



CITIZENS' CHARTER

2022 Edition



JANUARY 3, 2022
CENTRAL PHILIPPINES STATE UNIVERSITY
Kabankalan City, Negros Occidental



CITIZEN'S CHARTER

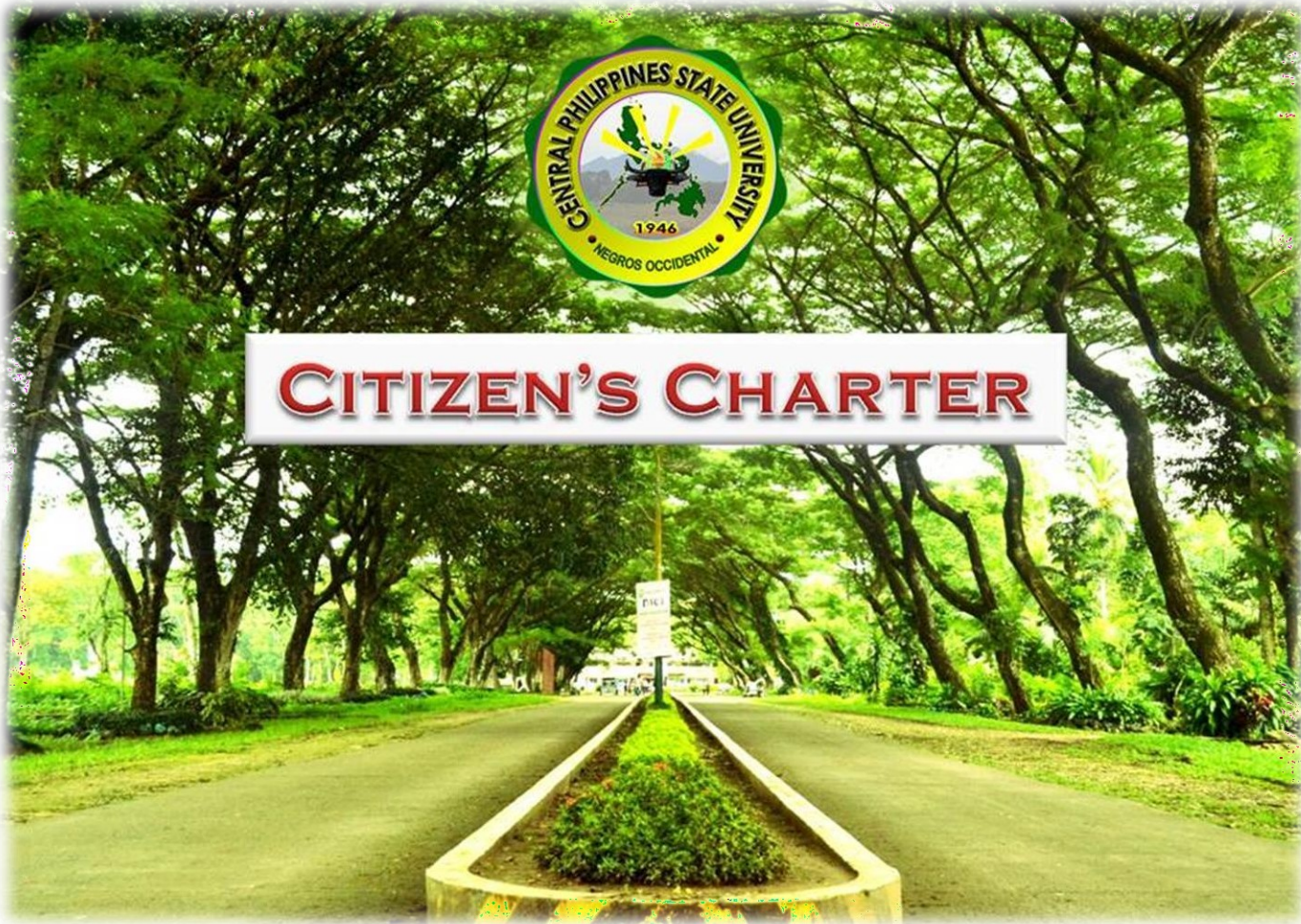


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AGENCY PROFILE



**CPSU as the leading technology-
driven multi-disciplinary University
by 2030.**



CPSU is committed to produce competent graduates who can generate and extend leading technologies in multi-disciplinary areas beneficial to the community.



The University shall primarily provide advanced education, higher technological, professional instruction and training in agriculture/fisheries, animal science, forestry, education, computer studies, engineering, arts and sciences and other relevant fields of study. It shall also promote and undertake research, extension services and provide progressive leadership in its areas of specialization (Sec. 2, RA 10228).

SERVICE PLEDGE

We, the officials and employees of the **Central Philippines State University (CPSU)** pledge and commit to deliver quality public service as promised in this Citizen Charter. Specifically, we will:

- Serve with integrity and honesty
- Be prompt and timely in reporting to work
- Be at the station during working hours
- Wear proper uniform and identification
- Provide adequate and accurate information
- Be polite and courteous to co-workers and clients
- Respond promptly to complaints
- Be fair to all clients
- Be consistent in applying rules
- Provide feedback mechanism
- Practice professionalism
- Demonstrate sensitivity and appropriate behavior
- Ready to be of service even outside duty hours as the need arises.

EXTERNAL SERVICES

Guidance and Counseling Office

Admission of New/ Transferring Students

Entrance Examination is a written test that a new/transferring student shall take to be accepted to Central Philippines State University (CPSU).

| | | | | |
|---|--|------------------------------------|------------------------|-------------------------------------|
| Office or Division: | Guidance and Counseling Office/ Admission Unit | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ol style="list-style-type: none"> 1. Photocopy of Academic Records <ol style="list-style-type: none"> a. High School Card (for High School graduates)/ b. Certificate of Completion (for ALS Completers)/ c. Transcript of Records (for transferees) 2. 1-piece 2x2 ID picture | | School last attended Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present requirements for entrance exam | 1.1 Ask appropriate question/s to the client | 20 minutes | None | Guidance Counselor/ Staff In-Charge |
| 2. Take the entrance exam | 2.1 Check the answer sheet | 5 working days | None | Guidance Counselor/ Staff In-Charge |
| 3. Check result of entrance exam | 3.1 Verify if the client passed the entrance exam or not | 10 minutes | None | Guidance Counselor/ Staff In-Charge |
| TOTAL | | 5 days & 30 minutes | None | |

Entrance Examination of New/Transferee Students

Entrance Examination is a written test that a new/transferee student shall take to be accepted to Central Philippines State University (CPSU).

| | | | | |
|--|--|--------------------------------|------------------------|--|
| Office or Division: | Guidance and Counseling Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Photocopy of Academic Records a. High School Card (for High School graduates)/ b. Certificate of Completion (for ALS Completers)/ c. Transcript of Records (for transferees) | | School last attended | | |
| 2. 1-piece 2x2 ID picture | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present requirements for entrance exam | 1.1 Ask appropriate question/s to the client | 20 minutes | None | Guidance Counselor/ Staff In-Charge |
| 2. Take the entrance exam | 2.1 Check the answer sheet | 5 working days | None | Guidance Counselor/ Staff In-Charge |
| 3. Check result of entrance exam | 3.1 Verify if the client passed the entrance exam or not | 10 minutes | None | Guidance Counselor/ Staff In-Charge |
| TOTAL | | 5 days & 30 minutes | None | |

Pre-enrollment of New/ Transferring Students

This is the process of new/transferring student entry to the University. The client must present her/his requirements and follow the Flow Chard to avail the Enrolment process.

| | | | | |
|---|--|---------------------------------------|------------------------|--|
| Office or Division: | Guidance and Counseling Office/ Admission Unit | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/ Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Original and photocopies of Academic Records a. High School Card (for High School graduates)/ b. Certificate of Completion (for ALS Completers)/ c. Transcript of Records (for transferees) | | School last attended | | |
| 2. Original Certificate of Good Moral Character | | School last attended | | |
| 3. Photocopy of Birth Certificate | | Philippine Statistics Authority (PSA) | | |
| 4. Photocopy of Marriage Contract (for married female only) | | Philippine Statistics Authority (PSA) | | |
| 5. 1-piece 2x2 ID picture | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill up the Personal Information Sheet form | Give the Personal Information Sheet form for the applicant to fill-up. | 1 minute | None | Guidance Counselor/ Staff In-Charge |
| 2. Submit accomplished Personal Information Sheet | Accept and check necessary fields of information. | 1 minute | None | Guidance Counselor/ Staff In-Charge |
| TOTAL | | 2 minutes | None | |

