



CAGAYAN STATE UNIVERSITY

CITIZEN'S CHARTER



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I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and Northern Luzon College of Agriculture into a state University, transferring the college level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

II. VISION

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

III. MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

IV. SERVICE PLEDGE

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.



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ACCOUNTING OFFICE



1. VALIDATION OF ENROLMENT (OPT - IN AND OPT – OUT)

This is a process by which students become officially enrolled in classes for a given semester.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Assessment Form – 1 copy		Registrar's Office		
Official Receipt – 1 copy		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For Opt-In Students				
1. Presents Assessment Form and Official Receipt.	1. Receives the Assessment Form from the student.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS). Validate if reconciled. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
	2. 1 Makes the proper adjustments, if not reconciled and re-prints the Assessment Form. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	10 minutes	<i>Assessment Clerk</i> Accounting Office
3. Receives the Assessment Form	3.1 Releases copy of Assessment Form to student.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
	Total:	None	25 minutes	
For Opt-Out Students				
1. Presents Assessment Form and Official Receipt.	1. Receives the Assessment Form and Official Receipt from the student.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office



2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS). Validated, if reconciled. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	5 minutes	Assessment Clerk Accounting Office
	2. 1 Makes necessary adjustments, if not reconciled and re-prints the Assessment Form. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	10 minutes	Assessment Clerk Accounting Office
3. Receives the Assessment Form	3.1 Releases copy of Assessment Form to student.	None	5 minutes	Assessment Clerk Accounting Office
	Total:	None	25 minutes	

2. ISSUANCE OF EXAMINATION PERMIT FOR OPT-OUT STUDENTS

This is a process of issuing examination permits to officially enrolled students and to ensure collection of fees required as of examination period.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Opt – Out Student			
Checklist of Requirements		Where to Secure		
Assessment Form – 1 copy		Registrar's Office		
Official Receipt – 1 copy		Cashier's Office		
Promissory Note – 1 copy		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Assessment Form or Official Receipt	1. Receives the Assessment Form and/or Official Receipt from the student	None	5 minutes	Assessment Clerk Accounting Office



2. Waits for the processing of the service.	2. Verifies the student's ledger in the database if required payment of fees has been paid. 2.1 Informs the student to pay the required amount to the Cashier's Office if not or recommends to the student to submit properly filled up promissory notes form. 2.2 Finds and signs the examination permit if required payment has been verified. Stamps "Permit Issued" on the Assessment Form or Official Receipt.	None	10 minutes	Assessment Clerk Accounting Office
3. Receives the Assessment Form/Official Receipt and Examination Permit	3.1 Releases the Permit and Assessment Form/Official Receipt	None	3 minutes	Assessment Clerk Accounting Office
	Total:	None	18 Minutes	

3. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS

This is a process of ensuring that officially enrolled students are given updated Statement of Accounts

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Request Form		Accounting Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Request Form and Official Receipt	1.1 Receives the Request form and Official Receipt from the Student.	None	5 minutes	Assessment Clerk Accounting Office
2. Waits for the processing of the service.	2.1 Verifies the student ledger in the data base. 2.2 Prints and signs the Statement of	None	10 minutes	Assessment Clerk Accounting Office



	Accounts if entries are correct. 2.3 Makes the proper adjustment if entries on the student's ledger are not correct.			
3.Receives the SOA	3.Release the SOA to student.	None	5 minutes	<i>Assessment Clerk</i> <i>Accounting Office</i>
Total:		None	20 Minutes	

4. ADJUSTMENT OF ASSESSMENT DUE TO SCHOLARSHIP DISCOUNT AND PETITION

This is a process of adjusting students' ledger due to scholarship, discount and petition.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Assessment Form		Registrar's Office		
Petition Letter		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR SCHOLARSHIP AND DISCOUNT				
1. Presents Assessment Form.	1. Receives copy of Assessment Form from students.	None	5 minutes	<i>Assessment Clerk</i> <i>Accounting Office</i>
2. Waits for the processing of the service.	2. Verifies the validity of the claim. 2.1 Make the proper adjustment on the student ledger if valid and stamps "Posted" on the request form. 2.2 Informs the student to coordinate with the Office of the Director for Student's Welfare if not valid.	None	10 minutes	<i>Assessment Clerk</i> <i>Accounting Office</i>
3. Receives the (1) copy of Drop-out Form	3. Releases Assessment Form to student.	None	3 minutes	<i>Assessment Clerk</i> <i>Accounting Office</i>
Total:		None	18 minutes	
FOR PETITION SUBJECT				



1. Presents approved Petition Letter.	1. Receives copy of approved Petition letter from students.	None	5 minutes	Assessment Clerk Accounting Office
2. Waits for the processing of the service.	2. Verifies with the HR Office the rate of Faculty who will handle the petition subject. 2.1 Makes the necessary adjustment on the student's ledger.	None	30 minutes	Assessment Clerk Accounting Office
3. Receives the Assessment Form	3.1 Prints and releases new Assessment Form to student.	None	10 minutes	Assessment Clerk Accounting Office
Total:		None	45 minutes	

5. ADJUSTING OF FEES DUE TO CANCELLING OF ENROLLMENT AND DROPPING OF SUBJECT

This is a process of ensuring that adjustment of fees of students due to cancellation of enrollment and dropping of subject is valid, accurate and authorized.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements			Where to Secure	
Drop-out Form – 2 copies			Registrar's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR SCHOLARSHIP AND DISCOUNT				
1. Presents Drop-Out Form	1. Receives copy of supporting documents from students.	None	3 minutes	Assessment Clerk Accounting Office
2. Waits for the processing of the service.	2.1 Retrieves record of the student and verifies on the data base. 2.2 Checks completeness, correctness and validity of supporting Document. 2.3 Stamps "Adjusted" on the request form if supporting documents are complete, correct and valid. 2.4. Informs the student to coordinate with the Office of the Director for Student's	None	30 minutes	Assessment Clerk Accounting Office



	Welfare if supporting documents are not complete, correct and valid.			
3. Receives the (1) copy of Drop-out Form	3. Releases one (1) copy of form to student.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	38 minutes	

6. PROCESSING OF REFUNDS FOR STUDENTS

This is a process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students is being refunded to them.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Assessment Form		Registrar's Office		
Official Receipt		Cashier's Office		
Approved Request Letter		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR SCHOLARSHIP AND DISCOUNT				
1. Presents Request Form for Refund, Assessment Form and Official Receipt.	1. Receives request form together with supporting documents from the students.	None	3 minutes	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2.1 Verifies validity of the claim and completeness of supporting documents. 2.2 Accepts the documents if the claims are valid and supporting documents are complete and informs the student to follow-up and/or claim his/her refund from the Cashier's Office after 3 working days. 2.3 Informs the clients that the claims cannot be accepted for processing if documents are not valid or not complete.	None	10 minutes	<i>Assessment Clerk</i> Accounting Office
3. Receives the receiving copy of the request form.	3. Releases the receiving copy of the request form.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	18 minutes	



