list-style-type: none"> <li>1. Identification Card (IC)</li> </ol> <p>For Faculty and Staff</p> <ol style="list-style-type: none"> <li>1. Filled-up referral for Guidance and Counseling Form (for referral purposes)</li> </ol>		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. 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	Clarifies and analyzes the issue being consulted	None	30 mins.	Guidance Counselor





by parents/guardian or Medical Certificate signed by attending physician	Letter or medical Certificate			
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 with signature of teachers concerned	Follows-up the student involved	None	3 mins.	Guidance Counselor
6. Gives a photocopy	Receives the photocopy of	None	1 min.	Guidance

of the Excuse Slip	the Excuse Slip and keep it for future reference.			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.

<b>Office or Division</b>		Guidance and Counseling		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Attendance Sheet		Office of Student Affairs and Services/ Guidance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Research Department/OSA S Staff

	effectiveness of the orientation service			
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.**

<b>Office or Division</b>		Human Resource Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Employees and Job-Hires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completely filled-up Request Slip		Human Resource Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.**

<b>Office or Division</b>	Budget and Accounting			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Bonded Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Project Proposal and Budget Plan (1 original copy and 1 machine copy)</li> <li>2. For cash advance which include Project Procurement Management Plan should be attached. (2 copies)</li> <li>3. Approved Resolution to Withdraw from their respective funds for Student Organizations. (1 original copy; 1 machine copy)</li> <li>4. Approved letter of request to cash advance. (1 original copy; 1 machine copy)</li> </ol>		<p>Requesting Office</p> <p>End User, BAC Office</p> <p>Requesting Office</p> <p>Requesting Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Head of Requesting	None	20 mins.	Accounting Clerk, Head of

Request and Status.	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.			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	Head of Requesting Office certifies that the expenses is necessary, lawful and	None	20 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

<p>t Voucher.</p>	<p>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 proper. Campus Administrator approves the transaction as per Disbursement Voucher for</p>			
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	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.

<b>Office or Division</b>	Budget and Accounting
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Faculty and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Memorandum endorsed by Commission on Higher Education (CHED) 2 copies)</li> <li>2. Letter of recommendation signed by immediate supervisor and approved by Campus Administrator (1 original copy and 1 machine copy)</li> <li>3. Duly numbered travel order signed by immediate supervisor and approved by Campus Administrator for seminars within Iloilo Province. Travel Order</li> </ol>	<p>Requesting Office</p> <p>Head of Requesting Office</p> <p>Requesting Office, Human Resource Office</p>



<p>signed by the Campus Administrator and approved by the University President for seminars outside Iloilo Province (1 original copy and 1 machine copy)</p> <p>4. Flight details for seminars that require airplane as the mode of transportation (1 original copy and 1 machine copy)</p> <p>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)</p>		<p>Requesting Office</p> <p>Requesting Office, Human Resource Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	20 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	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.			
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.	None	20 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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.</p>			
5. Endorse the Disbursement Voucher to	Reconciles the endorsed Disbursement	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

the Cashier's Office.	t Voucher in the Accounting's Logbook as to number and amount.			
	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.

<b>Office or Division</b>	Budget and Accounting		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Duly numbered travel order signed by the immediate supervisor and approved by the Campus Administrator. (1 original copy; 1 machine copy)</li> <li>2. Certificate of Appearance. (1 original copy; 1 machine copy)</li> <li>3. Office Memorandum/Notice of Meeting (if applicable). (2 copies)</li> <li>4. Itinerary of travel signed by immediate supervisor and approved by campus administrator. (3 original copies)</li> <li>5. Certificate of travel completed signed by the</li> </ol>	<p>Requesting Office, Human Resource Office</p> <p>Office stated in the travel order to transact business</p> <p>Campus Administrators' Office</p> <p>Human Resource Office</p>		

Requesting person and Campus Administrator. ( 3 original copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Travel Completed 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	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	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 available for the certain transaction, that it is subject to Authority to	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	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.

<b>Office or Division</b>	Budget and Accounting
<b>Classification</b>	Complex

<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Petty Cash Custodian		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Duly signed and approved Petty Cash Voucher. (1 original copy; 1 machine copy)</li> <li>2. Official Receipts for the items/service availed must be signed by a member of the Inspection Committee. (1 original copy; 1 machine copy)</li> <li>3. Properly filled up and signed Report on Paid Petty Cash Vouchers. (3 original copies)</li> </ol>		<p>Cashiers' Office</p> <p>Office where the claimant transacted business.</p> <p>Cashiers' Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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.</p>			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

	Accounting's Logbook as to number and amount.			
	TOTAL	None	1 hour and 55 mins.	

### 37. Payment of Hazard Pay

Processing of payment of Campus' Nurse and Dentists' Monthly Hazard Pay

<b>Office or Division</b>		Budget and Accounting		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Campus Nurse and Dentist		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly signed Daily Time Record. (3 copies)		Human Resource Office		
2. Accomplishment Report for the month. (2 copies)		Medical Dental Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Head of Requesting Office signs in the ORS	None	15 mins.	Accounting Clerk, Head of Requesting Office and Budget

Status.	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	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	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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.</p>			
5. Endorse the	Reconciles	None	5 mins.	Accounting Clerk,

Disbursement Voucher to the Cashier's Office.	the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.			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.

<b>Office or Division</b>		Budget and Accounting		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Campus Nurse and Dentist		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly signed Daily Time Record. (3 copies)		Human Resource Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Obligation Request and	Head of Requesting Office signs	None	15 mins.	Accounting Clerk, Head of Requesting Office

Status.	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.			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	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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 proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.</p>			
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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	

**39. Payment of Faculty and Staff's Scholarship**

Processing of payment of scholarship of faculty and staff who are scholars of the University.

<b>Office or Division</b>	Budget and Accounting	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Faculty and Staff	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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	None	15 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	availability of the Allotment. 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	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	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	

#### 40. Reimbursement of Supplies Purchased

Processing of reimbursement of expenses incurred for supplies purchased.

<b>Office or Division</b>	Budget and Accounting
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>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)</p> <p>2. Approved Project Procurement Management Plan. (3 copies)</p> <p>3. Approved Request for Reimbursement Form. (3 original copies)</p> <p>4. Duly signed Inspection and Acceptance Report by the members of the inspection Committee. (3 original copies)</p>		<p>Office where the claimant transact business</p> <p>BAC Office, Requesting Office</p> <p>BAC Office</p> <p>Supply Office</p>		
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 under Box A certifying that the appropriate	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	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	<p>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.</p>			
5. . Endorse the Disbursement Voucher to the Cashier's	Reconciles the endorsed Disbursement Voucher in the	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

Office.	Accounting's Logbook as to number and amount.			
	TOTAL	None	3 hours	

**41. Payment of Honorarium**

Processing of payment of honorarium for the services rendered.

<b>Office or Division</b>	Budget and Accounting		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
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 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	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	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 available for the certain transaction, that it is subject to Authority to Debit	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	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	

**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..**

<b>Office or Division</b>	BAC - Information Technology Building ,BAC Office (Joseph Wynford D. Tanoy)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B- Government to Business			
<b>Who May Avail</b>	Head of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Copy of Approved PPMP of the Office (3 copies)</li> <li>2. Duly accomplished PR / JR form (3 copies)</li> <li>3. Canvass Paper (3 copies)</li> <li>4. Purchase Order</li> <li>5. Inspection Report</li> <li>6. Memorandum Receipt Form</li> </ol>		Photocopy from BAC Office or Supply Office  Secure copy from BAC Office  Secure copy from BAC Office Generated by the Accounting Office Generated by Supply Office Generated by Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Personnel	Check if properly approved and signed by concerned authorities and checked for	None	2 mins.	BAC Office Personnel / Uldar Dolendo

	completeness and accuracy of information.			
	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 recommending the Mode of procurement	None	10 mins.	BAC Secretary / Richy D. Dequito
	Prepare supporting documents for Shopping or Small	None	20 minutes for every accredited supplier. 2 Days for eligible new	BAC Office Personnel / Uldar Dolendo

	Value mode of Procurement and forward all papers to accounting office		supplier	
	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	None	10 minutes for every item	TWG assigned

	Items			
	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 items	None	2 mins.	Supply Officer / Bernadette Dolendo
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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2B- Government to Business
<b>Who May Avail</b>	Supplies and Private Entities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 2 copies of Purchase Request	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)
2. 2 copies of Job Request	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)
3. 2 copies of Canvass Paper	Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)
4. 2 copies of Abstract of Canvass	Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)
5. 2 copies of Purchase Order	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)
6. 2 copies of Job Order	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)
7. 2 copies of Inspection and Acceptance	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)
8. 2 copies of BAC Resolution	Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Bids and Awards Committee(BAC) at Ground



<p>9. Original and 1 machine copy of Charge Invoice/Delivery Receipt</p> <p>10. 2 machine copies of Business Permit</p> <p>11. 2 machine copies of BIR</p> <p>12. 2 machine copies of Philgeps Registration</p> <p>13. 2 machine copies of Omnibus Sworn Statement</p>		<p>Floor,Administration Building-(Dr. Liane D. Defiño)</p> <p>Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)</p> <p>Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)</p> <p>Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)</p> <p>Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)</p> <p>Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit documents enumerated on the Checklist of Documents</p>	<p>Received and verifies the approved documents</p>	<p>None</p>	<p>2 days</p>	<p>Baltazar B. Depaloma/Kristine Joy C. Dema-ala</p>
	<p>Prepares Obligation Request Status(ORS)</p>	<p>None</p>	<p>30 mins.</p>	<p>Baltazar B. Depaloma/Kristine Joy C. Dema-ala</p>
	<p>Certification of Box A in the ORS</p>	<p>None</p>	<p>3 mins.</p>	<p>Baltazar B. Depaloma</p>
	<p>END of Transaction(d ocuments to be forwarded to Accounting</p>			

	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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2B- Government to Business		
<b>Who May Avail</b>	Contractors and Private Entities		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
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 Report/Evaluation Report of PDAS	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)		
4. 2 copies of Certificate of Completion(for Progress Billing)	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)		
5. 2 copies of Mobilization Bond Security(for release of	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)		

<p>Mobilization)</p> <p>6. 2 copies of Performance Bond(for Progress Billing)</p> <p>7. 2 copies of Certificate of Acceptance and Inspection(for 100% Progress Billing)</p> <p>8. 2 copies of Warranty Security(for release of retention)</p> <p>9. 2 copies of Certificate of Final Acceptance and Final Inspection(for release of retention)</p>	<p>Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)</p> <p>Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)</p> <p>Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)</p>			
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 and Management	None	1 day	Baltazar B. Depaloma/Kristine Joy C. Dema-ala

	(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(d ocuments to be forwarded to Accounting Office)			
	<b>TOTAL</b>	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)

<b>Office or Division</b>	Human Resource Management Office - Ground Floor Administration Building, ISAT U, Dumangas Campus
<b>Classification</b>	Highly Technical ( CSC Omnibus Rules on

	Appointment & Other Human Resource Actions			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All Qualified Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Fully accomplished Personal Data Sheet with recent passport size picture ( CS Form No. 212) - 1 copy</li> <li>2. Performance rating in the present position for one (1) year - 1 copy</li> <li>3. Photocopy of Certificate of eligibility/rating/ license - 1 copy</li> <li>4. Photocopy of Transcript of Records - 1 copy</li> <li>5. Application Letter address to ther Campus Administrator - 1 copy</li> </ol>		Downloadable from <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> .  Present Emploment agency of the applicants  Civil Service Commission , PRC, TESDA, LTO, SAGSD  Registrar of the Colleges & Universities where the applicants graduated		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus		
<b>Classification</b>	Highly Technical ( CSC Omnibus Rules on Appointment & Other Human Resource Actions		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	All qualified citizens		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Fully accomplished Personal Data Sheet with recent passport size picture (CS Form No. 212) - 4 copies</li> <li>2. Medical Certificate - 3 copies</li> <li>3. NBI Clearance - 1 original &amp; 3 photocopies</li> <li>4. Authenticated copy Certificate of eligibility/rating/ license - 3 copy</li> <li>5. Authenticated copy of Transcript of</li> </ol>	Downloadable from <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> .  Any Government Doctor available  Any NBI office in the country  CSC, PRC, TESDA, LTO, SAGD		

Records/Deploma - 3 copy 6. SECPA Birth Certificate/ Marriage Contract - 1 copy 7. TIN 8. Philhealth 9. SALN		School/Colleges & Universities where the appointee graduated  PSA Regional Office VI  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)

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus			
<b>Classification</b>	Highly Technical ( CSC Omnibus Rules on Appointment & Other Human Resource Actions			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	All qualified citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Fully accomplished Personal Data Sheet with recent passport size picture (CS Form No. 212) - 1 copy</li> <li>2. Photocopy of Certificate of eligibility/rating/ license - 1 copy</li> <li>3. Transcript/ Diploma, School credentials -1 copy</li> <li>4. Barangay and Police Clearance - 1 copy</li> </ol>		<p>Downloadable from <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>.</p> <p>Civil Service Commission , PRC, TESDA, LTO, SAGSD</p> <p>School/ College &amp; Universities where the applicants graduated</p> <p>Barangay where the applicant is residing &amp; municipal Police where the applicant is residing</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None		



	Officer			
	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

<b>Office or Division</b>		IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 2 copies Transaction Form 2. 3 copies Billing Statement 3. 3 copies Rental Permit		IIRGP IIRGP IIRGP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client Inquiry	Client fills up the Transaction Form for rental purpose	None	2 mins.	IIRGP Personnel, Client

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	None	2 mins.	IIRGP Head

	attached Official Receipt.)			
6. Preparation of rented facilities/equipment/tools	Prepare for use of the facility, tools or equipment rented by the client.	None	10 mins.	Property In-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.