Counseling Services

The process of listening to someone and giving the client advice about his/her problems.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Guidance and Counseling Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Referral slip | | | Class Adviser | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Hand-in the referral slip | 1.1 Usher the student to the counseling room | 1 minute | None | Guidance Counselor/ Staff In-Charge |
| | 1.2 Locates the 201 file of the student | 2 minutes | None | Guidance Counselor/ Staff In-Charge |
| | 1.3 Scan the files for significant information about the student | 2 minutes | None | Guidance Counselor |
| | 1.4 Counsels the student | 30 minutes | None | Guidance Counselor |
| 2. Recognize and overcome his/her concern/s or problem/s | 2.1 Schedule the student for follow-up | 5 minutes | None | Guidance Counselor |
| TOTAL | | 40 minutes | None | |

Security Office

Campus Security Registration of New/Transferee Students

This process, the new/transferee student shall present her/himself to the Security Office for records purposes and security monitoring while the student stays in the Campus.

| | | | | |
|---|---|------------------------|--|--|
| Office or Division: | Security Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Police Clearance (Photocopy) 2. 2-pieces 2x2 ID picture | | | Philippine National Police (PNP) Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Check and verify the requirements submitted and give Information Sheet | 1 minute | None | Chief Security/ Guard-on-Duty/ Staff In-Charge |
| 2. Accomplish the Information Sheet | 2.1 Check the accomplished information sheet and prepare the security clearance | 5 minutes | None | Chief Security/ Guard-on-Duty/ Staff In-Charge |
| 3. Check the information in the security clearance and affix thumb mark and signature | 3.1 Sign the security clearance | 1 minute | None | Chief Security/ Guard-on-Duty/ Staff In-Charge |
| TOTAL | | 7 minutes | None | |

Acquisition of Safe Conduct Pass

This process is intended to account the motor vehicles that enter the Campus.

| | | | | |
|---|---|------------------------|--|--|
| Office or Division: | Security Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2B – Government to Business G2G – Government to Government | | | |
| Who may avail: | Student, Suppliers, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> Valid Driver's License Vehicle's type and plate number Business permit (for those who deliver commodities to the School Canteen and other stores inside the Campus) | | | Land Transportation Office Client Municipal/City Business Permits Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Check and verifies the requirements submitted | 2 minutes | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| | 1.2 Give Application for Safe Conduct Pass and issue billing for payment | 1 minute | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| 2. Pay the required fees | 2.1 Receive payment and issue Official Receipt | 2 minutes | ₱50.00 | Cashier/ Staff In-Charge |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |

| | | | | |
|--|-----------------------------|------------------|---------------|--|
| 3. Submit the accomplished application form and the official receipt as proof of payment | 3.1 Approve the application | 1 minute | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| 4. Receive the client's copy of the approved application and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 6 minutes | P50.00 | |

Acquisition of Campus Sticker

This process is intended to account the motor vehicles that enter the Campus.

| | | | | |
|---|---|------------------------|----------------------------------|--|
| Office or Division: | Security Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2B – Government to Business | | | |
| Who may avail: | Student, Suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Driver's License | | | Land Transportation Office (LTO) | |
| 2. Vehicle's Official Receipt and Certificate of Registration (OR/CR) | | | Land Transportation Office (LTO) | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Check and verifies the requirements submitted | 2 minutes | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| | 1.2 Issue billing for payment | 1 minute | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| 2. Pay the required fees | 2.1 Receive payment and issue Official Receipt | 2 minutes | ₱25.00/vehicle | Cashier/ Staff In-Charge |
| 3. Submit the official receipt as proof of payment | 3.1 Give Campus Sticker | 1 minute | None | Chief Security/ Guard On-Duty/ Staff In-Charge |
| 4. Receive sticker and log-in to the logbook | | 1 minute | None | Client |

| | | | |
|--------------|------------------|-----------------------|--|
| TOTAL | 7 minutes | P25.00/vehicle | |
|--------------|------------------|-----------------------|--|

Medical – Dental Health Unit (MDHU)

Medical-Dental Health Registration of New/Transferee Students

This process, the client shall present her/himself to the Medical-Dental Health Unit (MDHU) for relative data banking and for health monitoring if needed.

| | | | | |
|--|---|------------------------|---|----------------------------------|
| Office or Division: | Medical – Dental Health Unit (MDHU) | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Photocopy of Medical Certificate 2. Photocopy of Laboratory examination results (X-ray, CBC, urinalysis) 3. Brown envelope 4. 1-piece 2x2 ID picture | | | Government Health Units or Private Clinics Licensed medical laboratories Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Check and verify the requirements and give Physical Examination form | 2 minutes | None | School Nurse/ Staff In-Charge |
| 2. Accomplish the form | 2.1 Check the necessary fields of information | 1 minute | None | School Nurse/ Staff In-Charge |
| 3. Proceed to the examination room | 3.1 Check vital signs (blood pressure, heart rate, respiratory rate) & performs physical assessment | 15 minutes | None | School Nurse |
| 4. Affix signature to the form | 3.1 Sign the pre-enrolment form of the client | 1 minute | None | School Nurse |

| | | | |
|--------------|-------------------|-------------|--|
| TOTAL | 19 minutes | None | |
|--------------|-------------------|-------------|--|

Medical/Dental Consultations

A **dental consultation** is a non-invasive visit with the school dentist where the client can discuss their issues, concerns, and treatment options. On the other hand, a **medical consultation by definition** is “a procedure whereby, a **healthcare** provider reviews a patient's **medical** history, examines the patient, and makes recommendations as to care and treatment.”

| | | | | |
|---|--|------------------------|------------------------|----------------------------------|
| Office or Division: | Medical – Dental Health Unit | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid School ID | | Client | | |
| 2. Valid government issued ID (for non-student clients) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Secure and accomplish Medical-Dental form | 1.1 Check the Medical-Dental form and ask the onset of illness/disease or signs and symptoms | 2 minutes | None | School Nurse/ Staff In-Charge |
| | 1.2 Checks vital signs (blood pressure, body temperature, heart rate, respiratory rate) | 2 minutes | None | Staff In-Charge |
| | 1.3 Refers patient to the school physician or dentist or nurse | 1 minute | None | School Nurse/ Staff In-Charge |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |

| | | | | |
|-------------------------------------|---|-------------------|-------------|--|
| 2. Proceed to the consultation room | 2.1 Consult patient's major complaint/s and prescribes appropriate medications | 5 minutes | None | |
| | 2.2 Instruct patient of the medication dosage, timing and administration of the prescribed medication and give health instructions/directions | 3 minutes | None | School Physician/ School Dentist/ School Nurse |
| | 2.3 In case the patient needs further medical management, give referral | 1 minute | None | School Physician/ School Dentist/ School Nurse |
| 3. Give the doctor's/nurse' order/s | 3.1 Receive the doctor's/nurse' order/s and give available free medicine | 1 minute | None | Client |
| | 3.2 Advise the patient to return to the clinic after 3 days for proper re-evaluation | 5 minutes | None | School Nurse/ Staff In-Charge |
| TOTAL | | 20 minutes | None | |

Office of the College Dean

**(College of Teacher Education, College of Arts and Sciences,
College of Computer Studies, College of Agriculture and
Forestry, College of Business and Management, College of
Criminal Justice Education, College of Engineering)**

Screening of New/Transferee Students

This process will examine closely the qualification of the student on her/his intent to study in Central Philippines State University (CPSU).

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Office of the College Dean | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Old/New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Photocopy of Academic Records a. High School Card (for High School graduates)/ b. Certificate of Completion (for ALS Completers)/ c. Transcript of Records (for transferees) 2. Photocopy of Certificate of Good Moral Character 3. Photocopy of Birth Certificate 4. Photocopy of Marriage Contract (for married female only) 5. College Entrance Exam results 6. Pre-enrollment form 7. 1-piece 2x2 ID picture | | School last attended School last attended Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) CPSU Guidance and Counseling Office CPSU Guidance and Counseling Office Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirement/s | 1.1 Check and evaluates the submitted requirement/s | 3 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| 2. Subject for interview | 2.1 Conduct personal interview | 5 minutes | None | College Dean/ Program Head/ |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|--|--|------------------------|------------------------|---|
| 3. Receive Enrolment Form, Subject Offerings and Prospectus of the chosen course | 3.1 Give Enrolment Form, Subject Offerings and Prospectus of the chosen course | 1 minute | None | College Dean/ Program Head/ Staff In-Charge |
| 4. Fill-up and submit back the enrolment form | 4.1 Verify subject loading for the semester and signs the Registration form | 3 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| TOTAL | | 12 minutes | None | |

Screening of Old/Returning (Drop-out) Students

This process will examine closely the qualification of the old/returning (drop-out) student on her/his intent to continue/back to school in Central Philippines State University (CPSU).