7. SIGNING OF STUDENT CLEARANCE (TERMINAL & FOR TRANSFER)

This is a process ensuring that the student has fully paid his school fees and other financial obligations to the university before signing the clearance.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Clearance Form		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Clearance Form	1. Receives the clearance form.	None	3 minutes	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2.1 Verifies on the database if the student has no balance and has paid the graduation fee. 2.2 Signs the clearance form for and on behalf of the accountant if the student has no outstanding balance and graduation fees has been paid. 2.3 Informs the student to pay to the Cashier's Office if the student has outstanding balance.	None	10 minutes	<i>Assessment Clerk</i> Accounting Office
3. Receives the Clearance Form	3. Returns the clearance form to student.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	18 minutes	



ADMISSION'S OFFICE



1. ADMISSION TEST OF INCOMING COLLEGE FRESHMEN/TRANSFEREES

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

Office or Division:	Admission Office					
Classification:	Complex					
Type of Transaction:	G2C – Government to Citizen					
Who may Avail:	Graduating Senior High School Students, K-12 Graduates and Transferees					
Checklist of Requirements			Where to Secure			
Document 1 – Photocopy of school ID (1 copy)/ Any valid ID (1 copy)			School currently enrolled in/ LTO, Comelec, PhilPost			
Document 2 – Proof of Income of Parents - Certificate of Indigency - OWWA Certificate - 4Ps ID			BIR Barangay Chairman of the Barangay where applicant is permanently residing OWWA DSWD			
Document 3 - Registration Form for the College Admission Test			Admission Office			
Client Steps			Agency Action	Fees to be Paid	Processing Time	Person Responsible
ONSITE REGISTRATION		ONLINE REGISTRATION				
1. Submits requirements & enlists for the admission test Documentary Requirements: -Photocopy of school ID or any valid ID		1. Logs in to the CAT Registration portal: - Fills out the online form. - Waits for the status of application	1. Assists the client in filling-out the registration form.	None	Onsite/ Online: 10 minutes	<i>Campus Admission Officer</i> Campus Admission Office
2. Submits documents		2. Submits online form - Waits for the status of application	2. Evaluates submitted documents	None	Onsite/ Online: 10 minutes	<i>Campus Admission Officer</i> Campus Admission Office
3. Waits and receives information about schedule & testing venue of the CAT		3. Waits and receives information about schedule & testing venue of the CAT	3. Disseminates / informs the registered examinees of the schedule of testing,	None	Online/On-site: 44 days	<i>Campus Admission Officer</i> Campus Admission Office



		testing venues & room assignments			
Total:			None	44 days and 20 minutes	

2. Administration and Release of College Admission Test Result

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

Office or Division:	Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduating Senior High School Students, K-12 Graduates and Transferees			
Checklist of Requirements		Where to Secure		
Document 1 – Photocopy of school ID (1 copy)/ Any valid ID (1 copy)		School currently enrolled in/ LTO, Comelec, PhilPost		
Document 2 – Proof of Income of Parents - Certificate of Indigency - OWWA Certificate - 4Ps ID		BIR Barangay Chairman of the Barangay where applicant is permanently residing OWWA DSWD		
Document 3 - Registration Form for the College Admission Test		Admission Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Takes the College Admission Test Student-applicants who failed to take the CAT during their assigned schedule will be notified and re scheduled on the last week of the CAT period.	1. Administers the CAT in all Campuses of the University	None	3 hours	<i>Campus Admission Officer</i> Campus Admission Office
2. Receives the CAT result (On-line viewing of CAT ratings)	2. Releases CAT result On-line	None	44 days	<i>Campus Admission Officer</i> Campus Admission Office
3. Secures Certificate of CAT rating	3. Verifies and Releases CAT Certificates	None	3 minutes	<i>Campus Admission Officer</i> Campus Admission Office
	Total:	None	44 days, 3 hours, and 3 minutes	



BUSINESS OFFICE



1. APPLICATION AND SELECTION FOR CANTEEN LEASE

Space rental for canteens inside the Campus.

Office or Division:		Business Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Business Owners		
Checklist of Requirements		Where to Secure		
Letter of Intent		Business owner		
Health Permit		Rural Health Unit		
Sanitary Permit				
Product Listings		Lessee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits Letter of Intent	1. Receives and review the document submitted	None	2 mins	<i>IGP Coordinator</i> Business Office
2. Request for Business Slot Application Form and Fills-up the Document	2. Receives the document and verify the completeness	None	3 mins	<i>IGP Coordinator</i> Business Office
3. (If approve) Submit other required documents	3. Receives and peruses documents	None	5 mins	<i>IGP Coordinator</i> Business Office
	3.1. Files the document submitted	None	2 mins	<i>IGP Coordinator</i> Business Office
	3.2. Determines the capability of the applicant and forwards to the Campus Executive Officer for further review	None	2 days	<i>IGP Coordinator</i> Business Office CEO Office
4. Pays rental deposit and advance to the Cashier's Office	4. Receives payment and issues official receipts	PHP 2,500.00 for space rental	3 mins	<i>Cashier's Office Staff</i> Cashier's Office
5. Shows Official Receipt (OR)	5. Prepares and reflects payment on the lessee's ledger	None	3 mins	<i>IGP Coordinator</i> Business Office
Total:		PHP 2,500.00	2 Days & 18 Minutes	



2. PAYMENT OF CSU SOLANA- LARA CANTEEN BILLS

Monthly space rental payments are due at the end of each month.

Office or Division:	Business Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Business Owners			
Checklist of Requirements		Where to Secure		
Billing Statement		Business Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Billing Statement (Space Rental)	1. Provides the Document	None	5 mins	<i>IGP Coordinator</i> Business Office
2. Receive documents, proceeds at the Cashier's Office and pay the monthly bills.	2. Receives payment and Issues Official Receipts.	PHP 2,500.00 for Space rentals	3 mins	Cashier's Staff Cahier's Office
3. Submits Official Receipt	3. Reflects payment to the Lessee's Ledger	None	5 mins	<i>IGP Coordinator</i> Business Office
Total:		PHP 2,500.00	13 mins	



BIDS AND AWARDS COMMITTEE



1. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Purchase Request			Supply Office	
Earmarked Purchase Request			Budget Office	
PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Organize Pre - Procurement Conference (if necessary). Prepare minutes of the meeting.	None	1 day	<i>BAC Secretariat</i> BAC Office
	2. Conduct pre-procurement conference with the members, TWG and end-user	None	1 day	<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	3. Post invitation to bid or request for intent in PhilGEPS and/or in nationwide-circulated newspaper (broadsheet), website of CSU, conspicuous place of CSU.	None	7 days	<i>BAC Secretariat</i> BAC Office
	4. Send invitation letters to COA; two non-government organizations; end-users, TWG; and observers.	None	1 day	<i>BAC Secretariat</i> BAC Office
	5. Prepare and distribute Bidding Documents.	None		<i>BAC Secretariat</i> BAC Office
	6. Organize Pre-Bid Conference.	None		<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	7. Conduct pre-bid meeting with interested contractors / suppliers / consultants.	None		
	8. Schedule and organize meeting for the submission and opening of bids.	None		
	9. Prepare minutes of the meeting.	None	<i>BAC Secretariat</i> BAC Office	