<b>Office or Division</b>	IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Students, Faculty, Staff and Community	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. 2 copies Transaction Form	IIRGP	
2. 3 copies Billing Statement	IIRGP	
3. 2 copies Canteen Menu List	Canteen	

4. 3 copies Event Contract 5. 3 copies Acknowledgment Form		IIRGP Canteen		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Prepare menu to be	None	5 mins.	Client, Canteen Manager, IIRGP

Planning	served			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.

<b>Office or Division</b>		IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 2 copies Transaction Form		IIRGP		
2. 3 copies Billing Statement		IIRGP		
3. 3 copies Rental Permit		IIRGP		
4. 3 copies Registration Form		IIRGP		
5. 3 copies Reservatiiont Form		IIRGP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client Inquiry	Guest fills up the transaction Form	None	2 mins.	IIRGP Personnel, Client
2. Guest reservation	Client fills up reservation	None	2 mins.	IIRGP Head, Campus

	Form			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 full payment upon check in.	None	2 mins.	IIRGP Head
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**

<b>Office or Division</b>	OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	Incoming Freshmen /Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly filled-up admission forms from OURA with Registration/Student Number and photo taken by the MIS with the following attachments: (Photocopy) <ol style="list-style-type: none"> <li>a. High School Report Card/Certification from the principal that he/she is graduating (SHS)</li> <li>b. Certificate of Good Moral Character</li> <li>c. Copy of Birth Certificate</li> </ol>		Office of the Campus Registrar	

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.

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)- Administration Building-Ground Floor-Front Office
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Incoming Freshmen /Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 - 05)		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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to the Office of the Registrar and Admission the above required documents for issuance	Evaluates the validity and authenticity of the students' credentials	None	5 mins.	Registrar/Staff

of Application Form for Admission (QR-ORA-DC-05)				
2. Presents completed application form	Issue Application Form for Admission instructing him/her on what to do, at the same time, advise the student what course to take up	None	5 mins.	Registrar/Staff
	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

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-
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	Administration Building-Ground Floor-Front Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Active Students, Returnees and Transferees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>For New Students: Original of the following documents:</p> <ol style="list-style-type: none"> <li>1. REPORT CARD (F 138) for Senior High School Graduate</li> <li>2. OFFICIAL TRANSCRIPT OF RECORD for transferee</li> <li>3. CERTIFICATE OF TRANSFER CREDENTIAL</li> <li>4. CERTIFICATE OF GOOD MORAL CHARACTER</li> <li>5. CERTIFICATE OF LIVE BIRTH (photocopy)</li> <li>6. CERTIFICATE OF RATING FOR ALS/PEPT PASSER</li> <li>7. PERMIT TO CROSS ENROLL FOR CROSS ENROLLEE</li> <li>8. 1 PC LATEST 2" X 2" ID PICTURE</li> <li>9. DULY ACCOMPLISHED PRE-REGISTRATION FORM</li> </ol> <p>For New Students:</p> <ol style="list-style-type: none"> <li>10. PERMIT TO ENROLL</li> </ol> <p>For Old Students:</p> <ol style="list-style-type: none"> <li>11. FULLY SIGNED CLEARANCE</li> <li>12. DULY ACCOMPLISHED PRE-REGISTRATION FORM for Old Students (QF-ORA-DC-03)</li> </ol>	<p>Registrar/Principal, School of Origin</p> <p>Registrar, School of Origin</p> <p>Registrar, School of Origin</p> <p>Registrar/Principal/Guidance Counselor, School of Origin Philippine Statistics Authority</p> <p>Principal/ ALS Coordinator, School of Origin</p> <p>Registrar, School of Origin</p> <p>Applicant/Student</p> <p>Program Coordinator</p> <p>Program Coordinator</p> <p>HOI/Program Coordinator</p>

		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.

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)- Administration Building-Ground Floor-Front Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Irregular Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Adding and Dropping of Subjects (QF-ORA-DC-04) 2. Students' ID		OFFICE OF THE REGISTRAR AND ADMISSION (ORA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished adding and dropping form	Reviews form presented by student.	None	3 mins.	Registrars' Staff
	Encodes Student ID number on the enrolment 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 enrolment.	None	5 mins.	Registrars' Staff
2. Submits to the Program	Signs the Registrar's portion of	None	5 mins.	Registrar and Staff

Coordinator and Cashier the copy of the Adding and Dropping Form	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.			
	TOTAL	None	18 mins.	

#### 14. Encoding of Completion Forms

Encoding of completion grades of students with INC marks in the Registration System.

<b>Office or Division</b>		OFFICE OF THE REGISTRAR AND ADMISSION (ORA)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Student's with incomplete grades		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. COMPLETION OF INCOMPLETE MARK (QF-ORA-DC-09) 2. Students' ID		Office of the Registrar and Admission (ORA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 submits to the faculty concerned	Enters grade in the completion form and affix signature for validity. Then forward the accomplished form to the Office of the Head of Instruction for signature.	None	6 mins.	Faculty concerned
	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, then 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	None	6 mins.	Registrar/Staff



	form in the Registration System, then files it in the individual folder of concerned students			
	TOTAL	None	29 mins.	

**15. Issuance of Students' Academic Records**

Issuance of Students academic records in official university paper, checking and verifying the validity and accuracy of data encoded, as well as prompt release of authentic records.

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)- Administration Building-Ground Floor-Front Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government
<b>Who May Avail</b>	Active/In-active students, Graduates and authorized parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<p>For Evaluation and Scholarship:</p> <ol style="list-style-type: none"> <li>1. Semestral Clearance</li> <li>2. Validated School ID or Registration Form</li> </ol>	<p>Program Coordinator/Head of Instruction (HOI) Office of Student Affairs Services/ Office of the Registrar and Admission</p>
<p>For Employment, Board Examination, Dismissal:</p> <ol style="list-style-type: none"> <li>1. Exit Clearance</li> <li>2. School ID</li> <li>3. 1 PC 2"X 2" GRADUATION PICTURE</li> <li>4. Form 137-A (for Secondary Graduates)</li> <li>5. OTR with remarks "Copy for ISAT U" (for transferee)</li> <li>6. Certificate of Transfer Credential</li> <li>7. CERTIFICATE OF GOOD MORAL CHARACTER</li> <li>8. Photocopy of NSO Authenticated Live-Birth BIRTH/(MARRIAGE CONTRACT on a case to case basis)</li> <li>9. AUTHORIZATION LETTER (for authorized person)</li> <li>10. SPA or NOTARIZED AUTHORIZATION LETTER (for authorized person requesting for CAV)</li> <li>11. PHOTOCOPY OF ANY VALID ID OF THE REQUESTING PARTY AND THE AUTHORIZED PERSON</li> <li>12. AFFIDAVIT OF</li> </ol>	<p>Program Coordinator/Head of Instruction (HOI) Office of Student Affairs</p> <p>PRINCIPAL/REGISTRAR, SCHOOL OF ORIGIN REGISTRAR, SCHOOL OF ORIGIN</p> <p>REGISTRAR, SCHOOL OF ORIGIN</p> <p>PRINCIPAL/REGISTRAR, SCHOOL OF ORIGIN</p> <p>PHILIPPINE STATISTICS AUTHORITY</p> <p>Issued by the Requesting Party</p> <p>Subscribed and sworn by the Requesting Party in a Notary Public Lawyer</p> <p>Subscribed and sworn by the Requesting</p>

13. LOSS/DAMAGE (for 2nd Issuance of Diploma, Certificate and CTC)	Party in a Notary Public Lawyer  Office of the Registrar and Admission  Bureau of Internal Revenue
14. COUNTER REQUEST FORM (QF-ORA-DC-21)	
15. Documentary Stamps (OTR, Diploma, Cert. of Transfer Cred., Cert. of Grad., CAV)	

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	None	7 mins.	Registrars' Staff

	retrieve hard file of client.			
	Check requirements for the corresponding request of academic records. Request other requirements as necessitates .	None	5 mins.	Registrars' Stadd
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.	
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### 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.

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G-Government to Government		
<b>Who May Avail</b>	Transferee, Shiftee/Returning Students and Graduating Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Transferee:</b> <ol style="list-style-type: none"> <li>1. Complete copy of Official Transcript of Records</li> <li>2. Duly accomplished Application for Accreditation of Subjects (QF-ORA-DC-07 (NOTE: Number pages depends on the number of subjects that was credited)</li> <li>3. Curriculum Checklist of the Course the student intends to enrol</li> </ol>		Registrar - School Origin  Registrar - ISAT U Dumangas   Registrar - ISAT U Dumangas	
<b>For Shiftee/Returning Students:</b> <ol style="list-style-type: none"> <li>1. Student's Academic Records - for reference on subjects to be credited</li> </ol>		Registrar - ISAT U Dumangas  Registrar - ISAT U Dumangas	

2. Duly accomplished Application for Re-Admission and Shifting of Course (QF-ORA-DC-06) 3. Curriculum Checklist of the Course the student intends to enrol 4. Duly accomplished Clearance of the last school year of attendance  For Graduating Students: 1. Student's Academic Records - for reference on subjects to be credited 2. Duly accomplished APPLICATION FOR GRADUATION (QF-ORA-DC-08) 3. Curriculum Checklist of the Course of the student		Registrar - ISAT U Dumangas  Program Coordinator/Head of Instruction (HOI)  Registrar - ISAT U Dumangas  Program Coordinator/Head of Instruction (HOI)  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 to proceed to the Cashier for payment of fee then to the Program Coordinator	None	3 mins.	Registrars' Staff
2. Pays the Appraisal	Receives payment for	subject for		Cashier

Fee ****subject for confirmatio n esp the guidelines	Appraisal Fee	confirmati on including authority to pay		
3. Presents duly accomplish ed Application for Accreditatio n of Subjects, OTR, Curricular Structure provided by the Program Coordinator	Reviews student academic record and the accomplishe d Application for Accredition of Subjects	None	15-20 mins.	Registrars' Staff
4. Receives the approved Form and signs to con form with the result of the credited subjects.	Approves the credited subjects and advises the student on what to do with the credited subjects during enrolment.	None	5 mins.	Registrar
5. Furnishes the Program Coordinator of the approved form	Request student to furnish the Program Coordinator the approved copy.	None	1 min.	Registrar

<p>For Shiftee/Returning Students</p> <p>1. Submits approved Application for Re-Admission and Shifting of Course (QF-ORA-DC-06), together with the Academic Records and Curricular Structure of the course the student wishes to shift/ enroll and the approved Application for Accreditation of Subjects</p>	<p>Reviews student academic records accomplished Application for Re-Admission and Shifting of Course and Application for Accreditation of Subjects.</p>	<p>None</p>	<p>15 mins.</p>	<p>Registrar</p>
<p>2. Receives the approved Application for Accreditation of Subjects and signs to conform with subjects</p>	<p>Approves the credited subjects and advises the student on what to do with the credited subjects during enrolment.</p>	<p>None</p>	<p>5 mins.</p>	<p>Registrar</p>



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

<b>Office or Division</b>	Safety and Security-Ground Floor-Academic Building-Left Wing-Room D-5			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Logbook 2. Students Identification Card		MIS, ISAT U Dumangas Campus, Administration Building Office of Student Affairs, ISAT U Dumangas campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Safety and Security-Ground Floor-Academic Building-Left Wing-Room D-5		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Visitors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Logbook 2. Students Identification Card		MIS, ISAT U Dumangas Campus, Administration Building Office of Student Affairs, ISAT U Dumangas campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Log the name of the visitor, name of	None	3 mins.	

and purpose of transaction.	person to be visited, the purpose of the transaction and indicate the time of entrance to the University Campus.			
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

<b>Office or Division</b>	Research Division- Ground Floor-F Building-
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	Research Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Students, faculty, staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Give forms for Concept paper a. List title of study, researchers, advisers b. Inspe	None	a. 2 mins. b. 15 mins. c. 10 mins. d. 10 mins  Sub-total: 37 mins.	Office staff, head of office

<p>and panel members for approval</p> <p>c. return thesis for final review</p> <p>d. submit hardbound copies</p>	<p>signature of editor</p> <p>, adviser, and panel members</p> <p>c. check thesis for final print out</p> <p>d. submit hardbound, log in name of researchers, title of the study and advised</p>			
	TOTAL	None	47 mins.	