| | | | | |
|--|--|----------------------------|------------------------|---|
| Office or Division: | Office of the College Dean | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Old/New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Old/Returning (Drop-outs) Students | | Office of the College Dean | | |
| 1. Pre-enrollment form | | | | |
| For Returning (Drop-outs) Students | | Registrar's Office | | |
| 1. Clearance form | | | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirement/s | 1.1 Check and evaluates the submitted requirement/s | 5 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| 2. Receive Enrolment Form, Subject Offerings and Prospectus of the chosen course | 2.1 Give Enrolment Form, Subject Offerings and Prospectus of the chosen course | 1 minute | None | College Dean/ Program Head/ Staff In-Charge |
| 3. Fill-up and submit back the enrolment form | 3.1 Verify subject loading for the semester and signs the Registration form | 3 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| TOTAL | | 9 minutes | None | |

Evaluation of Student's School Records

This process, the client request for thorough evaluation of his/her subjects taken and other academic records.

| | | | | |
|--|--|----------------------------|------------------------|---|
| Office or Division: | Office of the College Dean | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Program or course prospectus | | Office of the College Dean | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit program or course prospectus | 1.1 Evaluate student's records | 25 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| | 1.2 If the student have deficient grades, ask the students to submit completion form and post the grades | 4 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| 2. | | 1 minute | None | Client |
| TOTAL | | 30 minutes | None | |

Graduate School Office

Enrolment of New Graduate School Students

This process is putting the client or someone else onto to the Official List of Enrolled students in the Graduate School of Central Philippines State University (CPSU).

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Graduate School Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ol style="list-style-type: none"> 1. Honorable Dismissal (HD) 2. Transcript of Records (TOR) 3. Original authenticated copy of Birth Certificate 4. Original authenticated copy of Marriage Contract (for female married client only) 5. 2-pieces 2x2 ID pictures 6. Enrolment form | | <p>School last attended</p> <p>School last attended</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Client</p> <p>Graduate School Office</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Receive and evaluates the submitted requirements | 2 minutes | None | Dean/ Program Head/ Staff In-Charge |
| | 1.2 Give application form | 1 minute | None | Dean/ Program Head/ Staff In-Charge |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |

| | | | | |
|--|---|-------------------|--|---|
| 2. Fill-up the application form | 2.1 Receive and check the application for necessary entries | 2 minutes | None | Dean/ Program Head/ Staff In-Charge |
| | 2.2 Give enrolment form and program or course prospectus | 1 minute | None | Dean/ Program Head/ Staff In-Charge |
| 3. Fill-up the enrolment form | 3.1 Check the necessary entries and subject/s chosen | 2 minutes | None | Dean/ Program Head/ Staff In-Charge |
| | 3.2 Encode to the enrolment system | 2 minutes | None | Registrar/ Staff In-Charge |
| | 3.3 Print the student's copy, assessment of accounts and Dean's copy | 1 minute | None | Registrar/ Staff In-Charge |
| 4. Receive the printed copies and pay the accounts | 4.1 Receive the assessment of accounts and the payment and issue Official Receipt | 2 minutes | Depend on the assessment of the enrolled subjects | Cashier/ Staff In-Charge |
| 5. Submit the Dean's copy and Official Receipt | 5.1 Receive the Dean's copy of the enrolment form and issue class cards | 1 minute | None | Dean/ Program Head/ Staff In-Charge |
| TOTAL | | 14 minutes | Depend on the assessment of the enrolled subjects | |

Enrolment of Old Graduate School Students

This process is putting the client or someone else onto to the Official List of Enrolled students in the Graduate School of Central Philippines State University (CPSU).

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Graduate School Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Enrolment form | | | Graduate School Office | |
| 2. Assessment of Accounts (if have old accounts) | | | Accounting Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present him/herself for enrolment | 1.1 Give enrolment form | 1 minute | None | Dean/ Program Head/ Staff In-Charge |
| 2. Fill-up the enrolment form and | 2.1 Check the necessary entries and subject/s chosen | 2 minutes | None | Dean/ Program Head/ Staff In-Charge |
| | 2.2 Encode to the enrolment system | 2 minutes | None | Registrar/ Staff In-Charge |
| | 2.3 Print the student's copy, assessment of accounts and Dean's copy | 1 minute | None | Registrar/ Staff In-Charge |

| | | | | |
|--|---|------------------------|--|---|
| 3. Receive the printed copies and pay the accounts | 4.1 Receive the assessment of accounts and the payment and issue Official Receipt | 2 minutes | Depend on the assessment of the enrolled subjects | Cashier/ Staff In-Charge |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 4. Submit the Dean's copy | 5.1 Receive and file the Dean's copy of the enrolment form | 1 minute | None | Dean/ Program Head/ Staff In-Charge |
| TOTAL | | 9 minutes | Depend on the assessment of the enrolled subjects | |

Evaluation of Graduate School Student's Academic Records

This process, the client request for thorough evaluation of his/her subjects taken and other academic records.

| | | | | |
|---|--|----------------------------|------------------------|---|
| Office or Division: | Office of the College Dean | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. Program or course prospectus | | Office of the College Dean | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 3. Submit program or course prospectus | 1.1 Evaluate student's records | 25 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| | 1.2 If the student have deficient grades, ask the students to submit completion form and post the grades | 4 minutes | None | College Dean/ Program Head/ Staff In-Charge |
| 4. Receive the evaluated copy of prospectus | | 1 minute | None | Client |
| TOTAL | | 30 minutes | None | |

University Library

Library Registration of New/Transferee/Returning (Drop-out) Students

This process will register the client to the Library System in Central Philippines State University (CPSU).

| | | | | |
|--|---|--------------------------------------|------------------------|-------------------------------|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Enrolment Form 2. 2-pieces 1x1 ID picture | | Office of the College Dean Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirement/s | 1.1 Receive the submitted requirements and give Library Card application form | 2 minutes | None | Librarian/ Staff In-Charge |
| 2. Fill-up the form, affix signature and paste the picture | 2.1 Receive and check the information stated | 1 minute | None | Librarian/ Staff In-Charge |
| TOTAL | | 3 minutes | None | |

Library Referral Service

This process is a type of reference transaction in which clients with an information need are directed to an expert or agency outside CPSU Library wherefrom the information may be obtained.

| | | | | |
|---|--|------------------------|------------------------|-------------------------------|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Clients, Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card | | | University Library | |
| 2. Valid government issued ID (for non-student clients) | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Client will ask permission to the librarian to access information of other library | 1.1 Give Library Referral form | 3 minutes | None | Librarian/ Staff In-Charge |
| 2. Fill-up the referral form | 2.1 Approve the forms | 2 minutes | None | Librarian |
| 3. Log in to the library referral monitoring log sheet | 3.1 Check the information filled in then issue the signed library referral letter (2 copies) | 2 minutes | None | Librarian/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|--|------------------------|------------------|-----------------|-------------------------------|
| 4. After the transaction was completed, 1 copy of library referral letter must be returned back to the CPSU Library with signature of the referred expert or librarian | 5.1 Receive the letter | 1 minute | None | Librarian/ Staff In-Charge |
| TOTAL | | 9 minutes | None | |

Returning of Books

In this process, the clients return back the borrowed books to the CPSU Library.

| | | | | |
|--|---|------------------------|------------------------------|-------------------------------------|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card 2. Valid government issued ID (for non-student clients) | | | University Library Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Return the books | 1.1 Log in to the library system and scan the barcode of the book | 2 minutes | None | Librarian/ Circulation In-Charge |
| | 1.2 Write date returned on the borrower's card and date due slip signed by the borrower | 2 minutes | None | Librarian/ Circulation In-Charge |
| 2. If overdue, receive the overdue slip | 2.1 Issue overdue slip for payment | 1 minute | None | Librarian/ Circulation In-Charge |
| 3. Pay fines | 3.1 Receive the payment and issue Official Receipt | 2 minutes | ₱5.00/day | Cashier/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|---|------------------------|------------------------|-------------------------------------|
| 4. Submit the Official Receipt as proof of payment of fines | 4.1 Log in to the library system and clear the accountabilities of the borrower | 2 minutes | None | Librarian/ Circulation In-Charge |
| 5. Receive the Library Card | 4.1 Return the Library Card to the borrower | 1 minute | None | Librarian/ Circulation In-Charge |
| TOTAL | | 10 minutes | P5.00/day | |

Borrowing of Learning Resources

In this process, the clients borrow learning resources from the CPSU Library.

| | | | | |
|---|--|------------------------|------------------------------|-------------------------------------|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card 2. Valid government issued ID (for non-student clients) | | | University Library Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present valid Library Card or ID and request a title of the book to borrow and fill in the borrower's card | 1.1 Input the transaction to the Library System | 2 minutes | None | Librarian/ Circulation In-Charge |
| 2. Affix signature | 2.1 Print 2 copies of receipt (for borrower and library) | 1 minute | None | Librarian/ Circulation In-Charge |
| 3. Receive the learning resources | 4.1 Write down the due date to the Date Due Slip and file the Library Card of the client | 1 minute | | Librarian/ Circulation In-Charge |
| TOTAL | | 10 minutes | None | |