	10. Update supplemental Bid bulletin (to be posted in PhilGEPS at least 5 C.D. prior to deadline for submission of bids).	None	12 days	<i>BAC Chair and Members</i>
	After the pre-bid conference, prospective bidders prepare their bidding documents			<i>Technical Working Group</i>
	11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.	None	1 day	<i>BAC Chair and Members</i>
	12. Conduct opening of bids and bid evaluation.	None		<i>Technical Working Group</i>
	13. Prepare minutes of the meeting.	None		<i>BAC Secretariat BAC Office</i>
	14. Post-qualify the bidder with lowest calculated bid.	None	2 days	<i>BAC Chair and Members</i>
	15. Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.	None	3 days	<i>Technical Working Group</i>
	16. Prepare minutes of the meeting.	None	1 day	<i>BAC Secretariat BAC Office</i>
	17. Approve the Resolution / Issue the Notice of award.	None	3 days	<i>HOPE</i>
	18. Contract Preparation and Signing.	None	3 days	<i>HOPE BAC BAC Secretariat</i>
	19. Approval of contract of Higher Authority.	None	3 days	<i>HOPE</i>
	20. Issue the Notice to Proceed.	None	3 days	<i>Supply Office</i>
	21. Post the Notice of Award in PhilGEPS.	None	1 day	<i>BAC Secretariat BAC Office</i>
	22. Post the Notice to Proceed and the approved contract in PhilGEPS.	None		
Total:		None	42 days	

The “processing time” was changed to “processing day” due to the impossibility of quantifying in minutes the procurement stages. However, the law has determined the minimum and maximum period to conduct each stage.



2. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT (SMALL VALUE PROCUREMENT)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		<i>BAC Secretariat</i> BAC Office
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	<i>BAC Secretariat</i> BAC Office
	4. Prepare the Request for Quotation.	None	1 day	<i>BAC Secretariat</i> BAC Office
	5. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, RFQs shall be posted for a period of three (3) calendar days in the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.	None	3 days	<i>BAC Secretariat</i> BAC Office



	6. Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	<i>BAC Secretariat</i> BAC Office
	7. Retrieve the Request for Quotation.	None	1 day	<i>BAC Secretariat</i> BAC Office
	8. Evaluate the Request for Quotations through a meeting.	None	1 day	<i>BAC Chair and Members</i> BAC Office
	9. Prepare and route the Abstract of Quotation for signing of BAC members.	None	3 days	<i>BAC Secretariat</i> BAC Office
	10. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	3 days	<i>BAC Chair and Members</i> BAC Office
	11. Prepare Minutes of the Meeting.	None	1 day	<i>BAC Secretariat</i> BAC Office
	12. Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	21 days	

3. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT (AGENCY-TO-AGENCY)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	Where to Secure
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		<i>BAC Secretariat</i> BAC Office



	3. Prepare and route Resolution to BAC members for signature.	None	1 day	<i>BAC Secretariat BAC Office</i>
	4. Prepare the Request for Quotation or pro-forma invoice.	None	2 days	<i>BAC Secretariat BAC Office</i>
	5. Send the RFQ to the Servicing Agency.	None		<i>BAC Secretariat BAC Office</i>
	6. Retrieve the Request for Quotation.	None		<i>BAC Secretariat BAC Office</i>
	7. Recommend to HOPE to award the contract in favor of the agency.	None	3 days	<i>BAC Chair and Members BAC Office</i>
	8. Transmit the procurement documents to Supply office.	None	1 day	<i>BAC Secretariat BAC Office</i>
Total:		None	9 days	

4. GOVERNMENT PROCUREMENT – SHOPPING [SECTION 52.1 (a)]

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat BAC Office</i>
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		<i>BAC Secretariat BAC Office</i>
	3. Prepare and route Resolution to BAC members for signature.	None	1 day	<i>BAC Secretariat BAC Office</i>
	4. Prepare the Request for Quotation.	None		<i>BAC Secretariat BAC Office</i>



	5. Send the RFQs to at least one (1) supplier of known technical, legal and financial qualifications.	None	1 day	<i>BAC Secretariat BAC Office</i>
	6. Retrieve the Request for Quotation.	None		<i>BAC Secretariat BAC Office</i>
	7. Prepare and route the Abstract of Quotation for signing of BAC members.	None	1 day	<i>BAC Secretariat BAC Office</i>
	8. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None		<i>BAC Chair and Members BAC Office</i>
	10. Transmit the Abstract of Quotation to Supply office.	None		<i>BAC Secretariat BAC Office</i>
Total:		None	4 days	

5. GOVERNMENT PROCUREMENT – SHOPPING [SECTION 52.1 (b)]

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat BAC Office</i>
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		<i>BAC Secretariat BAC Office</i>
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	<i>BAC Secretariat BAC Office</i>
	4. Prepare the Request for Quotation.	None	1 day	<i>BAC Secretariat BAC Office</i>



	5. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, RFQs shall be posted for a period of three (3) calendar days in the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.	None	3 days	<i>BAC Secretariat BAC Office</i>
	6. Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	<i>BAC Secretariat BAC Office</i>
	7. Retrieve the Request for Quotation.	None	1 day	<i>BAC Secretariat BAC Office</i>
	8. Evaluate the Request for Quotations through a meeting.	None	1 day	<i>BAC Chair and Members BAC Office</i>
	9. Prepare and route the Abstract of Quotation for signing of BAC members.	None	2 days	<i>BAC Secretariat BAC Office</i>
	10. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	3 days	<i>BAC Chair and Members BAC Office</i>
	11. Prepare Minutes of the Meeting.	None	1 day	<i>BAC Secretariat BAC Office</i>
	12. Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	<i>HOPE</i>
	13. Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat BAC Office</i>
Total:		None	18 days	



6. GOVERNMENT PROCUREMENT – DIRECT CONTRACTING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		<i>BAC Secretariat</i> BAC Office
	3. Prepare and route Resolution to BAC members for signature.	None	1 day	<i>BAC Secretariat</i> BAC Office
	4. Prepare the Request for Quotation or pro-forma invoice.	None	2 days	<i>BAC Secretariat</i> BAC Office
	5. Send the RFQ to the identified direct supplier of known technical, legal and financial qualifications.	None		<i>BAC Secretariat</i> BAC Office
	6. Retrieve the Request for Quotation.	None		<i>BAC Secretariat</i> BAC Office
	7. Recommend to HOPE to award the contract in favor of the supplier.	None	3 days	<i>BAC Chair and Members</i> BAC Office
	8. Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	<i>HOPE</i>
	9. Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	9 days	



7. GOVERNMENT PROCUREMENT – REPEAT ORDER

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	2. Review the PR and recommend to the HOPE the award of contract in favor of the previous winning bidder.	None		<i>BAC Chair and Members</i> BAC Office
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	<i>BAC Secretariat</i> BAC Office
	4. Recommend to HOPE to award the contract in favor of the previous winning bidder.	None	3 days	<i>BAC Chair and Members</i> BAC Office
	5. Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	7 days	

The “processing time” was changed to “processing day” due to the impossibility of quantifying in minutes the procurement stages. However, the law has determined the minimum and maximum period to conduct each stage.