**Accounting Office**  
**Dumangas Campus**

## Internal Services

### 1. Disbursement for Granting of Cash Advances except for Travel

<b>Office or Division</b>	Accounting-Accounting Office, Administration Building (Donna R. Uriarte)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)</li> <li>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)</li> <li>3. * Certification from the Accountant that the previous cash advances have been liquidated and accounted for in the books</li> <li>4. 2 copies of Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more</li> </ol> <p><b>Additional Documentary Requirements for Payroll</b></p> <ol style="list-style-type: none"> <li>1. 3 copies of Approved contracts (for initial payment)</li> <li>2. 3 copies of Approved</li> </ol>	<p>Budget Office , Administration Building (Baltazar B. Depaloma)</p> <p>Office of the Campus Administrator , Academic Building 2nd floor (Dr. Noel S. Quidato)</p> <p>Accounting Office, Administration Building (Donna R. Uriarte)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>Accounting Office, Administration Building</p>

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		(Donna R. Uriarte)  Accounting Office, Administration Building (Donna R. Uriarte)  HRMO Office, Administration Building (Ironia P. Casco)  Respective requesting party  Respective requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 supervisor	None	1 day	Administrative Officer V (Ironia P. Casco)



	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)
	<b>TOTAL</b>	None	2 days and 30 mins.	

**2. Disbursement of Granting of Cash Advances for Travel**

<b>Office or Division</b>	Accounting-Accounting Office, Administration Building (Donna R. Uriarte)		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G- Government to Government		
<b>Who May Avail</b>	Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
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	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)		

<p>from the Accountant that the previous cash advances have been liquidated and accounted for in the books</p> <p><b>Additional Documentary Requirements for Foreign Travel and Training</b></p> <ol style="list-style-type: none"> <li>2 copies of Letter of Invitation of host/sponsoring country/agency/organization</li> <li>2 copies of quotation of at least three travelling agencies or its equivalent</li> <li>2 copies of documents to show the dollar to peso exchange rate at the date of cash advance</li> </ol> <p>*OBLIGATION REQUEST STATUS (numbered)</p>		<p>Accounting Office, Administration Building (Donna R. Uriarte)</p> <p>Sponsoring country/host/agency/organization</p> <p>Travel Agencies</p> <p>BSP Accredited Foreign Exchange Outlets</p>		
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	None	1 day	Administrative Officer V (Ironia P. Casco)

	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)
	<b>TOTAL</b>	None	2 days and 30 mins.	

**3. Disbursement for Reimbursement of Travelling Expenses  
Reimbursement of Travel Expenses**

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G- Government to Government		
<b>Who May Avail</b>	Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
For Local and Foreign Travel and Training Expenses 1. 2 Copies of OBLIGATION REQUEST STATUS (numbered) 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	Budget Office , Administration Building (Baltazar B. Depaloma)  Respective Requesting Party/ies  Respective Requesting Party/ies  Respective Requesting Party/ies		

<p>Travel(if any)</p> <p>5. 3 Copies of Approved Certification of Expenses not requiring Receipts</p> <p>6. 3 Copies of Approved Certification of Travel Completed</p> <p>7. 3 Copies of Approved Narrative Report</p> <p>8. Original and 2 machine copies of Certificate of Appearance</p> <p>9. 2 Copies of Pictures, if any</p> <p>10.3 Copies of Approved Letter Request for Reimbursement</p> <p>Additional Documentary Requirements for Foreign Travel and Training:</p> <p>11.2 copies of Letter of Invitation of host/sponsoring country/agency/organization</p> <p>12.2 copies of quotation of at least three travelling agencies or its equivalent</p> <p>13.2 copies of documents to show the dollar to peso exchange rate at the date of cash advance</p> <p>*OBLIGATION REQUEST STATUS (numbered)</p>		<p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Sponsoring country/host/agency/organization</p> <p>Travelling Agencies</p> <p>BSP Accredited Foreign Exchange Outlets</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplished ORS with complete	Evaluate the completeness of attached documents, certify the	None	30 mins.	Accountant-Designate (Donna R. Uriarte)

attachment	availability 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.	

#### 4. Disbursement for Purchase of Supplies, Materials, Etc.

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 2 Copies of OBLIGATION REQUEST STATUS	Budget Office , Administration Building (Baltazar B. Depaloma)

(numbered) 2. 2 Copies of Purchase Request/Job Request 3. 2 Copies of Canvass Paper 4. 2 copies of Abstract of Canvass 5. 2 copies of Purchase Order/Job Order 6. 2 copies of Inspection and Acceptance Report 7. 2 copies of BAC Resolution 8. Original and 1 machine copy of Charge Invoice/Delivery Receipt 9. 2 machine copies of Business Permit 10. 2 Copies of of BIR Registration 11. 2 copies of PhilGEPS Registration 12. 2 copies of Omnibus Sworn Statement  *OBLIGATION REQUEST STATUS (numbered)		Supply Office, Academic Building (Bernadette N. Dolendo) Supply Office, Academic Building (Bernadette N. Dolendo) Bids and Awards Committee, Administration Building (Dr. Liane Defiño) Supply Office, Academic Building (Bernadette N. Dolendo) Supply Office, Academic Building (Bernadette N. Dolendo) Bids and Awards Committee, Administration Building (Dr. Liane Defiño) Supply Office, Academic Building (Bernadette N. Dolendo)  Supply Office, Academic Building (Bernadette N. Dolendo) Supply Office, Academic Building (Bernadette N. Dolendo) Supply Office, Academic Building (Bernadette N. Dolendo) Supply Office, Academic Building (Bernadette N. Dolendo)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	Administrative Officer V (Ironia

	supervisor having direct supervision and knowledge of the facts of the transactions			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

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty and Staff	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)</li> <li>2. 2 Copies of Approved Contract with supporting documents enumerated under COA Circular No. 2009-001 dated February</li> </ol>	Budget Office , Administration Building (Baltazar B. Depaloma)  Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)	

<p>12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005</p> <p>3. 2 Copies of Progress/Accomplishment Report of Contractor</p> <p>4. 2 copies of Progress/Accomplishment Evaluation Report of PDAS</p> <p>5. 2 copies of Certificate of Completion (for Progress Billing)</p> <p>6. 2 copies of Mobilization Bond Security (for release of mobilization)</p> <p>7. 2 copies of Performance Bond (for progress billing)</p> <p>8. 2 copies of Warranty Security (for release of retention)</p> <p>9. 2 copies of Inspection and Acceptance Report</p> <p>10. 2 Copies of Certificate of Final Acceptance</p> <p><b>*OBLIGATION REQUEST STATUS (numbered)</b></p>		<p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p> <p>Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit Accomplished ORS with complete attachment</p>	<p>Evaluate the completeness of attached documents, certify the availability of fund and prepare Disbursement Voucher</p>	<p>None</p>	<p>30 mins.</p>	<p>Accountant-Designate (Donna R. Uriarte)</p>



	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)
	<b>TOTAL</b>	None	2 days and 30 mins.	

## 6. Disbursement for Salary Claims

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty and Staff	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>For First Salary</b> 1. 2 Copies of OBLIGATION REQUEST STATUS (numbered) 2. 2 copies of Certified true copy of duly Approved	Budget Office , Administration Building (Baltazar B. Depaloma)  HRMO Office, Administration Building (Ironia P. Casco)

<p>Appointment</p> <p>3. 2 copies of true copy of Oath of Office</p> <p>4. 2 copies of Certificate of Assumption</p> <p>5. 2 copies of Statement of Assets, Liabilities and Net Worth</p> <p>6. 2 copies of Approved DTR</p>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
<p><b>Additional Requirements for Transferees</b></p> <p>7. 2 copies of Clearance from previous office</p> <p>8. 2 copies of Certified true copy of pre-audited disbursement voucher of last salary from previous agency</p> <p>9. 2 copies BIR Form 2316</p> <p>10. 2 copies of Certificate of Available Leave Credits</p> <p>11. 2 copies of service record</p>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
<p><b>Deleted from Payroll</b></p> <p>12. 2 copies of Approved DTR</p> <p>13. 2 copies of Notice of Assumption</p> <p>14. 2 copies of Approved Application for Leave, Clearances, and Medical Certificate if on sick leave for five days or more</p>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
<p><b>For Salary Differential due to Promotion and/or Step Increment</b></p> <p>15. 2 copies of Certified true copy of Appointment</p> <p>16. 2 copies of Certificate of Assumption</p>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>

<p>17. Approved DTR or Certification that the employee has not incurred leave without pay</p> <p><b>Last Salary</b></p> <p>18.2 copies Clearance from money, property, and legal accountabilities</p> <p>19.2 copies of Approved DTR</p> <p><b>Salary due to Heirs of Deceased Employees</b></p> <p>20. Same requirements as those of last salary</p> <p>21.2 copies of Death Certificate authenticated by PSA</p> <p>22.2 copies of Marriage Contract authenticated by PSA</p> <p>23.2 copies of Birth Certificates of surviving heirs authenticated by PSA</p> <p>24.2 copies of Designation of next-of-kin</p> <p>25.2 copies of Waiver of right of children 18 years old and above</p>		<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>Heirs of Deceased Employee</p> <p>Heirs of Deceased Employee</p> <p>Heirs of Deceased Employee</p> <p>Heirs of Deceased Employee</p> <p>Heirs of Deceased Employee</p> <p>Heirs of Deceased Employee</p>		
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	None	1 day	Accountant-Designate (Donna R. Uriarte)

	availability of fund			
	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)
	<b>TOTAL</b>	None	3 Days	

## 7. Disbursement for Other Benefit Claims

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G- Government to Government		
<b>Who May Avail</b>	Faculty and Staff		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
	<b>For Maternity Leave</b> 1. 2 Copies of OBLIGATION REQUEST STATUS (numbered) 2. 2 copies of Certified true copy of Approved application for leave 3. 2 copies of true copy of Maternity leave clearance 4. 2 copies of Medical Certificate for maternity leave	Budget Office , Administration Building (Baltazar B. Depaloma)  HRMO Office, Administration Building (Ironia P. Casco)  HRMO Office, Administration Building (Ironia P. Casco) HRMO Office, Administration Building (Ironia P. Casco)	

<p><b>For Unused Maternity Leave</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Medical Certificate that the employee is physically fit to work</li> <li>2. 2 copies of Certificate of Assumption</li> <li>3. 2 copies of Approved DTR</li> <li>4. 2 copies of Certificate of Available Leave Credits</li> <li>5. 2 copies of service record</li> </ol>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
<p><b>Subsistence and Laundry Allowance</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Approved DTR</li> </ol>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p>
<p><b>Honoraria (Personnel Involved in Government Procurement)</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Office Order</li> <li>2. 2 copies of Minutes of BAC Meeting</li> <li>3. 2 copies of notice of Award to the winning bidder</li> <li>4. 2 copies of Certification that the procurement involves competitive bidding</li> <li>5. 2 copies of attendance sheet listing names of attendees to the BAC meeting</li> </ol>	<p>Bids and Awards Committee, Administration Building (Dr. Liane Defiño)</p> <p>Bids and Awards Committee, Administration Building (Dr. Liane Defiño)</p> <p>Bids and Awards Committee, Administration Building (Dr. Liane Defiño)</p> <p>Bids and Awards Committee, Administration Building (Dr. Liane Defiño)</p> <p>Bids and Awards Committee, Administration Building (Dr. Liane Defiño)</p>
<p><b>Longevity Pay</b></p> <ol style="list-style-type: none"> <li>1. 2 copies OF Service Record</li> <li>2. 2 copies of Certification by the Personnel Officer that the claimant has not incurred more than 15</li> </ol>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>

