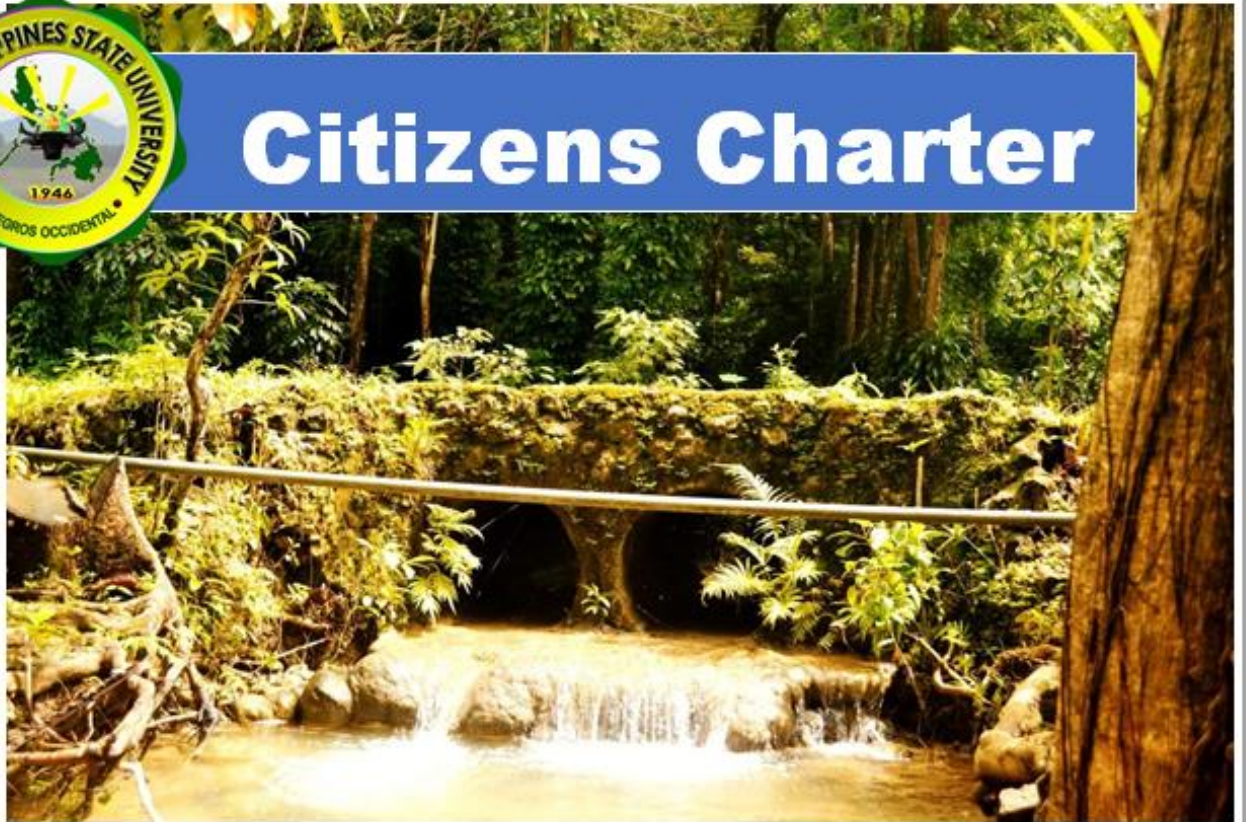


2023



Citizens Charter



2nd Edition

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AGENCY PROFILE



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).



*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.*

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.

So help me God.

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:	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 Chard to avail the Enrolment process.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	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
4. 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, Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Driver's License			Land Transportation Office	
2. Vehicle's type and plate number			Client	
3. Business permit (for those who deliver commodities to the School Canteen and other stores inside the Campus)			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/ Staff In-Charge
	1.2 Give Application for Safe Conduct Pass and issue billing for payment	1 minute	None	Chief Security/ Staff In-Charge
2. Pay the required fees	2.1 Receive payment and issue Official Receipt	2 minutes	P50.00	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/ 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, Employees, Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Driver's License 2. Vehicle's Official Receipt and Certificate of Registration (OR/CR)			Land Transportation Office (LTO) 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/ Staff In-Charge
	1.2 Issue billing for payment	1 minute	None	Chief Security/ Staff In-Charge
2. Pay the required fees	2.1 Receive payment and issue Official Receipt	2 minutes	P25.00/vehicle	Cashier/ Staff In-Charge
3. Submit the official receipt as proof of 4. payment	3.1 Give Campus Sticker	1 minute	None	Chief Security/ Staff In-Charge
5. 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, Community			
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)		School last attended		
2. Photocopy of 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. College Entrance Exam results		CPSU Guidance and Counseling Office		
6. Pre-enrollment form		CPSU Guidance and Counseling Office		
7. 1-piece 2x2 ID picture		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. Get or claim the evaluated program or course prospectus		1 minute	None	Client
TOTAL		30 minutes	None	