Library Card Application

In this process, the clients apply for an official Library Card.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Student's copy of enrolment form 2. 2-pieces 1x1 ID picture | | | Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present student's enrolment copy and ID picture | 1.1 Provide library card application form | 2 minutes | None | Librarian/ Control Section In-Charge |
| 2. Fill in and sign the library card application form, and paste the ID picture | 2.1 Check the form if necessary fields are fully filled in | 2 minute | None | Librarian/ Control Section In-Charge |
| | 2.1 Post students' names to the bulletin board upon arrival of their Library cards | 1 minute | None | Librarian/ Control Section In-Charge |
| 3. Receive the library card | 3.1 Issue the library card to the concerned student | 1 minute | None | Librarian/ Control Section In-Charge |
| 4. Log in to the log sheet for Library Cards | | 1 minute | None | Client |

| | | | |
|--------------|------------------|-------------|--|
| TOTAL | 7 minutes | None | |
|--------------|------------------|-------------|--|

Library Gate Monitoring

In this process, the clients log in upon arrival to the Library entrance door.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card 2. Valid government issued ID (for non-student clients) | | | Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present valid library card and log in to the library log sheet according to their department | 1.1 Check the validity of the library card | 1 minute | None | Librarian/ Control Section In-Charge |
| 2. Avail services offered | 2.1 Assist clients to their library needs | 2 minutes | None | Librarian/ Staff In-Charge |
| 3. Leave the library | 3.1 Inspect the bags/belongings of the client and secure all borrowed references from the library were recorded to the library system | 2 minutes | None | Librarian/ Control Section In-Charge |
| 4. Write time out to the library users' log sheet | | 1 minute | None | Client |
| TOTAL | | 6 minutes | None | |

Online Public Access Catalog

In this process, the clients use online public access catalog to look for other learning materials. The online catalog is easy to browse, with clear images and product information.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card 2. Valid government issued ID (for non-student clients) | | | Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Request assistance | 1.1 Assist the client to their library needs | 1 minute | None | Librarian/ Control Section In-Charge |
| 2. Search reference/s to the OPAC he/she wanted to borrow | 2.1 Give call slip to the client | 2 minutes | None | Librarian/ Staff In-Charge |
| 3. Write the call number of the reference/s to the call slip and present it to the Staff In-Charge | 3.1 Verify and search the reference/s and present it to the client | 2 minutes | None | Librarian/ Control Section In-Charge |
| 4. Receive the relevant reference/s | | 1 minute | None | Client |
| TOTAL | | 6 minutes | None | |

Library Internet Services

In this process, the clients use internet services available in the Library to search for other learning materials.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | University Library | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid Library Card 2. Valid government issued ID (for non-student clients) | | | Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Request assistance | 1.1 Assist the client to their library needs | 1 minute | None | Librarian/ Internet Section In-Charge |
| 2. Log in to the internet service log sheet with the time starts used | 2.1 Assign PC to the client with allotted time of an hour per use | 1 minute | None | Librarian/ Internet Section In-Charge |
| 3. Write time log out to the internet service log sheet | | 1 minute | None | Client |
| TOTAL | | 3 minutes | None | |

Office of Students' Services and Affairs (OSSA)

Enrolment Registration of New/Transferee/Returning (Drop-out) Students

This process will register the client to the Office of the Students Services and Affairs (OSSA) of Central Philippines State University (CPSU).

| | | | | |
|---|--|----------------------------|------------------------|---------------------------|
| Office or Division: | Office of the Student Services and Affairs (OSSA) | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | New/Transferee/Returning (Drop-out) Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Enrolment Form | | Office of the College Dean | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit copy of accomplished enrolment form as proof of enrolment | 1.1 Receive and check the submitted requirement and give application form for ID | 1 minute | None | Staff In-Charge |
| 2. Fill-up the form | 2.1 Receive the accomplished form and takes photo and signature of the client | 5 minutes | None | Staff In-Charge |
| 3. Receive copy of Student's Handbook | 3.1 Issue a cop of Student's Handbook | 1 minute | None | Staff In-Charge |
| 4. Sign-up to Pledge form | 4.1 Give the Pledge Form for signature | 2 minutes | None | Staff In-Charge |
| 5. Receive the claim slip for school ID | 5.1 Provide claim slip for school ID | 1 minute | None | Staff In-Charge |
| TOTAL | | 10 minutes | None | |

Request for Good Moral Certificate

In this process, the client request for Good Moral Certificate.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Office of Student Services and Affairs | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students, Clients | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid school ID | | | Client | |
| 2. Valid government-issued ID (for non-student clients) | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Give official receipt and valid ID | 1.1 Receive and verify the submitted requirements. | 1 minute | None | Staff In-Charge |
| | 1.2 Encode the certificate. | 1 minute | None | Staff In-Charge |
| | 1.3 Sign the certificate | 1 minute | None | OSSA Dean/ Authorized Representative |
| 2. Receive the certificate and log in to the log sheet of released documents | 2.1 Give signed certificate | 2 minutes | None | Staff In-Charge |
| TOTAL | | 5 minutes | None | |

Access to Other Students' Services

In this process, the client request to the Office of the Student Services and Affairs to address their issues either personal or others.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Office of Student Services and Affairs | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid school ID | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present him/herself to raise his/her issues and concerns | 1.1 Guide the client to log his/her concern/s in the logbook. | 1 minute | None | Staff In-Charge |
| | 1.2 Escort the client to the OSSA Dean. | 1 minute | None | Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|---|---|-----------------|--------------------|
| 2. Communicates his/her issues and concerns to the Dean | 2.1 Accommodate and address the client's concerns and needs: <ul style="list-style-type: none"> - Endorse pertinent requirements to the Office of the SUC President; - Talks personally or makes formal letter addressed to the concerned school official of necessary; - Gets the attention of the client's parents/guardians if necessary; and/or - Conducts case conference with client's teacher counselors and advisers, if necessary. | Depends on the concern/s or needs of the client. | None | OSSA Dean |
| TOTAL | | Depends on the concern/s or needs of the client. | None | |

Registrar's Office

Enrolment of Old/New/Transferee/Returning (Drop-out) Students

This process is the act of putting old/new/transferee/returning (drop-out) students or someone else onto the official list of enrolled students of Central Philippines State University (CPSU).

| | |
|--|--|
| Office or Division: | Registrar's Office |
| Classification: | Simple |
| Types of Transaction: | G2C – Government to Citizen |
| Who may avail: | Old/New/Transferee/Returning (Drop-out) Students |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| For New/Transferee Students | |
| <ol style="list-style-type: none"> 1. Original copy of Academic Records <ol style="list-style-type: none"> a. High School Card (for High School graduates)/ b. Certificate of Completion (for ALS Completers)/ c. Transcript of Records and Honorable Dismissal (for transferees) 2. Original Certificate of Good Moral Character 3. Original copy of PSA Authenticated Birth Certificate 4. Original copy of PSA Authenticated Marriage Contract (for married female only) 5. College entrance exam results 6. Enrolment Form | <p>School last attended</p> <p>School last attended</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>CPSU Guidance and Counseling Office</p> <p>Office of the College Dean</p> |
| For Old Students | |
| <ol style="list-style-type: none"> 1. Pre-enrolment form 2. Enrolment form 3. Completion form for Deficient Grades | <p>Office of the College Dean</p> <p>Office of the College Dean</p> <p>Registrar's Office</p> |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| For Returning (Drop-out) Students | | | | |
|--|--|--|------------------------|-------------------------------|
| 1. Enrolment form 2. Clearance form | | Office of the College Dean Registrar's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Receive and evaluate the submitted requirements | 2 minutes | None | Registrar/ Staff In-Charge |
| | 1.2 Encode the student to the enrolment system | 5 minutes | None | Registrar/ Staff In-Charge |
| 2. Receive the student's and Dean's copies of enrolment form and class cards | | 1 minute | None | Client |
| 3. Submit approved Dean's copy of enrolment form to the Office of the College Dean | 4.1 Receive the approved Dean's copy of enrolment form | 1 minute | None | Client |
| 4. Submit approved Assessment of Accounts to the Accounting Office | 5.1 Receive the Assessment of Accounts | 1 minute | None | Client |
| TOTAL | | 10 minutes | None | |

Request for Report Cards and Certifications

This process, the client or someone else request for Report Cards and Certifications like no objections, medium of language, units earned, general weighted average, academic honors, enrolment, authentication of photocopied school credentials and the others as requested by the client as per needed.