<p>days of vacation leave without pay</p> <p><b>Terminal Leave Benefits</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of clearance</li> <li>2. 2 copies of Certified photocopy of leave cards</li> <li>3. 2 copies of Approved Leave Application</li> <li>4. 2 copies of Complete Service Record</li> <li>5. 2 copies of Statement of Assets, Liabilities and Net Worth</li> <li>6. 2 copies of Certified photocopy of Appointment/NOSA</li> <li>7. 2 copies of Computation of terminal leave benefits</li> <li>8. 2 copies of Applicant's authorization to deduct all financial obligations with the agency</li> <li>9. 2 copies of Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her</li> <li>10. 2 copies of Letter of Resignation duly accepted by the Head of the Agency (in case of resignation)</li> </ol> <p><b>Monetization</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Approved Leave of applicants</li> <li>2. 2 copies of Request for leave covering more than 10 days duly approved by the Head of the Agency</li> <li>3. 2 copies of Clinical</li> </ol>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
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<p>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> <p><b>Loyalty</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of service record</li> <li>2. 2 copies Certificate of non payment from previous office</li> <li>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</li> </ol> <p><b>Hazard Pay</b></p> <ol style="list-style-type: none"> <li>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</li> <li>2. 2 copies of duly accomplished time record</li> </ol>	<p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p> <p>HRMO Office, Administration Building (Ironia P. Casco)</p>
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of employees or travel report 3. 2 copies of Special Order from the Agency Department Head covering the assignment to hazardous/difficult areas 4. 2 copies of Approved DTR		HRMO Office, Administration Building (Ironia P. Casco)  HRMO Office, Administration Building (Ironia P. Casco)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	<b>TOTAL</b>	None	2 days	

### 8. Liquidation of Cash Advances for Travel

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government



Who May Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For Local and Foreign Travel and Training Expenses:</b></p> <ol style="list-style-type: none"> <li>1. 3 Copies of Liquidation Report</li> <li>2. 3 Copies of Approved Itinerary of Travel</li> <li>3. Original and 2 machine copies of Official Receipts, Bills, Etc.</li> <li>4. 3 Copies of Approved Revised Itinerary of Travel(if applicable)</li> <li>5. 3 Copies of Approved Certification of Expenses not requiring Receipts</li> <li>6. 3 Copies of Approved Certification of Travel Completed</li> <li>7. 3 Copies of Approved Narrative Report</li> <li>8. Original and 2 machine copies of Certificate of Appearance</li> <li>9. 2 Copies of Pictures for documentation</li> </ol> <p><b>Additional Documentary Requirements for Foreign Travel and Training:</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Letter of Invitation of host/sponsoring country/agency/organization</li> <li>2. 2 copies of quotation of at least three travelling agencies or its equivalent</li> <li>3. 2 copies of documents to show the dollar to peso</li> </ol>	<p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Respective Requesting Party/ies</p> <p>Sponsoring country/host/agency/organization</p> <p>Travelling Agencies</p> <p>BSP Accredited Foreign Exchange Outlets</p>

exchange rate at the date of cash advance				
*OBLIGATION REQUEST STATUS (numbered)				
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 corresponding logbook and assign number accordingly	None	5 mins.	Accountant-Designate (Donna R. Uriarte)
TOTAL		None	35 mins.	

**9. Liquidation of Cash Advances for Payroll and other Activities  
Granting of Cash Advances For Special Activities**

<b>Office or Division</b>	Accounting Office, Administration Building (Donna R. Uriarte)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Advances for Payroll</b> 1. 3 Copies of Report of Cash Disbursement	Respective Disbursing Officer

2. 3 original and 1 machine copy of signed and approved payroll  <b>Advances for Special Activity</b> 1. 3 Copies of Report of Cash Disbursement 2. 1 original and 2 machine copies of official receipts/sales invoices/delivery receipts/RERs 3. 3 copies of Accomplished Provision for Meals and Snacks (if applicable) 4. 3 copies of Attendance Sheet (If applicable)		Respective Disbursing Officer  Respective Disbursing Officer  Respective Disbursing Officer  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)
	<b>TOTAL</b>	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

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty, Staff and Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>For Local and Foreign Travelling and Training Expenses</b> <ol style="list-style-type: none"> <li>1. 3 copies of Approved Itinerary of Travel</li> <li>2. 3 copies Approved Authority to Travel</li> <li>3. Original and 2 machine copies of Official Receipts, bills, etc.</li> <li>4. 3 copies of Approved Revised Itinerary of Travel(if any)</li> <li>5. 3 copies of Approved Certification of Expenses Not Requiring Receipts</li> <li>6. 3 copies of Approved Certification of Travel Completed</li> <li>7. 3 copies of Approved Narrative Report</li> <li>8. Original and 2 machine</li> </ol>	Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies	

copies of Certificate of Appearance 9. 2 copies of Pictures if any 10.2 copies of Approved Letter Request for Reimbursement  Additional Documentary Requirement for Foreign Travel and Training Expenses: 11.2 copies of Letter of 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		Respective requesting Party/ies  Respective requesting Party/ies Respective requesting Party/ies  Sponsoring country/host/agency/organization  Travelling Agencies  BSP Accredited Foreign Exchange Outlets		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	

### 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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G- Government to Government		
<b>Who May Avail</b>	Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<b>Cash Advances for Local Travel Cash Advances</b> <ol style="list-style-type: none"> <li>1. 2 copies of Approved Authority of Travel</li> <li>2. 2 copies of Approved Letter Request to Cash Advance</li> <li>3. 2 copies of Letter of Invitation</li> <li>4. 2 copies of Memorandum if any</li> <li>5. 2 copies of Approved Itinerary of Travel</li> </ol>	Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies  Respective requesting Party/ies		
<b>Cash Advances for Foreign Cash Advances</b> <ol style="list-style-type: none"> <li>1. 2 copies of Approved Authority of Travel</li> <li>2. 2 copies of Approved</li> </ol>	Respective requesting Party/ies  Respective requesting Party/ies		

<p>Letter Request to Cash Advance</p> <ol style="list-style-type: none"> <li>3. 2 copies of Letter of Invitation</li> <li>4. 2 copies of Memorandum if any</li> <li>5. 2 copies of Approved Itinerary of Travel</li> <li>6. 2 copies of Letter of Invitation of host/sponsoring country.agency/organization</li> <li>7. 2 copies of quotation of at least three travelling agencies or its equivalent</li> <li>8. 2 copies of documents to show the dollar to peso exchange rate at the date of Cash Advance</li> </ol> <p>Cash Advances for Special Cash Advances</p> <ol style="list-style-type: none"> <li>1. 2 copies Approved Proposal Letter</li> <li>2. 2 copies of Certification from the Accountant that the previous cash advances has been liquidated and accounted for in the books</li> <li>3. 2 copies of Fidelity Bond of requesting party, if first timer.</li> </ol>		<p>Respective requesting Party/ies</p> <p>Respective requesting Party/ies</p> <p>Respective requesting Party/ies</p> <p>Sponsoring country/host/agency/organization</p> <p>Travelling Agencies</p> <p>BSP Accredited Foreign Exchange Outlets</p> <p>Respective requesting Party/ies</p> <p>Accounting Office/ Ground Floor, Right Wing of Administration Bldg.(Mrs. Donna R. Uriarte)</p> <p>Respective requesting Party/ies</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents enumerated on the Checklist of	Received and verifies the approved documents	None	1 days and 30 minutes	Baltazar B. Depaloma/Kristine Joy C. Dema-ala

Documents	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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty, Staff, and Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. 2 copies of Approved Letter Request for Reimbursement	Respective requesting Party/ies	
2. Original 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 Disbursements	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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )
<b>Classification</b>	Simple

<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty, and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. 2 copies of certified true copy of duly approved Appointment</li> <li>2. 2 Copies of Assignment Order, if any</li> <li>3. 2 Copies of Certified true copy of Oath of Office</li> <li>4. 2 Copies of SALN</li> <li>5. 2 copies of Approved Daily Time Record</li> <li>6. 2 copies of BIR withholding Certificate(Form 1902 and 2305)</li> </ol> <p><b>Additional Requirement for Transferees:</b></p> <ol style="list-style-type: none"> <li>7. 2 copies of Clearance from Previous Office</li> <li>8. 2 copies of Certified True Copy od pre-audited disbursement voucher of last salary from previous agency</li> <li>9. 2 copies of BIR Form 2316</li> <li>10.2 copies of Available Leave Credits</li> <li>11.2 copies of Service Record</li> </ol> <p><b>If deleted from payroll:</b></p> <ol style="list-style-type: none"> <li>12.2 copies of Approved DTR</li> <li>13.2 copies of Notice of Assumption</li> <li>14.2 copies of Approve Application for Leave,</li> </ol>	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

<p>Clearances and Medical Cert., if on sick leave for 5 days or more</p> <p><b>For Salary Differential due to promotion and/or step increment</b></p> <p>15.2 copies of Notice of Salary Adjustment</p> <p>16.2 copies of Certificate of Assumption</p> <p>17.2 copies of Approved DTR</p> <p><b>Last Salary</b></p> <p>18.2 copies of Clearance from money, property and legal accountabilities</p> <p>19.2 copies of DTR</p> <p><b>Salary due to heirs of deceased employee:</b></p> <p>20. Same requirement as those for last salary</p> <p>Additional requirements:</p> <p>21.2 copies of Authenticated death Certificate</p> <p>22.2 copies of Marriage Contract authenticated by PSA</p> <p>23.2 copies of Birth Certificate of surviving legal heirs authenticated by PSA</p> <p>24.2 copies of Designation of next-of-kin</p> <p>25.2 copies of Waiver of right of children 18 years old and above</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G- Government to Government	
<b>Who May Avail</b>	Faculty, Staff, and Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. 2 copies of duly signed	HRMO Office, Ground Floor, Left Wing of	

Daily Time Record(DTR) 2. 4 Copies of Original Approved Payroll  3. 2 Copies of Legal Basis, Special Orders, Memoranda, etc. 4. 2 Copies of Approved Request to Render Overtime 5. 2 copies of Accomplishment Reports		Administration Bldg.(Mrs. Ironia P. Casco)  Accounting Office/ Ground Floor, Right Wing of Administration Bldg.(Mrs. Donna R. Uriarte) Accounting Office/Respective requesting Party/ies(in case of overtime and special workdays) 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.	
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**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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2G- Government to Government		
<b>Who May Avail</b>	Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p><b>Maternity Leave:</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Certified True Copy of Approved Application for Leave</li> <li>2. 2 copies of Certified True Copy of Maternity Leave Clearance</li> <li>3. 2 copies of Medical certificate for maternity leave</li> </ol> <p><b>For Unused Maternity Leave:</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Medical certificate that the employee is physically fit to work</li> <li>2. 2 copies of Certificate of Assumption</li> <li>3. 2 copies of Approved DTR</li> </ol> <p><b>Subsistence and Laundry:</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Approved DTR</li> </ol> <p><b>Honoraria(Personnel involve in Government Procurement)</b></p> <ol style="list-style-type: none"> <li>1. 2 copies of Office Order</li> </ol>		<p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D.</p>	