Graduate School

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 2. Assessment of Accounts (if have old accounts)			Graduate School Office 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		
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. 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, Clients			
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	P5.00/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	

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 2. 2-pieces 1x1 ID picture			Client 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, Clients			
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, Clients			
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 2. Valid government issued ID (for non-student clients)			Client 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. <i>For students:</i> official proof of enrolment (e.g. valid ID, temporary library ID, Form-5)			Client	
2. <i>For CPSU employees:</i> valid office ID or government issued ID			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. <i>For students:</i> validated library ID			Client	
2. <i>For CPSU employees:</i> valid office ID or government issued ID			Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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	
<ol style="list-style-type: none"> 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
1. 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
2. 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
3. Present the library ID to the library section desk	7.1 Files library ID	1 minute	None	Librarian/Library Section In-charge
4. 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	

Office of the University Registrar

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 <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 and Honorable Dismissal (for transferees) 	School last attended
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	
<ol style="list-style-type: none"> 1. Request form 2. Clearance form (if needed) 3. 2 Government-issued valid IDs 			Registrar's Office Registrar's Office Client	
For Authorized Representative				
<ol style="list-style-type: none"> 4. Authorization letter 5. 2 Government-issued valid IDs 			Client 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 — 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 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		
<ol style="list-style-type: none"> 1. Request form 2. Clearance form (if needed) 3. Photocopy of School Records for CAV 4. 2 Government-issued valid IDs 		Registrar's Office Registrar's Office Client Client		
For Authorized Representative				
<ol style="list-style-type: none"> 5. Authorization letter 6. 2 Government-issued valid IDs 		Client 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 — 15.00/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 – 15.00/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
2. Pay the request/s	2.1 Receive payment and issue official receipt	2 minutes	College : TOR - ₱50.00/page HD - ₱15.00/set Graduate School : TOR - ₱100.00/page HD - 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 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
4. Receive the requested document/s and log-in to the logbook		1 minute	None	Client
TOTAL		If peak season: 5 working days If non-peak season: 3 working days	College: TOR - ₱50.00/page HD - ₱15.00/set Graduate School: TOR - ₱100.00/page 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	P300.00/page	

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
<ol style="list-style-type: none"> 1. Fill-out the application and clearance forms for graduation 2. Process the application and clearance forms for graduation 	<ol style="list-style-type: none"> 1.1 Check the necessary entries 	5 minutes	None	Registrar/ Staff In-Charge
<ol style="list-style-type: none"> 3. Submit approved application and clearance for graduation 	<ol style="list-style-type: none"> 3.1 Receive and release student's copy of application and clearance forms for graduation 	1 hour (dependent on the speed of the client to process his/her requirements for graduation)	None	Client
<ol style="list-style-type: none"> 4. Submit approved application and clearance for graduation 	<ol style="list-style-type: none"> 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
5. 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	

Cash and Disbursing 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 Officer/ 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 Officer/ 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 minutes	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
	2.2 Reiterate the Office' rules on borrowing IMs and give the borrowed items	2 minutes	None	IMPDC Director/ Staff In-Charge

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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 (HRMO)

Request for Service Records, Certifications

In this process, the employees request for their service records, certifications (Certificate of: Employment, Leave Credits Earned, Leave without Pay, No Pending Administrative Cases), 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 minutes	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	

Request for Net Pay, Compensations, Remittances and other relative Certifications

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

Office or Division:	Human Resource Management 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 minutes	None	Payroll In-Charge/ Staff In-charge
	1.2 Double check the document and approve it.	3 minutes	None	Accountant
2. Receive the approved request and log-in in the log sheets.		1 minute	None	Client
TOTAL		9 minutes	None	

Accounting Office

Request for BIR 2316, Income Tax Returns (ITR)

In this process, the employees request for their annual BIR Form No. 2316, Income Tax Return and other tax related concerns.