CASHIER'S OFFICE



1. Collection of Fees

To ensure the process in collection accurately

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	Students, Employees and External Clients			
Checklist of Requirements			Where to Secure	
Assessment Form			Registrar's Office	
Document Request Form			Registrar's Office	
Payment Slip			Business Office/Clinic/Auxiliary Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents Assessment Form/Identification Card or duly accomplished Payment Slip	1. Receives Assessment Form/Identification Card or duly accomplished Payment Slip	It varies	1 minute	<i>Cashier II</i> Cashier's Office
2. Pays amount indicated in the Payment Slip	2. Receives and Counts the Money Prints the Official Receipts	It varies	1 minute	<i>Cashier II</i> Cashier's Office
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	<i>Cashier II</i> Cashier's Office
	Total:	See Table 1 for Fees	(3 minutes)	



2. Releasing of Cash (Salaries & Financial Assistance/Scholarship)

To ensure that payments by cash is released on-time and shall be based on the approved payrolls

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff and External Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
Photocopy of School ID for Students		CSU		
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)		Issuing government agencies		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee In case of Authorized Representatives: Authorization letter and Photocopy of ID (Authorizer & Authorized Person)	1. Verifies the authenticity of the submitted photocopy of School ID Requires the Client to sign in the payroll	None	3 minutes	<i>Cashier II</i> Cashier's Office
2. Signs the payroll	2. Releases the cash/money	None	3 minutes	<i>Cashier II</i> Cashier's Office
3. Receives and counts the money	3. Requires client/s to evaluate employee in-charge	None	4 minutes	<i>Cashier II</i> Cashier's Office
	Total:	None	10 minutes	



3. Releasing of Checks (Students & Employees)

To ensure validity, propriety of claim based on the approved disbursement voucher

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty Members and Administrative Staff			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
For Student Financial Assistance Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with 3 specimen signatures, and 3. Colored photocopy of the representative's ID with 3 specimen signatures.		Issuing agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee In case of Authorized Representatives for Scholarship: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with (3) specimen signatures, and 3. Colored photocopy of the representative's ID with (3) specimen signatures	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	4 minutes	Cashier II Cashier's Office
2. Signs in the received payment box of the disbursement vouchers	2. Issues the Check	None	2 minutes	Cashier II Cashier's Office
3. Client receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3. Requires client/s to evaluate employee in-charge	None	4 minutes	Cashier II Cashier's Office
Total:		None	10 minutes	



4. Releasing of Checks (Suppliers & Other Government Agencies)

To ensure validity, propriety of claim based on the approved disbursement voucher

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	External Clients			
Checklist of Requirements		Where to Secure		
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)		Issuing agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents any Valid ID	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	<i>Cashier II</i> Cashier's Office
2. Signs in the received payment box of the disbursement vouchers	2. Requires Client to Issue Official Receipt	None	2 minutes	<i>Cashier II</i> Cashier's Office
3. Issues Official Receipt	3. Issues the Check	None	3 minutes	<i>Cashier II</i> Cashier's Office
4. Receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	4. Requires client/s to evaluate employee in-charge	None	3 minutes	<i>Cashier II</i> Cashier's Office
Total:		None	10 minutes	



GUIDANCE AND COUNSELING CENTER



1. COUNSELING SERVICE

Counseling refers to the guidance service wherein the counselor assists the counsees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	1. Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	5 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
2. Undergoes the counseling session	2. Conducts counseling	None	1 hour	<i>Guidance Counselor</i> Counseling and Career Services Office
3. Signs in the office logbook	3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable Files Intake Form	None	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
Total:		None	1 hour ,15 minutes	



2. EXIT INTERVIEW

EXIT INTERVIEW refers to the guidance activity wherein outgoing students are given assistance in relation to their choices to drop or transfer.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who are dropping or transferring			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	1. Assists the students in filling-out the Exit Interview Form.	None	2 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
2. Fills out the form	2. Guides in filling out the form and interviews the student Files the accomplished exit interview form	None	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
	Total:	None	12 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE



1. REQUEST FOR CERTIFICATE OF EMPLOYMENT & COMPENSATION

Indication of First Day of Service, Position and Designation, compensation of the Employee Concerned

Office or Division:	Administrative /HR			
Classification:	(Simple)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Request form (HR Form#3501)		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secures Request Form and Fill up the data needed	1. The personnel incharge receives the request form, reviews the completeness of requirements, and prepares the Service Record	None	25 mins.	<i>HR Staff</i> HR Office
2. Client waits at the waiting area	2. Review, signing by authorized officials, and Sealing of Service Record	None	10 mins.	<i>HRMO</i> HR Office
3. Receives the document	3. Releasing of the document	None	1 min	<i>HR Staff</i> HR Office
Total:		None	36 minutes	



2. PREPARATION OF SALARY PAYROLL AND OTHER BENEFITS PER COLLEGE / OFFICE

Processing of compensation of employees earned for the period including benefits entitlement

Office or Division:	Administrative /HR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Daily Time Record (DTR)		HR Office		
Application for Leave		HR Office		
Summary of Attendance (F-HRMO-3506)		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
<p>1. The client requests his/her printed DTR from the HR Office, accomplishes the DTR, and submits it to the HRMO through his/her immediate supervisor not later than the 3rd working day of the month. In case of travels on OB or OT, Travel Orders & Certificate of Appearance must be attached to the DTR.</p> <p>2. The client receives his/her salary through his/her bank account.</p>	<p>1. The HR staff receives the DTRs and checks the completeness of the data reflected in the DTR including Travel Orders & Cert. of Appearance.</p> <p>2. The HR Staff posts absences; tardiness/ under time in the leave card on the same day, and make a Summary of Report Attendance, reflecting leave of absence w/out pay for deduction.</p> <p>3. The HR staff prepares a summary list of employees w/out DTR's & supporting papers.</p> <p>4. The HRMO reviews and certifies</p>	None	3 working days	HR Staff, HRMO, CAO HR Office