<p>2. Minutes of BAC Meeting</p> <p>3. 2 copies of Notice of Award to the winning bidder being claimed</p> <p>4. 2 copies of Certificate that the procurement involves competitive bidding</p> <p>5. 2 copies of Attendance Sheetlisting names to the BAC Meeting</p> <p><b>Longevity Pay</b></p> <p>1. 2 copies of Service Record</p> <p>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.</p> <p><b>Terminal Leave Pay</b></p> <p>1. 2 copies of Clearance</p> <p>2. 2 copies of Certified photocopy of Leave cards</p> <p>3. 2 copies of Approved Leave Application</p> <p>4. 2 copies of Complete Service Record</p> <p>5. 2 copies of SALN</p> <p>6. 2 copies of photocopy of appointment/NOSA/ showing the highest salary received</p> <p>7. 2 copies of Computation of Terminal Leave</p>	<p>Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)</p> <p>Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)</p> <p>Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)</p> <p>Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)</p> <p>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)</p> <p>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) 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) HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p>
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<p>Benefits duly certified by Accountant</p> <p>8. 2 copies of Applicant's authorization(in affidavit form) to deduct all financial obligations with the employer</p> <p>9. 2 copies of affidavit of applicant that there is no pending criminal investigation or prosecution against him/her.</p> <p>10.2 copies of letter of resignation duly accepted by the Head of Agency in case of resignation.</p>	<p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p>
<p><b>Monetization</b></p> <p>1. 2 copies of Approved Leave Application</p> <p>2. 2 copies of Request for Leave covering more than ten days duly approved by the Head of Agency.</p> <p>3. 2 copies of Clinical abstract/medical prodecures to be undertaken in case of medical and hospital need( for 50% or more)</p> <p>4. 2 copies Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.(for 50% or more)</p>	<p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p>
<p><b>Loyalty</b></p> <p>1. 2 copies of Service Record</p> <p>2. 2 copies of Certificate of non-payment from</p>	<p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p>



<p>previous Office(for transferee)</p> <p>3. 2 copies of Certification form the 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, as in the case maybe.</p> <p><b>Hazard Duty Pay</b></p> <p>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 a state of calamity or emergency or with volcanic activity.</p> <p>2. 2 copies of duly accomplished Time Record or travel report</p> <p>3. 2 copies of special order from the agency/department head covering the assignment to hazardous/difficult areas.</p> <p>4. 2 copies of Approved DTR.</p>		<p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p> <p>HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents enumerated	Received and verifies the	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C.

on the Checklist of Documents	approved documents requesting for funding source			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.

<b>Office or Division</b>	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty, and Staff
<b>CHECKLIST OF</b>	<b>WHERE TO SECURE</b>

<b>REQUIREMENTS</b>				
<ol style="list-style-type: none"> <li>1. 2 copies of Approved BOR Resolution</li> <li>2. 2 Copies of Approved Contract</li> <li>3. 2 Copies of Letter Request for Release of Funds</li> <li>4. 2 Copies of Official Receipt, Bills, etc.(for Reimbursement)</li> <li>5. 2 copies of Endorsement from the Head of the Agency to VP for Academic Affairs</li> <li>6. 2 copies of Registration Forms, Grades, etc.</li> <li>7. 2 copies of Faculty and Staff Development Manual applicable to corresponding plan.</li> </ol>		HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Cashier Office - Administration Building - Cashier's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Secure Statement of Fees 2. Secure Billing of Fees		Assessment Section IIRGP In-charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Cashier Office - Administration Building - Cashier's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government; G2B- Government to Business		
<b>Who May Avail</b>		Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved disbursement vouchers for payment with complete supporting documents 2. Approved disbursement vouchers with complete billings.		Accounting Section  Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Signed check for	Amount varies	1 day	Dr. Noel S. Quidato

office for signature	issuance			
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

<b>Office or Division</b>		BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building )		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Registration Forms</li> <li>2. Students Clearance</li> <li>3. Identification Card</li> <li>4. Paper Provided at the counter stating the Name, Course/Year, Scholarship (if there is), etc.</li> </ol>		Registrars' Office Head of Instruction MIS Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Requirements as stated above for identification	Review the requirements presented	MF 1- P600.00 MF 2 - P100.00 LAB - P600.00/ Unit	1 min.	Mrs. Estrella Rodriguez

		TUITION - P85.00/U nit SIDF - P1000.00		
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 approved	None	3 mins.	Mrs. Estrella Rodriguez

	for issuance			
6. In cases where his/her name was unintentionally omitted 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 with signature of the Head of the aforementioned Offices 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	Verify his/her name in the Official List of Scholarship provided by the Office of the Student	None	15 minutes/ additional to processing time	Mrs. Estrella Rodriguez



purposes	Affairs and print hard copy.			
	TOTAL	None	40 mins.	

## Dental Clinic Dumangas Campus Internal Services

### 20. Oral/Dental Examination

<b>Office or Division</b>	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students, Faculty, Staff, and Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Office of Students Affairs / Campus Administration LGU, Municipal hall		
2. Government Issued ID				
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>

	<b>ACTION</b>	<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
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 health questionnaire.	None	5 mins.	Dr. Wenna L. Dadulla
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
	<b>TOTAL</b>	None	17 mins.	

## 21. Tooth Extraction

<b>Office or Division</b>	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Students, Faculty, Staff and Community	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. School ID	Office of Students Affairs / Campus Administration	
2. Government Issued ID	LGU, Municipal hall	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. - Prescribing & dispensing of medicines - Post operative instructions.	None	2 hours	Dr. Wenna L. Dadulla
4. Sign at the log sheet.	Keep records	None	1 min.	Dr. Wenna L. Dadulla
	<b>TOTAL</b>	None	2 hours and 7 mins.	

## 22. Referral/Certifications/Excuse Slips

<b>Office or Division</b>	DENTAL CLINIC - Academic Building- Right wing
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	- Medical/ Dental Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students, Faculty, Staff and Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Office of Students Affairs / Campus Administration		
2. Government-Issued ID		LGU, Municipal hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. - Referrals for complicated or special cases & medically compromised patients.	None	20 mins.	Dr. Wenna L. Dadulla

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

<b>Office or Division</b>		DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Office of Students Affairs / Campus Administration		
2. Government Issued ID		LGU, Municipal hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 mins.	Dr. Wenna L. Dadulla

	,Diagnose & 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

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	ISAT U, Dumangas Campus Faculty & Staff	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of Intent and supporting document 2. Faculty/Staff Development Application Form	Applicant  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 & Verifying data submitted	None	30 mins.	Mrs. Susan Doquesa, Mrs. 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	None		University President

	Recommended to the University President for endorsement to BOR			
	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**

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen		
<b>Who May Avail</b>	ISAT U, Dumangas Campus Faculty & Staff		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
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	Requesting Party		



monthly amortization of the current loan				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registration Form (RF) for the term the student is enrolled.		Registrars' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Office	ID Fee - Php 85.00	3 mins.	Library Staff/ Student

	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
	<b>TOTAL</b>	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card 2. Clearance		Library Office of Instruction		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Class President/representative submits library card and clearance in bunch, by section to the library staff at the	Group and individual clearance:  Library staff receives and checks if library card matches individual clearance. Stamps	None	2 mins.	Library staff Students Staff/Faculty

information desk. Faculty/staff submit individually to the library personnel.	clearance for signature of the librarian.			
	If student/staff/faculty has accountabilities, she/he is required to settle it before signing the clearance.	None	3 mins.	Library staff Students Staff/Faculty
	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Employees, Administration and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated Library ID Card 2. Letter and ID for external researchers		Library In their respective Institutions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Library staff receives the signed book	None	30 sec.	Library Clients Library staff

presents the books she/he would like to borrow to the library staff at the circulation counter.	card and attaches library card.			
	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 slip and releases the book to the library clients.	None	30 sec.	Library staff Librarian
	Library staff files the book card in alphabetical order by author.	None	30 sec.	Library staff
	<b>TOTAL</b>	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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students, Faculty and Staff
<b>CHECKLIST OF</b>	<b>WHERE TO SECURE</b>

<b>REQUIREMENTS</b>				
1. Borrowed Books		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 circulation counter.	Library staff returns the book card upon receipt of the returned book.  For 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	None	2 mins.	Library staff Library Clients

	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library ID Card for students 2. ID Card for Faculty Members and Employees		Library MIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty, student or employee requests a letter to research in other libraries	Librarian requests the applicant to present Library ID card for students, ID card for	None	2 mins.	Student Faculty Employee Librarian



from the librarian.	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library ID Card 2. Faculty/employee ID		Library MIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students, Faculty and employees present their library ID to the library	Receives and check valid Library ID cards to ensure its validation for the term	None	30 sec.	Library staff Students Faculty and Employees

personnel.	the student is enrolled.			
	Student logs on the logbook the exact time they started using the computer	None	30 sec.	Student
	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.

<b>Office or Division</b>	Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Faculty and Staff

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Book Request Form 2. PPMP Form		Library Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 filled-up the form	Librarian verifies the accuracy and the books they need for every semester.	None	1 min.	Librarian
	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.

<b>Office or Division</b>	Management Information System - Administration Building - Ground Floor - Right Wing	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Students , Faculty and Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Student Information Form	MIS Office	
2. Faculty/Employee Information Form	MIS Office	
3. Registration Form	Registrars' Office	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 validation at the office of student affairs	None	15 mins.	Sonia Lyn B. Bolivar
7. Logbook	MIS Staff lets the	None	5 mins.	Sonia Lyn B.

signing	client sign at the logbook			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.

<b>Office or Division</b>		Management Information System		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students , Faculty and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student Information Form 2. Faculty/Employee Information Form 3. Permit for replacement of University ID Form 4. Official Receipt		MIS Office MIS Office OSAS Office Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Proceed to Office of Student affairs department	None	15 mins.	Florelyn B. Etanong

ID form	for filling up of Permit of University ID Form			
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

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID  2. Registration Form		Management Information System Office-ISAT U Dumangas Campus, Administration Building Registrar Office-ISAT U Dumangas Campus, Administration Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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## 25. Referral

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Management Information System Office-ISAT U Dumangas Campus, Administration Building		
2. Registration Form		Registrar Office-ISAT U Dumangas Campus, Administration Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the clinic and see the nurse and present your illness	Verify ID and Registration form	None	5 min.	Mary D. Belandres
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. <b>School Driver</b>	Bring Patient to	None	5 mins.	Mary D. Belandres/Neri

	the Hospital			Dolendo
5. Fill Up Log sheet	Check Log Sheet	None	5 mins.	Mary D. Belandres
	TOTAL	None	25 mins.	

## 26. Medical Examination

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Management Information System Office-ISAT U Dumangas Campus, Administration Building		
2. Registration Form		Registrar Office-ISAT U Dumangas Campus, Administration Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 mins.	Mary D. Belandres

	available medicine			
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

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, and Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID		Management Information System Office-ISAT U Dumangas Campus, Administration Building		
2. Registration Form		Registrar Office-ISAT U Dumangas Campus, Administration Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present I.D.	Check Proper Identification	None	5 mins.	Mary D. Belandres
2. School Nurse	Record Vital Signs, Perform physical Examination, Provides	None	1 hour	Mary D. Belandres

	Medicine to the patient, Give Proper Instruction			
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**

<b>Office or Division</b>	OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students, Faculty, Staff, and Authorized Persons

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled-up Complaint Form 2. Written Narrative Facts about the complaint/s.		Office of Students Affairs and Services  Written by the complainants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	40 mins./client	OSAS Personnel
	Checks if complainant has previous records.			
3. Conducts preliminary interview	Clarifies and analyzes the issue being consulted.	None	20 mins.	OSAS Personnel
	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.	

**29. Issuance/Validation of ID**

<b>Office or Division</b>	OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Old and New Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	MIS replaces the School ID	None	10 mins.	OSAS Personnel

Form and Receipt				
4. Secures the ID validation, presents affidavit and requests for ID protector and lace	OSAS personnel processes the ID validation and release ID protector and lace	None	5 mins.	OSAS Personnel
	TOTAL	None	26 mins.	

## Planning Development and Auxiliary Services Dumangas Campus Internal Services

### 30. Maintenance of Facilities and Equipment

<b>Office or Division</b>	PDAS-Administration Building-Ground Floor-Left Wing			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form		PDAS Office		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



	<b>ACTION</b>	<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
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 the office	None	1 min.	PDAS Head/Assistant
4. Evaluation and Approval of Job Request	The PDAS Officer may approve or disapprove the request upon evaluation. However, if the job request requires procurement and approval from the higher authorities, then the Job Request will be endorsed	None	10 mins.	PDAS Head/Campus Administrator

	for final action.			
	TOTAL	None	15 mins.	