| | | | | |
|--|--|---|---|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request form | | Registrar's Office | | |
| 2. Clearance form (if needed) | | Registrar's Office | | |
| 3. 2 Government-issued valid IDs | | Client | | |
| For Authorized Representative | | | | |
| 4. Authorization letter | | Client | | |
| 5. 2 Government-issued valid IDs | | Authorized Representative of the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill-out request form and if needed, present approved clearance | 1.1 Check the necessary entries | 2 minutes | None | Registrar/ Staff In-Charge |
| 2. Pay the request/s | 2.1 Receive payment and issue official receipt | 2 minutes | College – ₱15.00/set Graduate School – ₱50.00/set | Cashier/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|--|------------------------|--|---|
| 3. Submit request form and requirements | 3.1 Receive the submitted requirements | 1 minute | None | Registrar/ Staff In-Charge |
| | 3.2 Check student's e-permanent record | 3 minutes | None | Staff In-Charge |
| | 3.3 Encode the request/s | 5 minutes | None | Staff In-Charge |
| | 3.4 Approve the request/s | 1 minute | None | Registrar/ Registrar's Authorized Representative |
| 4. Receive the requested document/s and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 15 minutes | College – P15.00/set Graduate School – P50.00/set | |

Request for CAV (Certification, Authentication and Verification) of School Records

This process, the client or someone else request for Certification, Authentication and Verification (CAV) of his/her school records (e.g. transcript of records, diploma, certifications).

| | | | | |
|--|-------------------------------------|---|------------------------|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request form | | Registrar's Office | | |
| 2. Clearance form (if needed) | | Registrar's Office | | |
| 3. Photocopy of School Records for CAV | | Client | | |
| 4. 2 Government-issued valid IDs | | Client | | |
| For Authorized Representative | | | | |
| 5. Authorization letter | | Client | | |
| 6. 2 Government-issued valid IDs | | Authorized Representative of the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill-out request form and if needed, present approved clearance | 1.1 Check the necessary entries | 2 minutes | None | Registrar/ Staff In-Charge |

| | | | | |
|---|--|------------------------|---|---|
| 2. Pay the request/s | 2.1 Receive payment and issue official receipt | 2 minutes | CAV – P40.00/set College – P15.00/set Graduate School – P50.00/set | Cashier/ Staff In-Charge |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 3. Submit request form and requirements | 3.1 Receive the submitted requirements | 1 minute | None | Registrar/ Staff In-Charge |
| | 3.2 Check the authenticity of the submitted school records for CAV | 3 minutes | None | Staff In-Charge |
| | 3.3 Encode the request/s | 3 minutes | None | Staff In-Charge |
| | 3.4 Approve the request/s | 1 minute | None | Registrar/ Registrar's Authorized Representative |
| 4. Receive the requested document/s and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 13 minutes | CAV – P40.00/set College – P15.00/set Graduate School – P50.00/set | |

Request for Transcript of Records, Honorable Dismissal

This process, the client or someone else request for Certification, Authentication and Verification (CAV) of his/her school records (e.g. transcript of records, diploma, certifications).

| | | | | |
|---|-------------------------------------|---|------------------------|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request form | | Registrar's Office | | |
| 2. Clearance form (if needed) | | Registrar's Office | | |
| 3. 1-piece Passport-size ID picture with nametag and white background | | Client | | |
| 4. 2 Government-issued valid IDs | | Client | | |
| For Authorized Representative | | | | |
| 5. Authorization letter | | Client | | |
| 6. 2 Government-issued valid IDs | | Authorized Representative of the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill-out request form and if needed, present approved clearance | 1.1 Check the necessary entries | 2 minutes | None | Registrar/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|--|--|---|---|
| 2. Pay the request/s | 2.1 Receive payment and issue official receipt | 2 minutes | College – TOR P50.00/page College – HD P15.00/set Graduate School – TOR P100.00/page Graduate School – HD P50.00/set | Cashier/ Staff In-Charge |
| 3. Submit request form and requirements | 3.1 Receive the submitted requirements | 1 minute | None | Registrar/ Staff In-Charge |
| | 3.2 Check the permanent record of the client | 3 mintues | None | Staff In-Charge |
| | 3.3 Encode the request/s | If peak season: 5 working days If non-peak season: 3 working days | None | Staff In-Charge |
| | 3.4 Approve the request/s | 1 minute | None | Registrar/ Registrar's Authorized Representative |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|----------------|--|---|--------------------|
| 4. Receive the requested document/s and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | If peak season: 5 days & 10 minutes If non-peak season: 3 days & 10 minutes | College – TOR P50.00/page College – HD P15.00/set Graduate School – TOR P100.00/page Graduate School – HD P50.00/set | |

Reconstruction of Diploma

This process, the client or someone else request for reconstruction (re-printing) of diploma.

| | | | | |
|--|--|---|------------------------|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request form | | Registrar's Office | | |
| 2. Original Diploma (for correction) | | Client | | |
| 3. Notarized Affidavit of Loss (if lost) | | Client | | |
| 4. 2 Government-issued valid IDs | | Client | | |
| For Authorized Representative | | | | |
| 5. Authorization letter | | Client | | |
| 6. 2 Government-issued valid IDs | | Authorized Representative of the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill-out request form and if needed, present approved clearance | 1.1 Check the necessary entries | 2 minutes | None | Registrar/ Staff In-Charge |
| 2. Pay the request/s | 2.1 Receive payment and issue official receipt | 2 minutes | ₱300.00/page | Cashier/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|---|---|------------------------|--------------------------------------|
| 3. Submit request form and requirements | 3.1 Receive the submitted requirements | 1 minute | None | Registrar/ Staff In-Charge |
| | 3.2 Encodes diploma | 3 minutes | None | Staff In-Charge |
| | 3.4 Submit reconstructed diploma for approval of the Registrar, Vice President for Academic Affairs and SUC President | 5 minutes (depending on the availability of the signatories) | None | Registrar, VPAA, SUC President |
| 4. Receive the requested document/s and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 14 minutes | P300.00/page | |

Confirmation of Graduates

This process, the client is confirmed for graduation.

| | | | | |
|--|--|---|--|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Application for Graduation 2. Clearance for Graduation 3. Logbook and/or Theses Books (hardbound) 4. Valid School ID | | | Registrar's Office Registrar's Office Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Fill-out the application and clearance forms for graduation | 1.1 Check the necessary entries | 5 minutes | None | Registrar/ Staff In-Charge |
| 2. Process the application and clearance forms for graduation | | 1 hour (depending on the speed of the client to process his/her requirements for graduation) | None | Client |
| 3. Submit approved application and clearance for graduation | 3.1 Receive and release student's copy of application and clearance forms for graduation | 1 minute | None | Registrar/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---|----------------|-------------------------------|-----------------|--------------------|
| 4. Receive the student's copy and log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 1 hour & 6 minutes | None | |

Accreditation of Subjects

This process, the client's subjects taken from his/her last school last attended was credited for his/her course in Central Philippines State University (CPSU).

| | | | | |
|---|---|------------------------|--|-------------------------------|
| Office or Division: | Registrar's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Client or Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Transcript of Records (TOR) 2. Program or course prospectus | | | School last attended Office of the College Dean | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit transcript of records | 1.1 Receive the TOR and prospectus | 1 minute | None | Registrar/ Staff In-Charge |
| | 1.2 Counter check and assess the subjects | 30 minutes | None | Registrar |
| 2. Receive the evaluated prospectus | 3.1 Release the evaluated prospectus | 1 minute | None | Registrar/ Staff In-Charge |
| 3. Log-in to the logbook | | 1 minute | None | Client |
| TOTAL | | 33 minutes | None | |

Cashier's Office

Payment of School Fees, Services, Income-Generating Projects and Others

In this process, the clients pay for school fees, services requested, for buying products from school income-generating projects and other transactions.

| | | | | |
|---|---|------------------------|------------------------|-----------------------------|
| Office or Division: | Cashier's Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees, Clients | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Statement of accounts / billing | | | Client | |
| 2. Valid school ID (for students) | | | Client | |
| 3. Valid government issued ID (for non-student clients) | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present the statement of accounts/billing. | 1.1 Check the statement of accounts/billing and provide the client the exact amount to be paid. | 1 minute | None | Cashier/ Staff In-Charge |
| 2. Pay the amount and receive the official receipt and/or change (if there is). | 2.1 Receive the money and issue official receipt | 1 minute | None | Cashier/ Staff In-Charge |
| TOTAL | | 2 minutes | None | |

Accounting Office

Assessment of Student's Accounts

This process is the determination of financial accountabilities of the client.