	<p>the correctness of summary of attendance.</p> <p>5. The Payroll Incharge prepares the payroll, voucher for salaries, Pay Slips, & Remittances for GISI; Philhealth, HDMF, BIR and Bank Loans.</p> <p>6. The HRMO check/validates the payroll prepared.</p> <p>7. The Chief Adm. Officer signs the payroll</p> <p>8. The HR Staff record & release the payroll, vouchers and remittances and forward to the Budget Office</p> <p>9. The Budget Office prepares for the Obligation and Request Status and determines the fund code they used to pay salaries of the employees</p> <p>10. The Budget office sends the obligated disbursement vouchers to the Accounting Office</p> <p>11. The Accounting Office receives the transactions, and the Clerk responsible for the processing of salaries will be the one to review and</p>			
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	<p>finalize the amount before it will be signed by the University Accountant</p> <p>12. The Processing Clerk logs the documents once it is signed by the University Accountant and forwards it to the person-in-charge of ADA/LDAP.</p> <p>13. One the transactions has been issued ADA/LDAP, the processing clerk will forward the documents to the University Finance Management Officer (CFMO) for her initials beside the name of the VicePresident for Administration and Finance</p> <p>14. The staff of CFMO records and disposes the documents to the Cashier's Office for recording and proper issuance of CHECKS and signing of ADAs/LDAPS</p> <p>15. The University Cashier will review and signs the LDAPs/ADAs and CHECKS.</p> <p>16. The staff of the Cashier's Office sends the signed</p>			
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	<p>CHECKS, VOUCHERS, ADAs/LDAPS to the Office of the Vice- President for Administration and Finance for final reviewing and signing.</p> <p>17. The Office of the Vice-President for Administration and Finance accepts all the documents. The VPAF Financial Analyst reviews all the documents before the VPAF signs all the documents.</p> <p>18. The VPAF staff returns all the documents to the Cashier's Office once it is completely signed by the VPAF.</p> <p>19. The Cashier's Office will go to bank to deposit the LDAPs/ADAs and to encash checks which will put into a pay slip.</p>			
	Total:	None	3 days	



LIBRARY OFFICE



1. ISSUANCE OF LIBRARY CARD TO NEW STUDENTS & TRANSFEREES

This covers the process of issuance of Library Identification Card.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students & Transferees		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Assessment Form and submits 1x1 ID picture	1. Verifies the Assessment Form if the Library Identification Card is included or issuance has been made.	None	3 minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
2. Fills out the Borrowers Profile Form	2. Prepares and encodes student information in the library card template.	None	1 day	<i>Librarian / Library Staff In-charge</i> Campus Library
3. Signs in the log book for the issuance of borrower's card.	3. Issues the Library Identification card. Note: In case of lost, issues a Payment Order Form and instructs the client to pay 90.00 to the Cashiers Office and presents the Official Receipt to the librarian/ staff in-charge. Then proceed to step 2.	None	5 minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
Total:		None	1 day & 8 minutes	



2. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the process of lending library materials.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government		
Who may Avail:		Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Searches the library material using the Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	1. Assists the client in locating the library material/s using the OPAC.	None	3 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
2. Locates the material on the shelf, seeks assistance from the librarian/staff if needed.	2. Assist the client in locating the material/s on the shelf.	None	5 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
3. Presents the library material together with the Library Identification Card to the Librarian/Staff.	3. Checks out the library material to the name of the client utilizing the Library Automated System / Logbook.	None	5 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
4. Leaves the library identification card.	4. Issues the library material to the client.	None	3 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
	Note: for faculty members, administrative personnel and outside researchers will present a valid ID			
Total:		None	16 Minutes	



3. CIRCULATION – RETURNING OF LIBRARY MATERIALS

This covers the process of returning of borrowed library material

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government		
Who may Avail:		Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Transaction Receipt		Library – Circulation Services		
Payment Order Form (If overdue)		Library – Circulation Services		
Official Receipt (if overdue)		Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the borrowed library material to the Librarian/Staff.	1. Inspects and checks in the library material utilizing the Library Automated System / Log Book.	None	5 Minutes	<i>Librarian / Library Staff In-charge Campus Library</i>
2. Waits for the processing of the service.	2. Verifies the due date of the borrowed library materials; If overdue, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.	None	3 Minutes	<i>Librarian / Library Staff In-charge Campus Library</i>
3. Claims the Library Identification Card.	3. Returns the library materials in its proper shelves.	None	3 Minutes	<i>Librarian / Library Staff In-charge Campus Library</i>
Total:		None	11 Minutes	



4. INTER-LIBRARY LOAN SERVICE

This covers the procedure in accommodating clients coming from other schools or institutions through referrals.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government		
Who may Avail:		External clients		
Checklist of Requirements		Where to Secure		
Any valid Identification Card		Issuing agency		
Referral Letter		Referring Institution		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Referral Letter and Valid Identification Card to the Librarian.	1. Receives and files the Referral Letter to its corresponding folder.	None	3 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
2. Fills out the Inter-Library Loan Services Log Sheet.	2. Assists the client in searching information needs.	None	5 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library
Total:		None	8 Minutes	

5. SIGNING OF CLEARANCE

This covers the proper settlement of library obligations before the signing of clearance.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students, Faculty Members, Administrative Personnel, Administrators		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Library Identification Card (for students only) and clearance form.	2. Verifies for unreturned material and/or overdue accounts of the client from the Library Automated System / Log book.	None	5 Minutes	<i>Librarian / Library Staff In-charge</i> Campus Library



	<p>Note: If overdue/lost, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.</p> <p>Client may also replace the lost library material with the latest edition of the book plus a processing fee of Php50.00.</p>			
2. Fills out the log sheet for signing of clearance.	2. Signs the clearance form.	None	3 Minutes	Librarian / Library Staff In-charge
Total:		None	8 Minutes	



MEDICAL SERVICES



1. PRIMARY HEALTH ASSESSMENT

The Campus Clinic provides assessment and treatment services for students, faculty, and CSU personnel presenting with medical concerns.