## Records Office Dumangas Campus Internal Services

### 31. Leave Application

<b>Office or Division</b>		Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Leave Application (3 copies) - Form 6 2. Medical Cert. (for more than 5 days sick leave - 3 copies) 3. Certified machine copies of birth cert. (for maternity)		ISAT U Admin – HR  Government Physician  Local Civil Registrar or PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents	Received	None	1 hour	Applicants
2. Certification of Leave	Leave credits	None	7 hours	Mrs. Susan Doquesa

Credits	certified			
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

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	Received	None	4 hours	Mrs. Susan Doquesa
2. Preparation of requested	Encoded / printed requested Cert. of	None	1 day	Mrs. Susan Doquesa

documents	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

<b>Office or Division</b>	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 communication to concerned personnel	None	4 hours	Mrs. Mamion/ Ms. Sumaylo/ Mrs. E. 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.

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Grade Sheets		Head of Instruction (HOI)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	None	15 mins.	Registrar

	Registration System versus the submitted hardcopy of the faculty grade sheets			
	TOTAL	None	37 mins.	

### 35. Receiving of Faculty Grades

Receiving of accomplished official faculty grade sheets and ensure accurate encoding in the Registration System.

<b>Office or Division</b>		OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Accomplished Grade Sheets		Head of Instruction (HOI)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. 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	None	2 mins.	Registrars' Staff

	grade sheets and returns to faculty the duplicate copies			
	Encodes the faculty grade sheets in the Registration System.	None		Registrar/Staff
	Verifies the encoded grades in the Registration System versus the submitted hardcopy of the faculty grade sheets	None	15 mins.	Registrar
	<b>TOTAL</b>	None	37 mins.	

## Supply Office

### Dumangas Campus

#### Internal Services

##### 36. Checking of Delivered Items

<b>Office or Division</b>	Supply Office-Ground Floor-Academic Building-Left Wing
<b>Classification</b>	Complex



<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		End-User		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/IC S of	Supply Officer prepares	None	1 hour	Supply Officer

supplies, materials and equipment and deliver to end user and signed reports.	RIS/PAR/IC S of supplies, materials and equipment delivered and issue the same to end users.			
5. Submit complete documents (complete DV's) to cashier.	Disbursement Voucher submitted to Cashier (complete)	None	20 mins.	Supply Officer
	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

<b>Office or Division</b>	Human Resource Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Job Applicants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Letter 2. Resume 3. Transcript of Records	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon

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		Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application Letter with complete supporting documents	Application letter with complete supporting documents accepted	None	5 mins.	Applicants
2. Check qualification requirements	Checked the completeness of submitted documents	None	10 mins.	Designated/Assigned 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	Documents forwarded to the Office of Campus Administrato	None	5 mins.	Designated/Assigned Personnel

Administrator	Task for action				
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 Administrator	Office memorandum issued to the HRMPSB members to conduct interview/screening of qualified applicants	None	15 mins.	Campus Administrator
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	Results summarized and transmitted to the Office of the Campus Administrator	None	1 hour	Designated/Assigned Personnel

Office of the Campus Administrator	r			
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 Administrative 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 President	Approved appointment by the University President	None	15 mins.	University President
13. Release of approved appointment from the Office of the University	Approved appointment released from the Office of the University	None	10 mins.	Designated/Assigned Personnel

President	President			
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.

<b>Office or Division</b>	Supply Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business
<b>Who May Avail</b>	End-Users and Suppliers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Charge Invoice	Supplier

<ol style="list-style-type: none"> <li>2. Delivery Receipt (DR)</li> <li>3. Accomplishment Report</li> <li>4. Contract</li> <li>5. Billing Statement</li> <li>6. Purchase Request/Job Request</li> <li>7. Resolution to Procure</li> <li>8. Canvass Papers</li> <li>9. Abstract of Canvass</li> <li>10. Resolution to Award</li> <li>11. APP/PPMP</li> <li>12. Business/Mayor's Permit</li> <li>13. Income Tax Return</li> <li>14. Affidavit of Sworn Statement</li> <li>15. Purchase Order/Job Order</li> <li>16. Inspection and Acceptance Report (IAR)</li> <li>17. Disbursement Voucher (DV)</li> <li>18. Obligation Request and Status (ORS)</li> <li>19. Requisition and Issue Slip (RIS)</li> <li>20. Stock Card</li> <li>21. Property Acknowledgment Receipt (PAR)</li> <li>22. Inventory Custodian Slip (ICS)</li> </ol>		Supplier 3-5 Contract Laborer  Supply Officer, Supply Office, 2 <sup>nd</sup> 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	Accept the goods delivered	None	3 mins.	TWG, Supply Officer, Supplier

Receipt and/or Charge Invoice	Inspect received goods	None	3 hours	Supply Officer, Technical Working Group, Supplier/Contract labourer
	Prepare Inspection and Acceptance Report for signature of TWG for goods and receive Accomplishment Report or contract from contract laborer/s for services	None	2 hours	Supply Officer, Technical 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 RIS for issuance and receipt	None	3 hours	Supply Officer, End User
	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	None	1 hour	Supply Officer, End-user

	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)

<b>Office or Division</b>		Research Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B- Government to Business		
<b>Who May Avail</b>		Student Researchers and Members of the Research Council		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Research Proposal signed by the Adviser		Research Coordinator, Research Office, RDE Center, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 approval form by the Campus Administrator	None	30 mins.	Campus 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)

<b>Office or Division</b>	Research Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B- Government to Business			
<b>Who May Avail</b>	Student Researchers of ISAT U, Leon Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Manuscript		Research Coordinator, Research Office, RDE Center, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Council	None	10 mins.	Advisers, Members of Panel, Research Coordinator and Campus Administrator
	Signing of forms by the Campuis Administrato	None	10 mins	Campus Administrator

	r			
	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

<b>Office or Division</b>	Students' Records	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
New Students: 1. Form 138 2. Certificate of Good Moral character 3. Birth Certificate 4. Health and Dental Certificates  Transferees: 1. Transcript of Records	Students last school attended Students last school attended  Student concerned Health and Dental Clinic, ISAT U, Leon Campus  Students last school attended	

2. Good Moral Character 3. Birth Certificate 4. Certificate of Transfer Credential/Honorable Dismissal 5. Health and Dental Certificates  Old Students: 1. Clearance 2. School ID		Students last school attended Students last school attended Student concerned  Health and Dental Clinic, ISAT U, Leon Campus  Student concerned Student concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 documentar y 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	Encode enrollment data/entries	None	10 mins.	MIS Personnel
	Print Certificate of			

encoding of data/ enrolment	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.	

## 6. Issuance of Diplomas and Certificate

Processing and issuance of Diplomas and Certificate

<b>Office or Division</b>		Students' Records		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Students' Records		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Graduates and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Students' Records		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Graduates and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Counter Request Form</li> <li>2. Official Receipt</li>   <li>3. Form 137-A</li> <li>4. Birth Certificate</li> <li>5. Clearance</li> <li>6. Student's ID</li> </ol>		Acting Registrar/ Admin Aide III Office of Students' Records Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo Student last school attended Student Concerned Student Concerned Student Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Release/Issue requested Transcript of Records	None	5 mins.	Acting Registrar Admin Aide III
Sign in the logbook				
	TOTAL	PhP30.00 /	6 days and 40 minutes	

		document		
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### 9. Adding/Dropping/Changing of Subjects Enrolled

Processing of adding/dropiing/changing of subjects enrolled

<b>Office or Division</b>		Students' Records		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 concerned sign the form				Instructors/ Professors Acting Registrar Collecting Officer/Cashier Campus Administrator
4. Submit the duly signed form to MIS for encoding	Receive and edit subjects added/dropped/changed by the student	None	10 mins.	MIS Personnel

	Print Certificate of Registration			
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

<b>Office or Division</b>		Students' Records		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Graduates and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>	Students' Records			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Candidates for Graduation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Graduation		Acting Registrar/Admin Aide III, Office of Students' Records, Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo Students concerned		
2. ID picture (1.5x1.5)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	
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	
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## Office of Instruction

### Leon Campus

### External Services

#### 12. Issuance and processing of Clearance

Issuance and signing of Students' Clearance

<b>Office or Division</b>		Office of Instruction		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Give student's	None	2 mins.	Head of Instruction or designated

clearance	clearance			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
	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Faculty, Staff, and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card		Library, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 mins.	School Librarian III

	borrower and the book to the library system			Library Staff
	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.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Faculty, Staff, and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card		Library, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 mins.	School Librarian III

	the name of the borrower and returned book(s) in the library system			Library Staff
	For overnight book: Check if the book is overdue and computes the overdue fine	None	3 mins.	School Librarian III Library Staff
	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)

<b>Office or Division</b>	Office of the Student Affairs and Services			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Officially Enrolled Students of ISAT U, Leon Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the referral form/logbook in the Guidance Office for the schedule of counseling	Give the logbook/referral form to the client/s	None	3 mins.	In-charge Guidance Office
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	None	1 hour	In-charge Guidance Office

	counseling/c onference to the client/s			
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

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Incoming First Year Students and Transferees of ISAT U, Leon Campus
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>Office or Division</b>	Dental Clinic
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government			
<b>Who May Avail</b>	Students, Faculty and Staff, Spouses and Children of Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form 2. Dental Examination Chart		Dentist, Dental Clinic, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Dental Examination Chart 2. Certification 3. Excuse Slip		Dentist, Dental Clinic, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Validate data in the Dental	None	15 mins.	Dentist

or Excuse Slip	Examination Chart			
	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

<b>Office or Division</b>	Dental Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government
<b>Who May Avail</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Invitation/Letter Request 2. Official Program of	Inviting Sector/ Person In-charge NGAs/NGOs/Academic Institutions

Activities				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Invitation Letter to the Campus Administrator or	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

<b>Office or Division</b>	Cashiers' Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Students/Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Accounts (for student who are not covered by RA 10931) 2. Index Card of Students payment 3. Request form for Transcript of Records, Certification, authentication, honorable dismissal		Cashier I, Cashiers' Office  Acting Registrar, Office of Student Records Administration Building ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	20 mins.	

## 20. Releasing of Checks

Releasing of checks issued

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		Faculty and Staff members, Student and Suppliers/Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card, Charge Invoice/Official Receipt		Cashier I, Cashiers' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 disburseme	None	5 mins.	Cashier

	nt voucher			
	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

<b>Office or Division</b>		Bids and Awards Office		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		Bidder and Government Agency		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. APP/PPMP</li> <li>2. Bidding Documents</li> <li>3. Performance and Surety Bond</li> <li>4. Eligibility Requirements</li> <li>5. Resolution to Procure</li> <li>6. Resolution to Award</li> <li>7. Notice of Award</li> <li>8. Contract</li> <li>9. Notice to Proceed</li> </ol>		Designated/ Assigned Personnel, BAC Member, BAC Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 Conference	Conduct of Pre-Bid Conference	None	1 day	Bidder Representative, BAC Members, 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	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 opening of bids	None	14 days	Bidder Representative, BAC Members, Observers



date of submission	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 concerned authorities	None	4 days	Accountant, Campus Administrator, University President, Contractor or any authorized representative
	Prepare the Notice to proceed for	None	1 day	BAC Secretary, University

	Approval			President
	Issuance of Notice to Proceed	None	1 day	BAC Secretary
	<b>TOTAL</b>	None	41 days and 10 mins.	

## 22. Small Value Procurement

Procurement of Goods and Services using Small Value mode of procurement

<b>Office or Division</b>		Bids and Awards Committee		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
<b>Who May Avail</b>		End users and project incharge		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Purchase Request</li> <li>2. Job Request</li> <li>3. Resolution to Procure</li> <li>4. Canvass Paper</li> <li>5. Abstract of Canvass</li> <li>6. Resolution to Award</li> <li>7. Purchase Order</li> <li>8. Job Order</li> <li>9. Inspection and Acceptance Report</li> <li>10. Acknowledgement of Receipt for Equipment</li> <li>11. Delivery Receipt</li> <li>12. Charge Invoice</li> </ol>		Designated/ Assigned Personnel, BAC Member, BAC Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Job Request	Check the items in the Purchase Request/Job Request if it is in the APP and check the bill of materials in the program of works.	None	1 hour	BAC Secretary
	Facilitate the signing of the purchase request/job request by the Campus Administrator	None	30 mins.	End User, TWG, BAC Chair, Campus Administrator
	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	None	1 day	BAC Secretary

	services.			
	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 Abstract of Canvass and Resolution to Award by the BAC Members and Campus Administrator	None	1 day	BAC Members and Campus 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	None	1 day	BAC Secretary, Campus Administrator, Supplier/Contract Laborer

	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

<b>Office or Division</b>	Planning, Development and Auxiliary Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government
<b>Who May Avail</b>	Faculty, Staff, and Students of ISAT U, Leon Campus, Iloilo

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 mins.	In-Charge,

	of approved job request to the client and TWG and one as file copy.			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

	r			
	Retrieve the approved Purchase Request	None	5 mins.	In-Charge, PDAS Campus 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
	<b>TOTAL</b>	None	1 hrs. and 13 mins.	