| | | | | |
|--|---|------------------------|------------------------|-----------------------------|
| Office or Division: | Accounting Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Students, Employees, Clients | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid school ID (for students) | | | Client | |
| 2. Valid government issued ID (for non-student clients) | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present valid ID | 1.1 Check the client's ledger of accounts online. | 1 minute | None | Assessment/Staff In-Charge |
| 2. Pay the amount indicated in the billing and receive the official receipt and/or change (if there is). | 2.1 Receive the money and issue official receipt | 1 minute | None | Cashier/ Staff In-Charge |
| 3. Give the receipt to the Assessment window | 3.1 Update ledger of accounts online | 1 minute | None | Assessment/Staff In-Charge |
| TOTAL | | 3 minutes | None | |

Scholarship Office

Public/Private Scholarship Programs

This process is the student applies for any available scholarship grant.

| | | | | |
|---|---|------------------------|--|---|
| Office or Division: | Scholarship Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid school ID 2. Scholarship Endorsement 3. Certificate of Scholarship Grant | | | Client Other Agency (source of grant) Scholarship Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Receive and verify the requirements submitted. | 3 minute | None | Scholarship Coordinator/ Staff In-Charge |
| | 1.2 Reproduce the submitted documents and furnish the Assessment Office a copy of the documents | 2 minute | None | Scholarship Coordinator/ Staff In-Charge |
| TOTAL | | 5 minutes | None | |

Application and Renewal of University Scholarship

In this process, the grantee renews his/her University Scholarship.

| | | | | |
|--|--|------------------------------|------------------------|---|
| Office or Division: | Scholarship Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid school ID 2. Report Cards (last 2 semesters) 3. Registration form | | Client Registrar's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit requirements | 1.1 Receive and verify the requirements submitted. | 3 minute | None | Scholarship Coordinator/ Staff In-Charge |
| 2. Fill-up the application form. | 2.1 Check the accomplish application form and approve. | 2 minutes | None | Scholarship Coordinator/ Staff In-Charge |
| TOTAL | | 5 minutes | None | |

Environmental Management Services Office

Permit for Cutting of Trees

The purpose of the procedure is to ensure the proper utilization and regulate the cuttings of matured and deregulated forest tree species, with respect to the implementation of cutting of trees as stipulated in section 77 of PD 705 as amended, the Revised Forestry Code of the Philippines.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Environmental Management Services | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2E – Government to Employees | | | |
| Who may avail: | Employees, Citizens | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form | | EMS | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Secure and filling of request form for cutting of trees | 1.1 Give instructions to the requesting person to follow the protocol or the flow of approving the request. | 30 minutes | None | EMS Director/ Staff In-Charge |
| 2. Submit the filled-up request form | 2.1 Verify and review the entries in the request form. | 30 minutes | None | EMS Director |
| | 2.2 Conduct site inspection and inventory | 1 working day | None | Forest Guards |
| 3. Process the request for approval | 3.1 Conform the result of inspection and inventory | 1 hour | None | EMS Director Chief Security Officer VPAF SUC President |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|---------------------------------|---|---|------------------------|--|
| 4. Submit approved request form | 4.1 Schedule the cutting of tree/s. | 5 minutes | None | EMS Director/ Staff In-Charge |
| | 4.2 Cutting operation | Within 7 working days from the date of approval depending on the number of trees to be cut. | None | Staff In-Charge/ Forest Guard accompanied by a Security Guard |
| | 4.3 Conduct monitoring and evaluation of the operation done | 1 working day | None | EMS Director/ Forest Guard |
| TOTAL | | Approximately 10 working days | None | |

Instructional Materials' Production and Development Center (IMPDC)

Reservation, Borrowing and Returning of Instructional Materials

In this process, the client borrows teaching materials and equipment to be used for instruction purposes. Reservation for manual/s is made at least two (2) days before the actual use.

| | | | | |
|--|---|------------------------|------------------------|---------------------------------|
| Office or Division: | Instructional Media Production and Development Center (IMPDC) | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2E – Government to Employee | | | |
| Who may avail: | Citizen, Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Reservation form | | IMPDC | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit reservation form in 2 copies duly noted by the Instructor/ Department Head/ Dean | 1.1 Check entries written in the reservation form | 2 minutes | None | IMPDC Director/ Staff In-Charge |
| | 1.2 Log the reserve IMs and schedule in the borrower's log sheet form and give back the reservation form duplicate copy | 1 minute | None | IMPDC Director/ Staff In-Charge |
| 2. On the schedule date, the client presents the annotated reservation form | 2.1 Receive the form and set date/time of return, as agreed by the client and IMPDC personnel | 2 minutes | None | IMPDC Director/ Staff In-Charge |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|----------------------------|--|-------------------|---|------------------------------------|
| | 2.2 Reiterate the Office' rules on borrowing IMs and give the borrowed items | 2 minutes | None | IMPDC Director/ Staff In-Charge |
| 3. Return the borrowed IMs | 3.2 Check the IMs for damage or tampering | 2 minutes | ₱5.00/hour fine for unreturned IMs | IMPDC Director/ Staff In-Charge |
| | 3.3 Log the returned IMs in the borrower's log sheet. | 1 minute | None | IMPDC Director/ Staff In-Charge |
| TOTAL | | 10 minutes | ₱5.00/hour fine for unreturned IMs | |

INTERNAL SERVICES

Human Resource Management Office

Request for Service Records, Certification, and the Like

In this process, the employees request for their service records, certifications (Certificate of: Employment, Leave Credits Earned, Leave without Pay), certification of employment related documents and other relative requests.

| | | | | |
|--|---|------------------------|------------------------|---------------------------------|
| Office or Division: | Human Resource Management Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Request for employment documents | 1.1 Encode request/s. | 5 minute | None | HRM Officer/ Staff In-Charge |
| | 1.2 Double check the document and approve it. | 3 minutes | None | HRM Officer |
| 2. Receive the approved request and log-in in the logsheets. | | 1 minute | None | Client |
| TOTAL | | 9 minutes | None | |

Accounting Office

Request for Net Pay, Compensations, copy of their Remittances and other Certifications

The client requests copy of their net pay, compensations received, remittances and others.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Accounting Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Give their requests and its purpose. | 1.1 Encode request/s. | 5 minute | None | Payroll In-Charge |
| | 1.2 Double check the document and approve it. | 3 minutes | None | Accountant |
| 3. Receive the approved request and log-in in the log sheets. | | 1 minute | None | Client |
| TOTAL | | 9 minutes | None | |

Supply Office

Procurement and Canvassing of Supplies and Materials for Small Value Procurement

The objective of this procedure is to cater the immediate needs for supplies & materials of a requesting department or office. This process shall apply only to the small value procurement one of the alternative methods of procurement as stated by IRR of R.A. 9185.

| | | | | |
|-------------------------------------|---|------------------------|------------------------|--|
| Office or Division: | Supply Office | | | |
| Classification: | Complex | | | |
| Types of Transaction: | G2C – Government to Citizen G2E – Government to Employee | | | |
| Who may avail: | Citizen, Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved Purchase Request (PR) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Submit approved purchase request | 1.1 Accept the approved request and log it in the PR Received logbook | 2 minutes | None | Supply Officer/ Staff In-Charge |
| | 1.2 Identify available suppliers that can cater such PR | 30 minutes | None | BAC Secretariat/ Canvasser |
| | 1.3 Distribution of Canvass papers to identified suppliers | 1 day | None | BAC Secretariat/ Canvasser/ Designated Buyer |

| | | | | |
|---------------------|--|--|------------------------|--|
| | 1.4 Collection of Canvass papers given to suppliers | 1 to 3 days (depends if the supplier have completely filled all given canvass papers) | None | BAC Secretariat/ Canvasser |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| | 1.5 Identify suppliers with the lowest price submitted | 30 minutes | None | BAC Secretariat/ Canvasser |
| | 1.6 Receive the canvass papers and prepare Abstract of Canvass and Purchase Orders (PO) documents for approval | 1 to 3 days | None | Supply Officer/ Staff In-Charge |
| | 1.7 Signing of Abstract of Canvass to BAC Members, Accountant, and SUC President | With in a day (depending on the availability the signatories) | None | Staff In-Charge |
| | 1.8 Signing of Pos to Supplier/s | 1 day | None | BAC Secretariat/ Canvasser/ Designated Buyer |
| | 1.9 Submission of Pos to Commission on Audit (COA) | With in a day | None | Supply Officer/ Staff In-Charge |

| | | | | |
|--|---|---|------------------------|---|
| | 1.10 Delivery of stocks (based on approved Pos) | 1 to 5 days (depending on how fast can the supplier complete all the items in the approved Pos) | None | Supplier |
| | 1.11 Inspect the deliveries | With in a day | None | Supply Officer/ Staff In-Charge/ Supply Inspectorate/ COA Representative |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| | 1.12 Itemized stocks according to approved PRs | 30 minutes to 1 hour (depending on the number of requested items in the approved PR) | None | Supply Officer/ Staff In-Charge |
| | 1.13 Prepare Requisition Issue Slip (RIS) and Memorandum Receipts (MR) for end user | 5 minutes | None | Supply Officer/ Staff In-Charge |
| | 1.14 Deliver the supplies to the end user | 10 minutes | None | Staff In-Charge |
| 2. Check and receive the items and sign RIS and MR forms | 2.1 Double check forms if all were signed and file the forms accordingly | 3 minutes | None | Supply Officer/ Staff In-Charge |

| | | | |
|--------------|--|-------------|--|
| TOTAL | Approximately 17 to 18 working days | None | |
|--------------|--|-------------|--|