Office or Division:		Campus Clinic		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students and Employees		
Checklist of Requirements		Where to Secure		
Primary Health Assessment, Referral Form		Campus Clinis		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook	1. Assist the client in signing the Logbook.	None	1 minute	<i>Nurse</i> Campus Clinic
2. Verbalizes chief complaints	2. Conduct a patient interview by asking a series of questions related to their chief complaints, and thoroughly document the responses Patients with unmanageable diseases/illnesses will be referred to their hospital of choice for further evaluation and proper management Manageable diseases/illnesses will be managed directly at our clinic.	None	10 minutes	<i>Nurse</i> Campus Clinic



3. Asks to present himself/herself for an initial physical examination	3. Obtains and documents the patient's vital signs accordingly	None	5 minutes	<i>Nurse</i> Campus Clinic
4. Receives an initial dose of medication to alleviate symptoms temporarily and is instructed to return for further consultation if symptoms persist	4. The healthcare provider dispenses an initial dose of medication or refers the patient for additional laboratory tests if symptoms persist.	None	3 minutes	<i>Nurse</i> Campus Clinic
5. Receives personalized health teaching and guidance from the healthcare provider.	5. Delivers personalized health teaching and guidance to the patient.	None	10 minutes	<i>Nurse</i> Campus Clinic
Total:		None	30 minutes	



2 . FIRST AID TREATMENT

Students and employees requiring urgent medical attention are triaged and referred to appropriate healthcare services as necessary

Office or Division:		Campus Clinic		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students and Employees		
Checklist of Requirements		Where to Secure		
First Aid Treatment Form, Referral Form		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalizes chief complaint/s	1. Obtain and document the patient's vital signs accordingly	None	1 minute	<i>Nurse</i> Campus Clinic
2. Undergoes an initial brief physical examination and assessment.	2. Conducts a concise and accurate nursing history and provides appropriate nursing care.	None	3 minutes	<i>Nurse</i> Campus Clinic
3. Receives emergency first aid care.	3. Delivers urgent medical treatment and administers specialized nursing care.	None	10 minutes	<i>Nurse</i> Campus Clinic
4. As clinically warranted, referral to a hospital of the patient's preference is recommended for additional evaluation and management.	4. Issues referral to hospital of choice, as needed, for further evaluation and management.	None	1 minute	<i>Nurse</i> Campus Clinic
5. Receives health education and instruction from the healthcare provider.	5. Delivers health education and instruction to patients.	None	10 minutes	<i>Nurse</i> Campus Clinic
6. Signs in the logbook	6. Assists and guides patients with signing in the logbook.	None	1 minute	<i>Nurse</i> Campus Clinic
Total:		None	16 minutes	



REGISTRAR'S OFFICE



1. ENROLLMENT OF FRESHMEN

Enrollment of incoming first year students to be admitted in Cagayan State University.

Office or Division:	Registrar's Office			
Classification:	(Simple)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Freshman Students			
Checklist of Requirements		Where to Secure		
Student Profile/Socio-Economic Profile		Registrar's Office/College Program Chair Office		
FHE Opt-in/Opt out Form				
Advising Form		College Program Chair		
CSU-CAT Result		Admissions Office		
PSA/NSO Birth Certificate		Philippine Statistics Authority		
Form 138/Senior High School Card		Senior High School previously attended		
Good Moral Certificate				
Assessment Form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Program Chairs Office and submits the enrollment requirements	1. Interview applicants and reviews all the needed requirements. 1.1 Issues signed advising form	None	10 minutes	<i>College Deans</i> Office of the College Dean
2. Proceed to the Registrar's Office and submit requirements.	2. Accepts enrollment credentials from new freshman and verifies requirements as to the completeness of the documents.	None	5 minutes	<i>Registrar</i> Registrar's Office
	2.1 Encodes the basic information of the freshman student, register the student and enroll in the approved program of the College. 2.2 Print assessment document.	None	5 minutes	<i>Registrar</i> Registrar's Office
3. Receives copy of assessment form	3. Releases printout of the assessment document Files documents of freshmen	None	5 minutes	<i>Registrar</i> Registrar's Office
4. Proceeds at the cashier	4. Collect enrollment fee and issues official receipt (not	None	2 minutes	<i>Cashier II</i> Cashier's Office



	applicable to students who availed the free tuition RA.10931)			
5. Proceeds at the Accounting Office	5. Validates enrollment and stamps the assessment – “officially enrolled”	None	2 minutes	Assessment Clerk Accounting Office
Total:		None	29 minutes	

2. ENROLLMENT OF TRANSFEREES

The procedures for the enrollment of freshmen start from the receipt of enrollment credentials

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	TRANSFEREES			
Checklist of Requirements		Where to Secure		
Student Profile/Socio-Economic Profile		Registrar’s Office/College Program Chairs Office		
FHE Opt-in/Opt out Form				
Advising Form		College Program Chair Office		
CSU-CAT Result		Admissions Office		
PSA Birth Certificate		Philippine Statistics Authority		
Transcript of Records/Copy of Grades		College previously attended		
Honorable Dismissal				
Good Moral Certificate				
Subject Accreditation Form		Registrar’s Office		
Assessment Form		Registrar’s Office		
Official Receipt		Cashier’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Dean’s Office and submits the enrollment requirements	1. Interview transferee and reviews all the needed requirements 1.1 Issues signed advising form	None	15 minutes	College Deans Office of the College Dean
2. Proceeds at the Registrar’s Office and submit requirements	2. Accepts enrollment credentials from transferees and verifies requirements as to the completeness of the documents.	None	5 minutes	Registrar Registrar’s Office



	<p>2.1 Encodes the basic information of the new freshman Excel Record.</p> <p>2.2 Course register the student and enroll in the approved program of the College.</p> <p>2.3 Prints assessment document.</p>	None	15 minutes	<i>Registrar</i> Registrar's Office
3. Receives copy of assessment form	<p>3. Releases printout of the assessment document</p> <p>3.1 Files documents of freshmen</p>	None	5 minutes	<i>Registrar</i> Registrar's Office
4. Proceeds at the Cashier	4. Collects enrollment fee and issues official receipt (not applicable to student who availed the free tuition RA.10931)	None	2 minutes	<i>Cashier II</i> Cashier's Office
5. Proceeds at the Accounting Office	5. Validates enrollment and stamps the assessment – "enrolled"	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	44 minutes	



3. ENROLLMENT OF OLD STUDENTS

Students must follow all the steps provided to officially enroll and be admitted in Cagayan State University.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	OLD STUDENTS			
Checklist of Requirements		Where to Secure		
Student Profile		Program Chair		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Enlist through their online portal. Waits for the approval of enrollment by the Program Chair	1. Checks the enlistment of the students. Evaluates and approves the subjects to be enrolled by the student	None	20 minutes	<i>College Deans</i> Office of the College Dean
2. Waits for the confirmation of their enrollment by the Registrar's Office.	2. Confirms the enrollment of student	None	2 minutes	<i>Registrar</i> Registrar's Office
3. Proceeds at the cashier	3. Collect enrollment fee and issues official receipt (not applicable to students who availed the free tuition RA.10931)	None	2 minutes	<i>Cashier II</i> Cashier's Office
4. Proceeds at the Accounting Office	4. Validates enrollment and stamps the assessment – "officially enrolled"	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	26 minutes	



4. ISSUANCE OF CERTIFICATION OF GRADES/ CERTIFICATE OF ENROLMENT or RE-ASSESSMENT

Issuance of Certificate of Grades, Certificate of Enrolment or Re-Assessment.