#### 24. Auxiliary Services

Maintenance of Projects, Equipment and Facilities, Transportation, Upkeep and Sanitation

<b>Office or Division</b>	Planning, Development and Auxiliary Services		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>	Faculty, Staff, and Students of ISAT U, Leon Campus, Iloilo		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1. Job Request for Repair, Maintenance of Machineries/ Equipment/Apparatuses/ Tools/Facilities	PDAS In-charge, PDAS Office, Administration Building, ISAT U, Leon Campus		



2. Maintenance Monitoring Report Form				
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	None	5 mins.	In-Charge, PDAS TWG

	file copy.			
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 maintenance monitoring report form	None	2 mins.	In-Charge, PDAS
	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

<b>Office or Division</b>	Health Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Incoming freshmen and transferees.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Admission Slip		Nurse II, Health Clinic, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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
	<b>TOTAL</b>	None	45 mins.	

## 26. Health Services

Perform other health services to students and make referrals, if there's any.

<b>Office or Division</b>	Health Clinic
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Officially enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip 2. Student Health Record		Nurse II, Health Clinic, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None		Nurse II

	Record.			
	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.

<b>Office or Division</b>		Natural Science Laboratory		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Slip		Natural Science Laboratory, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book in the office.	Give the logbook to the client	None	2 mins.	Laboratory In-Charge
2. Fill up the borrower's	Give the borrower's slip to the	None	5 mins.	Laboratory In-Charge

slip	client			
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 the borrower's slip	None	1 min.	Laboratory In-Charge
	TOTAL	None	37 mins.	

## Extension Services

### Leon Campus

#### External Services

##### 28. Internally Initiated Project

Conduct of internally initiated project (Proposal and Approval)

<b>Office or Division</b>		Extension Services		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G- Government to Government		
<b>Who May Avail</b>		Academic Community and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Program/Project Proposal 2. Strategic Plan/Action Plan 3. Office Memorandum		Extension Coordinator, Extension Office, RDE Center, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 days	Extension Coordinator, Campus

	ion of the project			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)

<b>Office or Division</b>		Extension Services		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G- Government to Government		
<b>Who May Avail</b>		Industry and Community		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book in the extension	Give the log book to the client	None	2 mins.	Extension Coordinator

office				
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 proposal 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

<b>Office or Division</b>		Extension Services		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Absence Data Form</li> <li>2. Medical Certificate</li> <li>3. Excuse Letter</li> </ol>		Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Evaluate the submitted documents	None	5 mins.	Head, OSAS

Data Form with Medical Certificate/ Excuse Letter	Approves the filled up Absence Data Form			
4. Present the Absence Data Form to the respective faculty member	Faculty member concerned for each enrolled course signs the ADF	None	30 mins.	Faculty Member
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

<b>Office or Division</b>	Extension Services
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Enrolled Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Waiver Form	Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	5 mins.	

### 32. Accreditation of Student Organizations

Recognition of clubs and organizations in the campus.

<b>Office or Division</b>	Office of Student Affairs and Services			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen			
<b>Who May Avail</b>	Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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)

<b>Office or Division</b>	Office of Student Affairs and Services	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Student of ISAT U, Leon Campus	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	



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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

	Recommended 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
	<b>TOTAL</b>	None	1 day and 28 mins.	

## Admission Office

### Leon Campus

#### External Services

##### 34. Admission and Testing

Admission of Incoming First Year Students and Transferees

<b>Office or Division</b>	Admission Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen

<b>Who May Avail</b>		Incoming First Year Students and Tranferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form for Admission For Incoming First Year: <ol style="list-style-type: none"> <li>1. Report Card</li> <li>2. Certificate of Good Moral Character</li> <li>3. Photocopy of PSA Birth Certificate</li> </ol> For Transferees <ol style="list-style-type: none"> <li>1. Transcript of Records</li> <li>2. Honorable Dismissal</li> <li>3. Certificate of Good Moral Character</li> <li>4. Photocopy of PSA Birth Certificate</li> </ol>		Office of Admission, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>Office or Division</b>		Management Information System		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Incoming First Year Students and Tranferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card Request Slip 2. Certificate of Registration		Management Information System Office, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client's log book and presents the	Give the logbook to the client	None	2 mins.	MIS Staff

Certificate of Registration				
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

<b>Office or Division</b>		Management Information System		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. ID Card Request Slip</li> <li>2. Certificate of Recognition</li> <li>3. Affidavit of Loss</li> <li>4. Official Receipt</li> </ol>		Management Information System Office, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Let the	None	30 mins.	MIS Staff

the encoded data	client check the encoded data for correctness			
	Print Identification 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 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)

<b>Office or Division</b>		Management Information System		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Employees and Student Assistants of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DTR Database		Management Information System Office, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Access the finger print	None	10 mins.	MIS Staff

	scanner and download the database			
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	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)

<b>Office or Division</b>	Human Resource Management Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government	
<b>Who May Avail</b>	Present and Former Employees of ISAT U, Leon Campus	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	



2. Request Form		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2G-Government to Government		
<b>Who May Avail</b>		Present and Former Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	2 mins.	Administrative

	logbook to the client in the HRM Office			Aide III 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)

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen; G2G-Government to Government			
<b>Who May Avail</b>	Part-Time Instructors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Schedule of Classes</li> <li>2. Personal Data Sheet (PDS)</li> <li>3. Credentials (Diploma, Transcript of Records and Certificates)</li> <li>4. Proof of Eligibility</li> <li>5. PRC License/s</li> <li>6. Rank list</li> </ol>		Office of Instruction and HRM Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 availability of funds	None	5 mins.	Accountant I
	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	None	1 day	Campus Administrator

	same to the Office of the University President for approval			
	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)

<b>Office or Division</b>	Human Resource Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Job Order/Contract of Service

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal/ Written Request from the concerned office <ul style="list-style-type: none"> <li>• For Clerical/ Office Works (PDS, Transcript of Record, Diploma, Proof of Eligibility, certificates, PRC Licenses)</li> <li>• For Non-Clerical/ Laborers (PDS, Form 138, certificates, if any)</li> </ul> 2. Performance evaluation (for renewal of Job Orders/ Contract of Service)		Designated/Assigned Personnel, HRM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 of Campus Administrator	None	10 mins.	Administrative Aide III Office of Campus Administrator

	r for issuance of Job Order/ Contract of Service			
	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		1 day	Campus Administrator



	signature and recommendation			
	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	None	30 mins.	Officers Concerned/ Unit Head

	Work/ Duties and Responsibilities			
	TOTAL	None	2 days, 1 hr. and 31 mins.	

## 5. Issuance of Authority to Travel

Processing of Authority to Travel (Issuance and Approval)

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter Request (Personal or Official)</li> <li>2. Office Memoranda issued by the higher authorities</li> <li>3. Letter of invitation from government agencies, non-government organizations and private firms</li> </ol>		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 mins.	Campus Administrator

	concerned for travel within Region VI			
	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 the authority to travel within Region VI by the Campus Administrator	None	10 mins.	Campus Administrator
	Release approved authority to travel	None	10 mins.	Campus Administrator
	Notify the personnel/ office concerned of the approved	None	5 mins.	Department Head/ Advisers of Organizations

	authority to travel			
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 Administrator	None	5 mins.	Department Head/ Advisers of Organizations
	Forward request and list of recommendees for the issuance of authority to travel to the Office of the	None	1 day	Campus Administrator

	President for travel outside Region VI			
	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 authority to travel	Get the duplicate copy for file	None	5 mins.	Administrative Aide III Office of Campus Administrator

	TOTAL	None	1 day and 55 mins.	
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## 6. Summary of Leave Credits for Terminal Benefits Claim of Permanent Employee

Processing of Terminal Leave Benefits Claim (Issuance and Approval)

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Qualified Retired/Resigned/Separated Permanent Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved Application for Retirement</li> <li>2. Approved Resignation Letter</li> <li>3. Death Certificate for Deceased Personnel with notarized authority of claimant</li> <li>4. Service Record</li> <li>5. Leave Card</li> <li>6. Special Order</li> </ol>		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. 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 completeness of the required documents	None	30 mins.	Administrative Aide III Office of 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	None	20 mins.	Administrative Aide III Campus Administrator

	approval			
	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.

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Daily Time Record</li> <li>2. Approved Application for Leave</li> <li>3. Certifications on seminars, trainings, conferences, travels completed</li> <li>4. Authority to travel</li> <li>5. Certificates of attendance/participation/completion/training</li> </ol>		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 absence with or without pay	None	3 days	Administrative Aide III Office of Campus Administrator
	Encode and print the summary for approval of Campus Administrator	None	2 days	Administrative Aide III Campus Administrator
	Retrieve the approve reports on summary of attendance	None	20 mins.	Administrative Aide III Office of Campus Administrator
	Record absences,	None	2 days	Administrative Aide III Office of

	tardiness, undertime in the employee leave card and determine the balance			Campus Administrator
	File DTR and other documents	None	10 mins.	Administrative Aide III Office of Campus Administrator
	<b>TOTAL</b>	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.

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 recommendation 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 completeness	None	10 mins.	Administrative Aide III Office of Campus Administrator
	process for approval of the Campus Administrator	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	None	10 mins.	Administrative Aide III Office of

	for leave			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)

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved request for Service Credits and COCs</li> <li>2. Accomplishment Report</li> <li>3. DTR</li> <li>4. Office Memorandum</li> <li>5. Summary of Services Rendered</li> </ol>		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 University President for approval	None	1 day	Campus Administrator University President
	Retrieve 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)

<b>Office or Division</b>		External and Alumni Affairs Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G- Government to Government; G2C- Government to Citizen		
<b>Who May Avail</b>		Employees and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter of Intent/Written request</li> <li>2. Action Plans</li> <li>3. Source of Funds</li> </ol>		External and Alumni Affairs Coordinator, External Affairs Office, Administration Building, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/request	None	5 mins.	External Affairs Coordinator
	Check the records of	None	30 mins.	External Affairs

	applicant if qualified			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 augment funding requirement	None	5 days	External Affairs Coordinator, Campus Administrator, VPEA
	Retrieve the approved application and supporting	None	1 day	Campus Administrator

	documents			
	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.