Acceptance of Deliveries

This process entails the acceptance of deliveries from our external suppliers.

| | | | | |
|---|---|---|-------------------------|---|
| Office or Division: | Supply Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | External Suppliers, Government Suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Delivery Receipt/s 2. Purchase Order (PO) | | | Client Supply Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present the Delivery Receipt/s. | 1.1 Check the delivery receipt in conformity to the PO from the Supply office. 1.2 Check the line item/s. 1.3 Receive the item/s in conformity from DR to PO | 3 minutes 3 minutes 30 minutes depending on the number of item/s | None None | Supplier Supply office staff |
| 2. Inspection and Acceptance of Deliveries. | 2.1 Let the inspection committee of each classification inspect the specifications and number of deliveries. 2.2 Acceptance of the Supply Officer after inspection has | 30 minutes depending on the quantity of each items delivered. 5 minutes | None | TWG for each category Supply Officer |

| | been made. | | | |
|--|--|------------------------|-------------------------|--------------------------------|
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEEES TO BE PAID | PERSON RESPONSIBLE |
| 3. Acceptance of goods, materials and equipment delivered. | 3.1 Receive and acknowledge the delivery based on quantity, specifications and amount. | 5 minutes | None | Supply Officer staff In-Charge |
| TOTAL | | 76 minutes | None | |

Delivery of Purchase Item/s to each End-User/s

This process includes identification of End-users, classification, issuance of necessary documents and delivery to its immediate end-user/s.

| | | | | |
|------------------------------------|--|--|--|--|
| Office or Division: | Supply Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | End- User/s | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Purchase Receipt (PR) 2. RIS | | | Procurement/Supply Office Supply Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Present the PR/RIS | 1.1 Check the delivery of items if accepted and verified by the inspection committee for each line items. | 5 minutes | None | Supply Office Staff |
| | 1.2 Make necessary documents, RIS for Commonly use supplies, PAR for properties and equipment & ICS for semi expendable items. | 15 minutes | None | RIS – End User ICS/PAR Supply Office Inventory Clerk |
| 2. Wait for delivery | 2.1 Deliver the item/s to End-user/s station or campuses. | 60 minutes depending on the location of the End User | None | Supply Office warehouseman/ Inventory Clerk Driver |
| TOTAL | | 80 minutes | None | |

Instructional Materials' Production and Development Center (IMPDC)

Submission of Instructional Materials for Review and Evaluation

This covers the Evaluation Process of instructional materials (IM) submitted by faculty members for Instructional Materials Evaluation Committee (IMEC) review and evaluation.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Instructional Media Production and Development Center (IMPDC) | | | |
| Classification: | Complex | | | |
| Types of Transaction: | G2C – Government to Employees | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Review and Evaluation Form | | IMPDC | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Faculty submits instructional material/s to his/her department head or program coordinator for review. | 1.1 Evaluate, review and endorse the IM to the Dean | | None | Department Head/ Program Coordinator |
| | 1.2 Review the IM and submit it to IMPDC | | None | College Dean |
| | 1.3 Endorse the IM to Instructional Materials Evaluation Committee (IMEC) | | None | IMPDC Director |
| | 1.4 Review and evaluate the IM based on set criteria for approval | | None | IMEC |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |

| | | | | |
|--|---|--|-------------|-----------------|
| 2. Receive the results of review and evaluation of IM submitted and log in to the log sheets | 2.1 Give the results of review and evaluation of IM submitted | | None | Staff In-Charge |
| TOTAL | | | None | |

Procurement Office

Request for the Procurement of Goods, Services, and Infrastructure Projects

This process is the purchasing of goods, services, or infrastructure projects that are required in the operations of the University.

| | | | | |
|---|---|------------------------|---|--|
| Office or Division: | Procurement Office | | | |
| Classification: | Complex | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Students, Faculty, Staff | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 3. Purchase Request (PR) Form 4. Technical Specifications (Goods) 5. Budget Allocation Slip 6. Program of Works (Infrastructure Projects) | | | Procurement Office End-User Budget Office Project Monitoring and Management Office/General Services Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 4. Accomplish the Purchase Request (PR) Form with appropriate technical specifications of the goods, services, and infrastructure projects to be procured | 4.1 Check the requirements, technical specifications, and the prevailing market price of the requested items/services/projects to be procured 4.2 Record of the PRs that are to be endorsed to the Budget Office | 10 minutes | None | End-User, Procurement Office personnel in-charge |

| | | | | |
|--|---|--|-------------|---|
| <p>5. Check the availability of funds for the requested PR</p> | <p>5.1 Record of the submitted PR</p> <p>5.2 Check and verify of the availability of funds for the requested PR</p> | <p>5 days</p> | <p>None</p> | <p>End User, Budget Officer</p> |
| | <p>6. Purchase Request Approval</p> <p>6.1 Submit the PRs with available funds to the President's Office for approval signature</p> <p>6.2 Sign of the verified PRs</p> | <p>3 days (subject to the availability of the President)</p> | <p>None</p> | <p>Budget Office personnel in-charge, SUC President</p> |
| | <p>7. Submit of the Approved PRs to the Procurement Office</p> <p>7.1 Approved PRs are submitted to the Procurement Office for consolidation</p> | <p>10 minutes (depending on the quantity of PRs)</p> | <p>None</p> | <p>President's Office personnel in-charge, Procurement Office personnel in-charge</p> |
| | <p>8. Consolidate the Approved PRs and determination of the mode of procurement</p> <p>8.1 Consolidate the approved PRs</p> <p>8.2 Endorse the Consolidated PRs to the Bids and</p> | <p>2 weeks (depending on the quantity of PRs)</p> | <p>None</p> | <p>Procurement Office personnel in-charge, BAC Secretariat, Bids and Awards Committee</p> |

| | | | | |
|--|---|-------------------------------|------|--|
| | Awards Committee (BAC) for the determination of the appropriate mode of procurement | | | |
| | <p>9. Procurement of consolidated PRs following the recommended mode of procurement</p> <p>9.1 Procurement through Public Bidding</p> <p>9.2 Procurement through Alternative Methods of Procurement</p> | <p>4 weeks</p> <p>2 weeks</p> | None | Procurement Office personnel in-charge, BAC Secretariat, Bids and Awards Committee |
| | <p>10. Award the procured projects</p> <p>10.1 Process the necessary documents for the approval of award of procured projects</p> <p>10.1.1 Procurement through Alternative Methods of Procurement</p> <p>10.1.2 Procurement through Public Bidding</p> | <p>2 weeks</p> | None | BAC Secretariat, Head of Procuring Entity, Consultant/Contractor/Supplier |

| | | | | |
|--------------|--|---|-------------|---|
| | <ul style="list-style-type: none"> • Goods below ₱ 5,000,000.00 and Infrastructure Projects below ₱ 10,000,000.00 • Goods above ₱ 5,000,000.00 and Infrastructure Projects above ₱ 10,000,000.00 | 2 weeks | | |
| | 10.2 Issue the of Notice of Award to the suppliers/contractors/consultants | 6 weeks | | |
| | | 1 day | | |
| | 11. Contract Implementation | | None | BAC Secretariat, Head of Procuring Entity, Consultant/Contractor/Supplier |
| | 11.1 Issue the Notice to Proceed and Purchase Order/Contract to the suppliers/contractors/Consultants | 10 days after the issuance of Notice of Award (at most) | | |
| | 11.2 Start the Contract Implementation | 10 days (at most) | | |
| | 11.3 Provide Client Satisfaction Survey | 2 minutes | | |
| TOTAL | | 6 weeks, 29 | None | |

| | | | |
|--|---|--|--|
| | <p>days and 22 minutes (Alternative Method of Procurement),</p> <p>8 weeks, 29 days, and 22 minutes (Public Bidding of Goods below ₱ 1,000,000.00 and Infrastructure Projects below ₱ 5,000,000.00)</p> <p>12 weeks, 29 days, and 22 minutes (Public Bidding of Goods above ₱ 1,000,000.00 and Infrastructure Projects above ₱ 5,000,000.00)</p> | | |
|--|---|--|--|