Office or Division:	Registrar's Office			
Classification:	(Simple)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Currently Enrolled Students			
Checklist of Requirements			Where to Secure	
Document Request Form (DRF)			Registrar's Office	
Official Receipt			Cashier's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Provides the DRF and payment slip	None	1 minute	<i>Registrar</i> Registrar's Office
2. Pays the certification fee	2. Collects payment for the issuance of certification.	PHP 30.00	2 minutes	<i>Cashier II</i> Cashier's Office
3. Pays the certification fee	3. Receives official receipt and payment slip from the client. 3.1 Verifies and prints certification of grade/COE/assessment. 3.2 Signs the certification of grades/COE or Assessment 3.3 Dry seals the document 3.4 Issues the document/s after the client has signed the logbook.	None	10 minutes	<i>Registrar</i> Registrar's Office
Total:		PHP 30.00	13 minutes	



5. ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERTIFICATION (CAV)

Certification for Authentication and Verification is required at the DFA for employment foreign travels of the Graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	GRADUATES			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Three (3) sets of clear photocopies of the transcript of records and diploma (black and white)		Personal copy of the Graduate		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Issues Document Request Form to requesting client.	None	2 minutes	<i>Registrar</i> Registrar's Office
2. Pays the authentication fee	2. Collects payment for authentication.	PHP160 CAV PHP 80 per page TOR and diploma	2 minutes	<i>Cashier II</i> Cashier's Office
3. Submits accomplished DRF and official receipt and photocopy of TOR and diploma (3 sets)	3. Receives DRF from the client, Official Receipt and photocopy of diploma and OTR in three copies	None	3 minutes	<i>Registrar</i> Registrar's Office
	3.1 Verifies the validity of the documents and confirms the records of the client in the system.		3 minutes	
	3.2 Prints the Certificate of Authenticity and Verification and stamps the photocopies.		10 minutes	
	3.3 Signs the CAV		2 minutes	
	3.4 Dry seals and releases the CAV		2 minutes	



Total:	PHP160 CAV PHP 80 per page TOR and Diploma	25 Minutes	
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6. ADDING AND CANCELING OF SUBJECTS

Subjects can be added, cancelled and dropped within one (1) week from the first day of class provided it's approved by the college dean

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Adding/Cancelling Form		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Issues Adding/Cancelling Form	None	1 minute	<i>Registrar</i> Registrar's Office
2. Proceeds at the Dean's Office	2. Approves the adding/cancelling of subjects.	None	2 minutes	<i>College Deans</i> Office of the College Dean
3. Submits approved adding/cancelling form	3. Receives adding/cancelling and updates the subjects enrolled of the student in the system.	None	5 minutes	<i>Registrar</i> Registrar's Office
	3.1 Files the Registrar's copy and releases to the student the duplicate copy.		3 minutes	
Total:		None	11 minutes	



7. COMPLETION OF GRADES

Completion of incomplete grades submitted by the faculty within 1 a period of 1 year

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Completion Form NOTE: Incomplete grade must be completed within a period of one(1) year immediately following the semester the incomplete grade is obtained.		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Issues completion form	None	1 minute	<i>Registrar</i> Registrar's Office
2. Complies with the requirements for the completion of grades	2. Releases or accomplishes and signs the completion form	None	1 minute	<i>Faculty/College Dean</i> Colleges
3. Submits the accomplished completion form	3. Receives the completion form and official receipt.	None	1 minute	<i>Registrar</i> Registrar's Office
	3.1 Reviews and verifies the request for completion.		3 minutes	
	3.2 Approves/disapproves the request for completion		1 minute	
	3.3 Reflects the changes on the record of the student.		5 minutes	
	3.4 Files a Registrar's copy and releases to the student the approved duplicate copies (Student's and Dean's copies of the form)		2 minutes	
Total:		None	14 minutes	



8. DROPPING OUT

Students may be allowed to drop from a course only before the conduct of the midterm examination

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Drop-out Form Dropping out of all subjects enrolled must be done before the Midterm Exams		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Issues drop-out form	None	1 minute	<i>Registrar</i> Registrar's Office
2. Proceeds at the Dean's Office	2. Signs the drop-out form	None	1 minute	<i>College Deans</i> Office of the College Dean
3. Submits the accomplished drop-out form	3. Receives and verifies the validity of the drop-out form.	None	2 minutes	<i>Registrar</i> Registrar's Office
	3.1 Approves/Disapproves the drop-out form		1 minute	
	3.2 Enters the mark "OD" in all subjects registered by the student during the current semester.		3 minutes	
	3.3 Retains Registrar's copy and releases Student's, Program Chair and Accounting's copies of the drop out form.		1 minute	
Total:		None	9 minutes	



9. ISSUANCE OF TRANSFER CREDENTIALS

Honorable dismissal may be able to avail by the students who are going to transfer to other school or university.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	UNDERGRADUATES STUDENTS			
Checklist of Requirements			Where to Secure	
Document Request Form (DRF)			Registrar's Office	
Student Clearance			Registrar's Office	
Form 137 (for undergraduate students)			Senior High School previous enrolled	
Official Receipt			Cashier's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Proceeds at the Registrar's Office	1. Issues Document Request Form to requesting client.	None	1 minute	<i>Registrar</i> Registrar's Office
2. Pay the transfer credentials fee	2. Collects payment for transfer credentials	HD Fee -PHP 120.00 COG – PHP 30.00	2 minutes	<i>Cashier II</i> Cashier's Office
3. Submits accomplished DRF, official receipt, student clearance and Form 137 (for undergraduate students) and photocopy of TOR and/or diploma	3. Receives DRF, student clearance official receipt and Form 137 from the client.	None	1 minute	<i>Registrar</i> Registrar's Office
	3.1 Verifies the records of the student in the system and prints the certification of grades.		7 minutes	
	3.2 Prepares and prints the Certificate of Transfer		7 minutes	
	3.3 Signs the certification of grades and certificate of transfer		1 minute	
	3.4 Dry seals the Certification of Grades and Certificate of Transfer		2 minutes	
3.5 Releases the transfer credentials		1 minutes		



	after the client has signed the logbook			
Total:		PHP 150.00	22 minutes	

10. ISSUANCE OF CERTIFICATE OF GRADUATION/GWA/CLASS RANKING OF MEDIUM OF INSTRUCTION

Issuance of Certificate of Graduation applied to candidacy of graduation and Certificate of GWA for scholarship and Latin honors.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1 .Proceeds at the Registrar's Office	1. Issues Document Request Form to requesting client.	None	1 minute	<i>Registrar</i> Registrar's Office
2. Pay the transfer credentials fee	2. Collects payment for the certification fee	PHP 120.00	2 minutes	<i>Cashier II</i> Cashier's Office
3. Submits accomplished DRF and official receipt.	3. Receives DRF, and official receipt from the client.	None	1 minute	<i>Registrar</i> Registrar's Office
	3.1 Verifies the records of the student and prints the certification.		10 minutes	
	3.2 Signs the requested certification.		1 minute	
	3.3 Dry seals the Certification		1 minute	
	3.4 Releases the requested certification after the client has signed the logbook.		1 minute	
Total:		PHP 120.00	17 minutes	