Office or Division:	Accounting 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 minutes	None	Staff In-Charge
	1.2 Double check the document and approve it.	3 minutes	None	Accountant
2. Receive the approved request and log-in in the logsheets.		1 minute	None	Client
TOTAL		9 minutes	None	

Supply and Property Office

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	Supply Officer/ Staff In-charge
2. Inspection and Acceptance of Deliveries.	2.1 Let the inspection committee of each classification inspect the specifications and number of deliveries.	30 minutes depending on the quantity of each items delivered.	None	TWG for each category

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	2.2 Acceptance of the Supply Officer after inspection been made.	5 minutes		Supply Officer/ Staff In-charge
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)			Procurement/Supply Office	
2. Requisition Informaiton Slip (RIS)			Procurement/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	

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, Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Purchase Request (PR) Form 2. Technical Specifications (Goods) 3. Budget Allocation Slip 4. Program of Works (Infrastructure Projects) 			Procurement Office End-User Budget Office Project Monitoring and Management Office or General Services Office	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Accomplish the Purchase Request (PR) Form with appropriate technical specifications of the goods, services, and infrastructure projects to be procured	<ol style="list-style-type: none"> 1.1 Check the requirements, technical specifications, and the prevailing market price of the requested items/services/projects to be procured 1.2 Record of the PRs that are to be endorsed to the Budget Office 	10 minutes	None	End-User, Procurement Office Staff in-charge
2. Check for the availability of funds for the requested PR	<ol style="list-style-type: none"> 2.1 Record of the submitted PR 2.2 Check and verify of the availability of funds for the requested PR 	3 days	None	End User, Budget Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
3. Monitors for the PR approval	3.1 Submit the PRs with available funds to the President's Office for approval signature	2 working days (subject to the availability of the President)	None	Budget Office Staff in-charge SUC President
	3.2 Sign of the verified PRs			
	3.3 Approved PRs are submitted to the Procurement Office for consolidation	10 minutes (depending on the quantity of PRs)	None	President's Office Staff in-charge, Procurement Office Staff in-charge
	3.4 Consolidate the approved PRs 3.5 Endorse the Consolidated PRs to the Bids and Awards Committee (BAC) for the determination of the appropriate mode of procurement	2 weeks (depending on the quantity of PRs)	None	Procurement Office Staff in-charge, Bids and Awards Committee (BAC) BAC Secretariat
	3.6 Procurement through Public Bidding 3.7 Procurement through Alternative Methods of Procurement	4 weeks 1 week	None	Procurement Office Staff in-charge, BAC BAC Secretariat
	3.8 Process the necessary documents for the approval of award of procured projects		None	BAC Secretariat Head of Procuring Entity Consultants/ Contractors/ Suppliers

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	3.8.1 Procurement through Alternative Methods of Procurement	1 week		
	3.8.2 Procurement through Public Bidding <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		
	3.9 Issue the of Notice of Award to the suppliers/contractors/ consultants	4 weeks		
	3.10 Issue the Notice to Proceed and Purchase Order/Contract to the suppliers/contractors/ Consultants	1 day		
		10 days after the issuance of Notice of Award (at most)		

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	3.11 Start the Contract Implementation 3.12 Provide Client Satisfaction Survey	10 days (at most) 2 minutes	None	BAC Secretariat Head of Procuring Entity Consultants/ Contractors/ Suppliers
TOTAL		4 weeks, 26 days and 22 minutes (Alternative Method of Procurement) 8 weeks, 26 days, and 22 minutes (Public Bidding of Goods below ₱ 5M and Infra Projects below ₱ 10M) 10 weeks, 26 days, and 22 minutes (Public Bidding of Goods above ₱ 5M and Infra Projects above ₱ 10M)	None	

Purchase of Bidding Documents (On-site)

This is an on-site 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	
1. Order of Payment 2. 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 Release the Order of Payment indicating the appropriate amount of Bidding Documents for the project	3 minutes		