<b>Office or Division</b>		Production and Resource Generation Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G- Government to Government; G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty, Staff and Students of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

	r			
	Return the proposal to the project in-charge for implementation	None	30 mins.	PRG Chair
	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

<b>Office or Division</b>	Research Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G- Government to Government; G2C- Government to Citizen

<b>Who May Avail</b>		Faculty and Staff of Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Concept Paper 2. Approved Full Blown proposal 3. Implementation Plan		Research Office, RDE Center, ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit concept paper	Check if the research topic is included in the research agenda of the university	None	1 day	Research Coordinator, Reasech Center Chairman, 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

<b>Office or Division</b>	Office of Instruction
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G- Government to Government
<b>Who May Avail</b>	Faculty Members of ISAT U, Leon Campus
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Teaching Load 2. Syllabus Template	MIS (Computer Building)/ Office of Instruction (Administration Building) Library

3. References		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 references	Provide requested reference materials	None	2 hours	Librarian/Library Assistant
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/Return with	None	1 hour	Campus Administrator

	corrections if needed			
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

<b>Office or Division</b>		Office of Instruction		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Faculty Members of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Teaching Load 2. Syllabus 3. References		Office of Instruction (Administration Building) Library ISAT U, Leon Campus, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check schedule of midterm/final examinations	Show examination schedule	None	5 mins.	Head of Instruction or designated officer
2. Check instructional materials/	Provide references	None	1 hour	Librarian/Library Assistant

references	requested			
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 logbook for outgoing	Give logbook for outgoing documents	None	2 mins.	Faculty, Section Chair/Head of Instruction

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)

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who May Avail</b>		Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal/Written Request of concerned ISAT U, Leon Campus		Cashier I, Cashiers' Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter request	Accept request and check client's	None	5 mins.	Cashier



	records			
2. Confirm request	Prepare, print and sign document	None	5 mins.	Cashier
3. Receive and sign in the outgoing logbook	Check and verify the logbook	None	5 mins.	Cashier
	TOTAL	None	15 minutes	

**16. Issuance of Certification (Issuance of other Certifications (GSIS, PAG-IBIG, DepEd & other Agencies Re: Remittances)**

Processing of Certification

<b>Office or Division</b>		Cashiers' Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government; G2C- Government to Citizen		
<b>Who May Avail</b>		Faculty and Staff Members, Former Employees/Retirees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal/Written Request of concerned ISAT U Employees, Former Employees, Retirees		Cashier I, Cashiers' Office, Administration Building, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present written request	Accept client's request	None	5 mins.	Cashier
2. Confirm request	Check client's records,	None	5 mins. (simple)/ 1 day-	Cashier

	prepare and issue requested documents		(voluminous records)	
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

<b>Office or Division</b>	Finance
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen
<b>Who May Avail</b>	Internal Clients of ISAT U, Leon Campus
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Cash Advance- Disbursement Voucher <ul style="list-style-type: none"> <li>a. Travel <ul style="list-style-type: none"> <li>- Letter of Invitation of host/agency/organization</li> </ul> </li> </ul>	Budget Office, Administration Building, ISAT U, Leon Campus  Personnel Concerned/Office of the Campus Administrator

<ul style="list-style-type: none"> <li>- Approved Travel Order/Memorandum</li> <li>- Approved Itinerary of Travel</li> <li>b. Salaries and Wages/Allowances/Benefits/Bonuses-DTR/Payroll</li> <li>c. Others <ul style="list-style-type: none"> <li>- Project Proposal</li> </ul> </li> <li>2. Reimbursement- Disbursement Voucher <ul style="list-style-type: none"> <li>a. Travel <ul style="list-style-type: none"> <li>- Letter of Invitation of host/agency/organization</li> <li>- Approved Travel Order/Memorandum</li> <li>- Approved Itinerary of Travel</li> <li>- Receipts/Tickets/Boarding Pass/Terminal Fee</li> <li>- Certificate- (Appearance/Participation/Completion/Attendance)</li> <li>- Certificate of Travel Completed</li> <li>- Re-Entry Plan/Travel Narrative Report</li> </ul> </li> <li>b. Other Reimbursement- Disbursement Voucher <ul style="list-style-type: none"> <li>- Request for Reimbursement</li> <li>- Receipt/s</li> <li>- Summary of Expenses</li> <li>- Inspection and Acceptance Report</li> </ul> </li> </ul> </li> <li>3. Other Disbursements- Disbursement Voucher <ul style="list-style-type: none"> <li>a. Salaries Wages and other Compensation-</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Personnel Concerned/Office of the Campus Administrator</li> <li>Personnel Concerned/Office of the Campus Administrator</li> <li>HRMO/Administrative Officer</li>   <li>Personnel Concerned/Office of the Campus Administrator</li>   <li>Personnel Concerned/Office of the Campus Administrator</li> <li>Personnel Concerned/Office of the Campus Administrator</li> <li>Personnel Concerned</li> <li>Personnel Concerned</li>   <li>Personnel Concerned/Office of the Campus Administrator</li> <li>Personnel Concerned</li>   <li>Personnel Concerned</li> <li>Personnel Concerned</li> <li>Personnel Concerned/Technical Working Group</li>   <li>HRMO/Administrative Officer</li> </ul>
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DTR; Certification	
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	BAC

recommending Award of Contract to Lowest Calculated Responsive (LCRB)				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents for	Give Incoming Log Book to	None	30 sec.	Requesting Officer

processing	the Client			
	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 Officer

	Number, fills up the Obligation Request and Status			
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.

<b>Office or Division</b>	Budget
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen
<b>Who May Avail</b>	Internal Clients of ISAT U, Leon Campus
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Cash Advance- Disbursement Voucher d. Travel - Letter of Invitation of host/agency/organization - Approved Travel Order/Memorandum - Approved Itinerary of Travel e. Salaries and Wages/Allowances/Be	Budget Office, Administration Building, ISAT U, Leon Campus  Personnel Concerned/Office of the Campus Administrator  Personnel Concerned/Office of the Campus Administrator Personnel Concerned/Office of the Campus Administrator HRMO/Administrative Officer

<ul style="list-style-type: none"> <li>enefits/Bonuses- DTR/Payroll</li> <li>f. Others</li> <li>- Project Proposal</li> </ul>	<p>Personnel Concerned/Office of the Campus Administrator</p>
<ul style="list-style-type: none"> <li>2. Reimbursement- Disbursement Voucher</li> <li>c. Travel</li> <li>- Letter of Invitation of host/agency/organizati on</li> <li>- Approved Travel Order/Memorandum</li> <li>- Approved Itinerary of Travel</li> <li>- Receipts/Tickets/Board ing Pass/Terminal Fee</li> <li>- Certificate- (Appearance/Participat ion /Completion/Attendanc e)</li> <li>- Certificate of Travel Completed</li> <li>- Re-Entry Plan/Travel Narrative Report</li> <li>d. Other Reimbursement- Disbursement Voucher</li> <li>- Request for Reimbursement</li> <li>- Receipt/s</li> <li>- Summary of Expenses</li> <li>- Inspection and Acceptance Report</li> </ul>	<p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned/Technical Working Group</p>
<ul style="list-style-type: none"> <li>3. Other Disbursements- Disbursement Voucher</li> <li>a. Salaries Wages and other Compensation- DTR; Certification</li> <li>b. Night Shift; Overtime; Part-time; Casual; Contractual; Job Hire</li> <li>- DTR; Appointments; Authority to render</li> </ul>	<p>HRMO/Administrative Officer</p> <p>HRMO/Administrative Officer</p> <p>HRMO/Administrative Officer</p>



<p>Overtime &amp; Night Shift</p> <ul style="list-style-type: none"> <li>- Accomplishment Report</li> <li>c. Utilities-Bills</li> <li>d. Faculty and Staff Development- Approved BOR Resolutions; Contract</li> <li>e. Taxes, Insurance , Licenses-Receipts; Bills; Certifications</li> </ul> <p>4. Procurement</p> <ul style="list-style-type: none"> <li>a. Attributes for the Review of Contract</li> <li>b. Purchase Order; Job Order</li> <li>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</li> </ul> <p>Additional Requirements for Small Value Procurement</p> <ul style="list-style-type: none"> <li>d. Letter Invitation to submit Proposal;</li> <li>e. Price Quotation from at least 3 invited suppliers</li> <li>f. Abstract of submitted price quotation</li> <li>g. BAC Resolution recommending Award of Contract to Lowest Calculated Responsive (LCRB)</li> <li>h. PhilGEPS Registration Number</li> </ul>	<p>Personnel Concerned/Office of the Campus Administrator Designated Personnel Personnel Concerned</p> <p>Designated Personnel</p> <p>HOPE/Supply Officer</p> <p>BAC</p> <p>BAC</p> <p>BAC</p> <p>BAC</p> <p>BAC</p> <p>BAC</p>
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<ul style="list-style-type: none"> <li>i. Income Tax Return</li> <li>j. Attributes for Payment (For All types under Alternative Mode)</li> <li>k. APP/PPMP</li> <li>l. Purchase Request; Job Request</li> <li>m. Original Delivery Invoice</li> <li>n. Inspection and Acceptance Report</li> <li>o. Approval by the HOPE or authorized representative on the use of Alternative Method of Procurement as recommended by the BAC</li> <li>p. Statement of the prospective bidder that it is not blacklisted or banned from bidding by the government</li> <li>q. Sworn Affidavit of the Bidder that it is not related to the Hope by consanguinity or affinity up to the 3rd civil degree</li> </ul>		<p>BAC</p> <p>BAC</p> <p>BAC</p> <p>End User</p> <p>Administrative Officer(Supply Officer)</p> <p>Personnel Concerned/Supply Officer/T W G</p> <p>BAC</p> <p>BAC</p> <p>BAC</p>		
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	Logs out in the Outgoing Log Book of the office of Campus Administrator	None	3 mins.	Administrative Officer/Budget Officer

Campus Administrator	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

<b>Office or Division</b>	Finance
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who May Avail</b>	Internal Clients of ISAT U, Leon Campus
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Cash Advance- Disbursement Voucher a. Travel - Letter of Invitation of	Budget Office, Administration Building, ISAT U, Leon Campus  Personnel Concerned/Office of the Campus Administrator

<ul style="list-style-type: none"> <li>host/agency/organization</li> <li>- Approved Travel Order/Memorandum</li> <li>- Approved Itinerary of Travel</li> <li>b. Salaries and Wages/Allowances/Benefits/Bonuses-DTR/Payroll</li> <li>c. Others <ul style="list-style-type: none"> <li>- Project Proposal</li> </ul> </li> </ul>	<p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>HRMO/Administrative Officer</p> <p>Personnel Concerned/Office of the Campus Administrator</p>
<p>2. Reimbursement-Disbursement Voucher</p> <ul style="list-style-type: none"> <li>a. Travel <ul style="list-style-type: none"> <li>- Letter of Invitation of host/agency/organization</li> <li>- Approved Travel Order/Memorandum</li> <li>- Approved Itinerary of Travel</li> <li>- Receipts/Tickets/Boarding Pass/Terminal Fee</li> <li>- Certificate-(Appearance/Participation/Completion/Attendance)</li> <li>- Certificate of Travel Completed</li> <li>- Re-Entry Plan/Travel Narrative Report</li> </ul> </li> </ul>	<p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned/Office of the Campus Administrator</p> <p>Personnel Concerned</p>
<p>3. Other Reimbursement-Disbursement Voucher</p> <ul style="list-style-type: none"> <li>- Request for Reimbursement</li> <li>- Receipt/s</li> <li>- Summary of Expenses</li> <li>- Inspection and Acceptance Report</li> </ul>	<p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned</p> <p>Personnel Concerned/Technical Working Group</p>
<p>4. Other Disbursements-Disbursement Voucher</p>	

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	BAC

<p>price quotation</p> <p>g. BAC Resolution recommending Award of Contract to Lowest Calculated Responsive (LCRB)</p> <p>h. PhilGEPS Registration Number</p> <p>i. Income Tax Return</p> <p>j. Attributes for Payment (For All types under Alternative Mode</p> <p>k. APP/PPMP</p> <p>l. Purchase Request; Job Request</p> <p>m. Original Delivery Invoice</p> <p>n. Inspection and Acceptance Report</p> <p>o. Approval by the HOPE or authorized representative on the use of Alternative Method of Procurement as recommended by the BAC</p> <p>p. Statement of the prospective bidder that it is not blacklisted or banned from bidding by the government</p> <p>q. Sworn Affidavit of the Bidder that it is not related to the Hope by consanguinity or affinity up to the 3rd civil degree</p>		<p>BAC</p> <p>BAC</p> <p>BAC</p> <p>BAC</p> <p>BAC</p> <p>End User</p> <p>Administrative Officer(Supply Officer)</p> <p>Personnel Concerned/Supply Officer/T W G</p> <p>BAC</p> <p>BAC</p> <p>BAC</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 Disburseme	None	1 min.	Accountant

	nt Voucher and supporting documents 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	None	1 min.	Accountant/Cashier



	Cashier			
	TOTAL	None	30 mins.	

## Finance Office

### Leon Campus

#### Internal Services

##### 20. Printing of Employees Identification Card

Provide identification Cards of Employees

<b>Office or Division</b>		Management Information System		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		Employees of ISAT U, Leon Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID Card Request Slip 2. Official Receipt		Management Information System Office, Computer Room, ISAT U, Leon Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 receipt	Php. 50.00	5 mins.	Cashier
3. Client fills	Accepts the		30 mins.	MIS Staff

up the ID Card's Request Slip and submit the OR	filled up request slip	None		
	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 Identification 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

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	<b>Pls. call 3207190 loc 104 or 102</b>
How feedback is processed	
How to file a complaint	<b>You may write your complaint/s in a piece of paper and drop it in our complaints box or</b>

	<b>you may send it directly to the office of the vice president for administration and finance or to the University President.</b>
How complaints are processed	<b>Your complaints are processed with utmost confidentiality</b>
Contact Information	<b>(033) 320-71-90 loc 104 or 102</b>

List of Offices

Office	Address	Contact Information
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