Prepared by:

Noted by:

Certified by:

ENGR. KRISTINE P. BESANA
Procurement Officer

MARC ALEXEI CAESAR B. BADAJOS
Chairman, Bids and Award Committee

HENRY C. BOLINAS, Ph.D.
Chief Administrative Officer

Purchase of Bidding Documents

This is a process for prospective bidders to purchase the bidding documents of the project to be procured through Public Bidding.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Procurement Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Bidders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 3. Order of Payment 4. Official Receipt | | Procurement Office Cashier's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Securing an Order of Payment for the Public Bidding Project | 1.1 Check and verify the identity of the authorized representative of the bidder | 2 minutes | None | Bidder, Procurement Office personnel in-charge |
| | 1.2 Releasing the Order of Payment indicating the appropriate amount of Bidding Documents for the project | 3 minutes | | |

| | | | | |
|--------------------------------------|---|---|---|----------------------------|
| 2. Payment for the Bidding Documents | 2.1 Collecting the appropriate amount as indicated in the Order of Payment 2.2 Releasing of Official Receipt | 1 minute 2 minutes | Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB | Bidder, Collecting Officer |
| 3. Collection of Bidding Documents | 3.1 Checking the Official Receipt and registering the bidder in the List of Bidders for the project 3.2 Releasing of printed Bidding Documents 3.3 Provide Client Satisfaction Survey | 3 minutes 3 minutes 2 minutes | None | |
| TOTAL | | 15 minutes | Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB | |

Prepared by:

Noted by:

Certified by:

ENGR. KRISTINE P. BESANA
Procurement Officer

MARC ALEXEI CAESAR B. BADAJOS
Chairman, Bids and Award Committee

HENRY C. BOLINAS, Ph.D.
Chief Administrative Officer

General Services Office (GSO)

Repair and Maintenance under Contractors

This process includes the implementation of the approved repair and maintenance done by contractors/third parties.

| | | | | |
|--|---|------------------------|---|---|
| Office or Division: | Physical Plant and General Services Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | End- User/s, Contractors | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Approved program of works, procurement request. 2. Notice of Award (NOA), Notice to Proceed (NTP), Procurement Order or Contract Agreement., etc. 3. Billing Statement 4. Client Satisfaction Survey | | | Physical Plant and General Service Office Procurement/Supply Office Budget Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. Recieve NOA, NTP, Procurement Order or Contract Agreement., etc. | 1.1 Check and verify documents for the before implementation of repair and maintenance. | 5 minutes | None | Physical Plant and General Services Office staff In-Charge, Procurement Office Staff, Contractors |

| | | | | |
|---|---|---|---|--|
| <p>2. Implementation and monitor of repair and maintenance.</p> | <p>2.1 Secure area and materials for the implementation of repair and maintenance. 2.2 Inspection and evaluate on-going repair and maintenance. 2.3 Create and submit progress report. 2.4 Evaluate and process billing statement declares by the contractors.</p> | <p>30 days depending on the P.O or Contract Agreement</p> | <p>None</p> | <p>Physical Plant and General Services Office staff In-Charge, End User's, Contractors</p> |
| <p>3. Turn-Over to end User</p> | <p>3.1 Secure electric and water bill consumption. 3.2 Provide acceptance and punchlist report. 3.3 Release 100% billing statement.</p> | <p>1 days</p> | <p>Depending on the electric and water billing statement.</p> | <p>Physical Plant and General Services Office staff In-Charge, End User's, Contractors</p> |
| <p>TOTAL</p> | | <p>31 days and 5 minutes</p> | <p>None</p> | |

Repair and Maintenance under Admin

This process includes the implementation of the approved repair and maintenance done by contractors/ third parties.

| | | | | |
|---|---|--|--|--|
| Office or Division: | Physical Plant and General Services Office | | | |
| Classification: | Simple | | | |
| Types of Transaction: | G2G – Government to Government | | | |
| Who may avail: | End- User/s, Client | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Approved program of works, procurement request. 2. Client Satisfaction Survey | | | Physical Plant and General Service Office Procurement/Supply Office | |
| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
| 1. 1. Present approved program of works | 1.1 Verify and check program of works. | 1 minutes/ depending on the approved programs of works | none | Physical Plant and General Services Office staff In-Charge, End Users. |
| 2. Implementation and monitor of repair and maintenance. | 2.1 Secure area and materials for the implementation of repair and maintenance. 2.2 Inspection and evaluate on-going repair and maintenance. 2.3 Create and submit progress report. | 15 days depending on the complexity of the project | none | Physical Plant and General Services Office staff In-Charge, End User's. |

| CLIENT STEPS | AGENCY ACTIONS | PROCESSING TIME | FEES TO BE PAID | PERSON RESPONSIBLE |
|--------------------------|--|------------------------------|-----------------|---|
| 3. Turn-Over to end User | 3.1 Provide acceptance and client satisfaction survey. | 5 minutes | . | Physical Plant and General Services Office staff In-Charge, End User's. |
| TOTAL | | 15 days and 6 minutes | None | |

Prepared by :

Noted by:

Certified by :

SIROSE JHAY TUBALE REE.
Staff, Physical Plant and GSO

MOODY DEOCARES Ph.D
Director, Physical Plant and GSO

HENRY C. BOLINAS, Ph.D.
Chief Administrative Officer V

CPSU CONTACT INFORMATION



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Cpsu Main Campus
Cpsu Ossa
CPSU Graduate School
Cpsu Registrar

Ang RED TAPE ay SALOT

Ang FIXER ay MANDURUGAS



Sa RED TAPE, BAYAN ang TALO

I-report ang mga paglabag sa Republic Act No. 9485
o Anti-Red Tape Act of 2007 sa:


CSC
CIVIL SERVICE
COMMISSION
0917 - TEXTCSC
(8 3 9 8 2 7 2)
(02) 932-0111

CCB contact
center ng
bayan
1-6565*
0908-8816565

*P5.00 + VAT per call anywhere in the Philippines via PLDT,
Smart and Digifiber landlines

**COALITION
AGAINST
CORRUPTION**


NO TO



The Anti-Red Tape Act of 2007 (R.A. 9485) imposes stiff penalty on fixers: **imprisonment** not exceeding six years or a **fine** of not more than Two Hundred Thousand Pesos (P200,000.00), or both fine and imprisonment at the discretion of the court.

Report the **name of fixer**, name and **location of government office**, **date and time** of transaction to the following:

| | |
|--|--|
|  CIVIL SERVICE COMMISSION | 0917-TEXTCSC (8398272) (02) 932-0111 |
|  OFFICE OF THE OMBUDSMAN | 0926-6994703 (02) 927-4102; (02) 927-2404 |

CONGRATULATIONS

CENTRAL PHILIPPINES STATE UNIVERSITY (CPSU)



2016 Anti-Red Tape Act (ARTA) Report Card Survey Result (SUCs Category)



| Rank | Level | Numeric Rating | Descriptive Rating |
|-----------------|----------------------|----------------|--------------------|
| 3 rd | National | 85.63 | Good |
| 2 nd | Regional (Region VI) | | |

COMPLIANCE WITH ARTA PROVISIONS: Citizen's Charter, Anti-Fixer Campaign, ID/Nameplates, No Hidden Costs, PACD, No Noon Break
OVERALL CLIENT SATISFACTION: Frontline Service Provider, Service Quality, Physical Setup/Layout, Basic Facilities, Client Satisfaction

LIST OF FRONTLINE SERVICES

| | |
|--|--|
| Registrar's Office | Request for Report Card and Certifications Request for CAV (Certification, Authentication and Verification) of Academic Records Request for Official Transcript of Records, Honorable Dismissal Student's Academic Records Evaluation Confirmation of Graduates Reconstruction of Diploma |
| Guidance Office | Counseling Services |
| Security Office | Safe Conduct Pass Campus Sticker |
| Graduate School | Enrolment of New/Old Students Request for School Credentials Student's Academic Records Evaluation |
| University Library | Library Referral Service Returning of Books Borrowing of Learning Resources Library ID Application Gate Monitoring Online Public Access Catalog Internet Service Procedures |
| Medical – Dental Health Unit | Medical/Dental Consultations |
| College Dean's Office | Examination Clearance Student's Academic Records Evaluation |
| Cashier's Office | Payment of School Fees and Services |
| Accounting Office (Assessment) | Assessment of Student's Account/s |
| Scholarship Office | Public/Private Scholarship Programs Application and Renewal of University Scholarship |
| Office of Students' Services and Affairs | Request for Good Moral Certificate Access to Other Students' Services |