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
2. Payment for the Bidding Documents	2.1 Collect the appropriate amount as indicated in the Order of Payment	1 minute	Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB	Bidder, Collecting Officer
	2.2 Release the Official Receipt	2 minutes		
3. Collection of Bidding Documents	3.1 Check the Official Receipt and register the bidder in the List of Bidders for the project	3 minutes	None	Procurement Office personnel in-charge
	3.2 Release the copy of Bidding Documents in hard copy or via electronic mail	3 minutes		
	3.3 Provide Client Satisfaction Survey	2 minutes		
TOTAL		16 minutes	Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB	

Purchase of Bidding Documents (Online)

This is an online 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	
1. Order of Payment 2. 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 via phone call or email from the Procurement Office/BAC Secretariat	1.1 Check and verify the identity of the authorized representative of the bidder	2 minutes	None	Bidder Procurement Office Staff In-charge
	1.2 Release the Order of Payment indicating the appropriate amount of Bidding Documents for the project via email	3 minutes		
2. Payment for the Bidding Documents through Landbank LinkBiz Portal or bank deposit, and email the proof of payment to the Procurement Office/BAC Secretariat	2.1 Print the proof of payment and endorse it to the collecting officer together with the Order of Payment	1 minute	Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB	Procurement Office personnel in-charge, Collecting Officer
	2.2 Verify if the payment was successfully credited to the University's bank account	2 minutes		

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	2.3 Release the Official Receipt			
3. Collection of Bidding Documents	3.1 Registering the bidder in the List of Bidders for the project 3.2 Send the copy of the Bidding Documents via email together with the scanned copy of the Official Receipt 3.3 Provide Client Satisfaction Survey	1 minute 3 minutes 2 minutes	None	Procurement Office personnel in-charge
TOTAL		14 minutes	Standard Rates of Bidding Documents as specified in the Guidelines on The Sale of Bidding Documents - GPPB	

Procurement and Canvassing of Supplies and Materials (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:	Procurement 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/ Buyer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	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
	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

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	1.11 Inspect the deliveries	With in a day	None	Supply Officer/ Staff In-Charge/ Supply Inspectorate/ COA Representative
	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	

General Services Office (GSO)

Acceptance of Repair and Maintenance Request

This process entails the acceptance and releasing of Program of Works of repairs and maintenances requested by the client.

Office or Division:	Physical Plant Management and General Services Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Student, Employee, Client, End User			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Certificate of Property 2. Work request and checklist form 3. Pre-Inspection Report / Assessment Report 4. Project Procurement Management Plan (PPMP) 5. Request for budget allocation receipt and action slip 			Supply Office Physical Plant Management and General Service Office Procurement Office Budget Office	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Fill-up and submission of work request and checklist form.	1.1 Receive and acknowledge work request and checklist form.	5 minutes depending on the number of requests.	None	Client, Physical Plant Management and General Services Office personnel In-Charge
2. Repair and Maintenance Inspection with Verification report.	2.1 Provide schedule for visual inspection. 2.2 Release of assessment/Inspection report.	1 day at Main Campus / 2 days Extension Campus	None	End User, Physical Plant Management and General Services Office personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
3. Creation documents needed for approval of budgets	3.1 Preparation program of works, procurement request, and proposed plans.	3 Working days	None	End User, Physical Plant Management and General Services Office personnel In-Charge
4. End user requirements.	4.1 Submission of property certification and PPMP. 4.2 Verify the equipment, facilities and infrastructure under CPSU property.	1 minute	None	Physical Plant and General Services Office staff In-Charge, Supply Office staff In-Charge
5. Release Program of works and Procurement request.	5.1 Indorse for approval of end user 5.2 Processing, procurement office, budget office, vice-president office for finance, and university office. 5.3 Provided client satisfaction survey.	1 day at Main Campus / 2 days Extension Campus	None	Client, Physical Plant and General Services Office staff In-Charge
TOTAL		Main Campus: 5 days and 6 minutes Extension Campus : 7 days and 6 minutes	None	

Repair and Maintenance under Str. Contract

This process includes after the Bid and Awards committee determine the lowest calculated bidders/contractor, the process included the implementation of approved repair and maintenance based on attached Bill of Quantity by the contractor/ third party until the finished of the projects.