SUPPLY OFFICE



1. PROCUREMENT

Acquisition of supplies, materials and equipment

Office or Division:	Supply Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity, G2G - Government to Government			
Who may Avail:	Faculty and Administrative Personnel			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Abstract of Quotation			Bids and Awards Committee	
Doc. 3 – Purchase Order			Supply Office	
Doc. 4 – Inspection and Acceptance Report			Supply Office	
Doc. 5 – Pre Repair Inspection			MIS Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for PR control numbers	1.1 Receives approved purchase signed by the CEO	None	2 minutes	Supply Officer, Property Custodian Supply Office
	1.2 Provides PR control numbers and logs the purchase request	None	3 minutes	Supply Officer, Property Custodian Supply Office
	1.3 Forwards the PR to the Budget Office after having seen to the completeness of the required documents	None	5 minutes	Supply Officer, Property Custodian Supply Office
2. Submit the signed Abstract of quotation, earmarked and approved purchase request	2.1 Receives and reviews the signed abstract of quotation. earmarked and approved purchase request.	None	10 minutes	Supply Officer, Property Custodian Supply Office
	2.2 Prepares Purchase Order or Job Order provides control numbers and logs the purchase order	None	45 minutes	Supply Officer Supply Office
	2.3 Forwards the PO or Job Order to the Office of the CEO	None	15 minutes	Supply Officer, Property Custodian Supply Office
	2.4 Receives approved job order or purchase order from the Accounting Office	None	5 minutes	Supply Officer, Property Custodian Supply Office
	2.5 Serves approved job order or purchase order to suppliers	None	1 Hour	Supply Officer Supply Office
	2.6 Receives delivery of supplies, materials,	None	7 days	Supply Officer Supply Office



	equipment from suppliers			
	2.7 Request for inspection and acceptance from the end-users and inspection officer	None	15 minutes	<i>Supply Officer Inspection Officer End-user</i>
3. Receives supplies/ materials/ equipment	3.1 Issues supplies/materials/ equipment to end-users	None	3 days	<i>Supply Officer, Property Custodian Supply Office</i>
	3.2 Prepares disbursement vouchers due to suppliers	None	20 minutes	<i>Supply Officer Supply Office</i>
	3.3 Forwards disbursement vouchers to Accounting Office	None	10 minutes	<i>Property Custodian Supply Office</i>
	Total:	None	10 days, 3 hours and 10 minutes	



OFFICE OF STUDENT DEVELOPMENT AND WELFARE



1. RELEASE OF INTERNALLY FUNDED GRANTS (FINANCIAL INCENTIVE PROGRAM)

This procedure facilitates the release of financial assistance of students for the Financial Incentive Program (Academic Grant, PWD Incentive, USCF Grant, Campus Publication Grant, Athletic Grant)

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		Where to Secure		
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 - Latest Certification of grades with GWA (1 copy)		CSU/Registrar's Office		
Doc. 3 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 4 - Photocopy of School ID (1 copy)		CSU/IMC Office/Registrar's Office		
Doc. 5 – Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook	1. Determines the Financial Incentive Program applied for; gives Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW Coordinator OSDW
2. Fills out the Scholar Data Forms and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness/correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	OSDW Coordinator OSDW



3. Waits until the financial documentary requirements have been processed	3.1. Prepares Payroll and Disbursement Voucher	None	(3 working days after the application period)	OSDW Coordinator OSDW
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	OSDW Coordinator OSDW
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	OSDW Coordinator OSDW
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	1 day	Budget Office Staff BUDGET OFFICE
	3.5. Receives the Obligation Request	None	2 minutes	OSDW Coordinator OSDW
	3.6. Signs the Obligation Request	None	2 minutes	OSDW Coordinator OSDW
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	OSDW Coordinator OSDW
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	OSDW Coordinator OSDW
	Total:	None	4 days, 1 hour and 14 minutes	



2. ISSUANCE OF CERTIFICATION

This procedure covers the request of certification (good moral character, non-enjoyment of scholarship, others)

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		current and graduated students		
Checklist of Requirements		Where to Secure		
Doc. 1 - Request Form for certification (1 copy)		CSU/OSDW		
Doc. 2 - Official Receipt (for certification of good moral character)		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook	1.1. Gives the Request Form for Certification for request for Certification of Good Moral/Other certification	PhP 30.00	3 minutes	<i>OSDW Coordinator</i> OSDW
2. Fills out the Request Form	2.1. Receives the accomplished Request Form	None	2 minutes	<i>OSDW Coordinator</i> OSDW
	2.2. Checks the scholars' database 2.2.1. Checks files on disciplinary cases	None	5 minutes	<i>OSDW Coordinator</i> OSDW
	2.3. Prepares the certification	None	5 minutes	<i>OSDW Coordinator</i> OSDW
	2.4. Signs the Certification	None	2 minutes	<i>OSDW Coordinator</i> OSDW
3. Receives the Certification	3.1. Issues the Certification	None	1 minute	<i>OSDW Coordinator</i> OSDW
	3.2. Files the accomplished request form	None	2 minutes	<i>OSDW Coordinator</i> OSDW
	Total:	PhP 30.00	20 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Clients may accomplish our Feedback Form available in the frontline offices and put in the drop box at the University Information Desk. Clients may also send their feedback through the University website.
How the feedback is processed	<ol style="list-style-type: none"> 1. Feedbacks gathered are channeled to the QMR for action. 2. The QMR forwards all positive feedback to the concerned office/s. these are considered best practices for continuing implementation. Records are kept for reference and shall follow the Records Control Procedure. 3. Negative feedback are verified by and internal audit, forwarded to the office/s concerned through the action plan and status of implementation form following the established procedure for non-conformity resolution corrective and preventive action detailed in the next section.
How to file a complaint	Complaints may be filed immediately through the Officer of the Day at the Information and Help Desk who shall direct the client to the office of the QMR for proper documentation.
How the complaints are processed	Complaints are verified and immediate solution/s shall be offered and executed.
Contact Information of ARTA, PCC, CCB	ATRA: complaints@arta.gov.ph , 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)



List of Offices

Office	Address	Contact Information
Accounting Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0977-100-4006
Admission's Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0927-703-5244
Auxiliary Service Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0965-629-4740
Cashier's Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0917-177-4206
Bids and Award Committee	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0960-535-5011
Guidance and Counseling Center	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0935-354-7477
Human Resource Management Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0935-354-7477
Library Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0935-990-8522
Campus Clinic	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0936-1901-702
Registrar's Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0945-422-1489
Supply Office	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0967-950-7898
Office of Student Development and Welfare	CSU Solana- Lara Campus, Iraga, Solana, Cagayan	0906-915-7077