

2023



Citizens' 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

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-enrolment of New/Transferee Students

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

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. Original and photocopies of Academic Records <ul 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) 		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	₱50.00	

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	₱25.00/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 	<p>Government Health Units or Private Clinics</p> <p>Licensed medical laboratories</p> <p>Client</p> <p>Client</p>

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		
<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. 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 		<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>CPSU Guidance and Counseling Office</p> <p>Client</p>		
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 		School last attended School last attended Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Client Graduate School Office		
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 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. 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	₱5.00/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	

Application for Library ID

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

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. Validated enrolment form			Client	
2. 2-pieces 1x1 ID picture			Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Present validated enrolment form	1.1 Compare and verify accuracy of information in the validated form and user registration form	2 minutes	None	Librarian/ Circulation In-Charge
2. Fill out temporary ID and attach 1x1 picture	2.1 Check for accuracy and completeness of information	3 minute	None	Librarian/ Circulation In-Charge
	2.2 Set the date validity of the temporary library ID on the appointment date for the official library ID	1 minute	None	Librarian/ Circulation In-Charge
3. Receive the temporary library ID	3.1 Issue temporary library ID to the client	2 minutes	None	Librarian/ Circulation In-Charge
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			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 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			Client	
2. Valid government issued ID (for non-student clients)			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	

Returning of Barrowed 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			Client	
2. Valid government issued ID (for non-student clients)			Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
RETURNING				
1. Request assistance	1.1 Log in to the library system and scan the barcode of the book	2 minutes	None	Librarian/ Circulation In-Charge
FOR OVERDUE BOOKS				
2. If overdue, receive 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/book	Cashier/ Staff In-Charge
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 ID	5.1 Return the library ID to the owner	1 minute	None	Librarian/ Circulation In-Charge

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
RENEWAL				
6. Present the book to the librarian/circulation in-charge	6.1 Renew and change the due date	3 minutes	None	Librarian/ Circulation In-Charge
7. Receive the book and DLM receipt	7.1 Print and give the DLM receipt to the client	2 minutes	None	Librarian/ Circulation In-Charge
TOTAL		15 minutes	₱5.00 * no. of days * no. of book	

Declaration of the Lost Book/s

In this process, the clients reports or declares lost book or books and pays corresponding dues.

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. For students: official proof of enrolment (e.g. valid ID, temporary library ID, Form-5) For CPSU employees: valid office ID or government issued ID		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Request assistance	1.1 Receive formal declaration of lost book/s and ID and verify information at integrated library system	4 minutes	None	Librarian/ Circulation In-Charge
	1.2 Retrieve book card and inventory card	4 minutes	None	Librarian/ Circulation In-Charge
	1.3 Assess cost of fine and the cost of the book lost	4 minutes	The monetary value of the book	Librarian/ Circulation In-Charge
TOTAL		12 minutes	The monetary value of the book	

Reader's Services

In this process, the clients borrow books or other library materials and read it in the designated section.

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. For students: validated library ID For CPSU employees: valid office ID or government issued ID			Client Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
RETURNING				
1. Search the needed library materials through Online Public Access Catalog (OPAC)	1.1 Secure the call number and location of the library materials	2 minutes	None	Library users
2. Proceed to the library section where the library material can be found	2.1 Assist client in the selection and of needed books/library materials	3 minutes	None	Librarian/Library Section In-charge
3. Present the library ID to the library section desk	3.1 Files library ID	1 minute	None	Librarian/Library Section In-charge
4. Sign in the library record of library users	4.1 Monitor the clients in reader's services section	1 minute	None	Librarian/Library Section In-charge
TOTAL		8 minutes	None	

Issuance of Referral Letter to Conduct Research in Other Libraries outside CPSU

In this process, the clients request for referral letter to conduct research to other libraries outside 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	
2. For students: validated library ID For CPSU employees: valid office ID or government issued ID			Client Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
RETURNING				
5. Search the needed library materials through Online Public Access Catalog (OPAC)	1.2 Secure the call number and location of the library materials	2 minutes	None	Library users
6. Proceed to the library section where the library material can be found	6.1 Assist client in the selection and of needed books/library materials	3 minutes	None	Librarian/Library Section In-charge
7. Present the library ID to the library section desk	7.1 Files library ID	1 minute	None	Librarian/Library Section In-charge
8. Sign in the library record of library users	8.1 Monitor the clients in reader's services section	1 minute	None	Librarian/Library Section In-charge
TOTAL		8 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		
1. Original copy of Academic Records		School last attended
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		School last attended
3. Original copy of PSA Authenticated Birth Certificate		Philippine Statistics Authority (PSA)
4. Original copy of PSA Authenticated Marriage Contract (for married female only)		Philippine Statistics Authority (PSA)
5. College entrance exam results		CPSU Guidance and Counseling Office
6. Enrolment Form		Office of the College Dean
For Old Students		
1. Pre-enrolment form		Office of the College Dean
2. Enrolment form		Office of the College Dean
3. Completion form for Deficient Grades		Registrar's Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Returning (Drop-out) Students		Office of the College Dean Registrar's Office		
1. Enrolment form 2. Clearance form				
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 – ₱40.00/set 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 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 – ₱40.00/set College – ₱15.00/set Graduate School – ₱50.00/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 ₱50.00/page College – HD ₱15.00/set Graduate School – TOR ₱100.00/page Graduate School – HD ₱50.00/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 ₱50.00/page College – HD ₱15.00/set Graduate School – TOR ₱100.00/page Graduate School – HD ₱50.00/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	₱300.00/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)		School last attended		
2. Program or course prospectus		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		
<ol style="list-style-type: none"> 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		
<ol style="list-style-type: none"> Valid school ID Report Cards (last 2 semesters) 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	

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	

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:


Republic of the Philippines
CIVIL SERVICE COMMISSION
Para sa **sumusunod**
0917 - TEXTCSC
(8 3 9 8 2 7 2)
(02) 932-0111


contact
center sa
bayan
1-6565*
0908-8816565

*P5.00 + VAT per call anywhere in the Philippines via PLDT.
Smart and Digital 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:
OVERALL CLIENT SATISFACTION:

**Citizen's Charter, Anti-Fixer Campaign, ID/Nameplates, No Hidden Costs, PACD, No Noon Break
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 Security Office	Counseling Services 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 College Dean's Office	Medical/Dental Consultations Examination Clearance Student's Academic Records Evaluation
Cashier's Office Accounting Office (Assessment) Scholarship Office	Payment of School Fees and Services Assessment of Student's Account/s 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