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. The client receive NOA, NTP, Procurement Order or Contract Agreement., etc.	1.1 Check and verify documents for implementation of repair and maintenance based on the contract agreement.	10 days	None	Procurement Office Personnel, Contractors, Physical Plant Management and General Services Office personnel,

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
2. Supervision and Monitoring of Implemented or on-going of repair.	2.1 Inspection of area and materials for the implementation of repair and maintenance. 2.2 Supervise and evaluate on-going repair and maintenance. 2.3 Create and submit progress report. 2.4 Evaluate and process billing statement declare by the contractors.	The duration of repairs is based on the Bid docs, P.O or Contract Agreement	None	Contractors Physical Plant Management and General Services Office Personnel, End User's
3. Completion of project	3.1 Final inspection and punch list report. 3.2 Secure electric and water bill consumption. 3.3 Release 100% billing statement.	1 day	Depending on the electric and water billing statement	
4. Turn-Over and acceptance of project to end User	4.1 Release of certificate of acceptance. 4.2 Provide acceptance and client satisfaction survey.	1 days	None	Physical Plant and General Services Staff In-Charge End User's Contractors
TOTAL		12 days depending on the duration of repairs is based on the Bid docs, P.O or Contract Agreement	None	

Repair and Maintenance under Admin

This process includes the approved repair and maintenance based on the purchase order/delivered materials accepted by the supply office under the implementation of Admin/Job orders/Pakyaw Contracts.

Office or Division:	Physical Plant and General Services Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	End- User/s, Maintenance Forman, Job Orders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Approved program of works, procurement request. 2. Client Satisfaction Survey 3. Received notice of availability of materials 			Procurement Office Physical Plant Management and General Service Office Supply Office	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Secure approved program of works, pakyaw contract.	<ol style="list-style-type: none"> 1.1 Inform end user's for implementation of repairs. 1.2 Release of programs of Works, plans and pakyaw Contract. 1.3 Signing and approval of pakyaw contract. 1.4 Withdrawal of delivered materials 	1 hour 5 minutes 3 days 2 hours	None	Job Orders/Pakyaw Physical Plant Management and General Services Office Personnel, Supply Office Personnel, End Users

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
2. Supervision and monitoring of repair and maintenance implemented.	2.1 Supervision on-going repair and maintenance. 2.2 Inspection and evaluation of on-going implemented project. 2.3 Create and submit progress report.	Depending on the approved Pakyaw contract Depending on the approved Pakyaw contract Every 5 days when projects are on-going	None	Physical Plant Management and General Services Office personnel/incharge End Users
3. Completion of project.	3.1 Final inspection. 3.2 Issue notice of completion and submit to the budget for payments pakyaw.	2 hours 1 hour		Physical Plant Management and General Services Office personnel/incharge End Users
4. Turn-Over to end User	4.1 Provide client satisfaction survey.	5 minutes	.	Physical Plant and General Services Office staff In-Charge, End Users
TOTAL		3 days and 6 hours and 10 minutes depending on the approved Pakyaw contract	None	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<ul style="list-style-type: none"> • By Client Satisfaction Survey: Answer the client satisfaction form and drop it at the designated drop boxes at the <i>Public Assistance and Complaints Desk (PACD)</i> and other designated others in the Campus ; • By letter : Feedback can be sent to the Complaint Desk, Quality Assurance Office, Central Philippines State University (any campus). • Online: Feedback can be submitted via online feedback form which is located in the frequently asked questions section of the CPSU website. • By Email: Feedback can be emailed to cpsu_main@cpsu.edu.ph
<p>How feedbacks are processed</p>	<p>The feedback form shall be used for sending feedback.</p> <p>Feedback may be sent in person by any student, faculty, staff and outside client with the Public Assistance and Complaints Desk (PACD) between 8:00am to 5:00pm, from Mondays to Fridays. No noon break policy shall be observed.</p> <p>A copy shall be received and forwarded by the Officer of the Day/Action officer to the Quality Assurance Office and to the Records Office for appropriate response.</p>
<p>How to file a complaint</p>	<ul style="list-style-type: none"> • By Client Satisfaction Survey: Answer the client satisfaction form and drop it at the designated drop boxes at the <i>Public Assistance and Complaints Desk (PACD)</i> and other designated others in the Campus ; • By letter : Feedback can be sent to the Complaint Desk, Quality Assurance Office, Central Philippines State University (any campus). • Online: Feedback can be submitted via online feedback form which is located in the frequently asked questions section of the CPSU website. • By Email: Feedback can be emailed to cpsu_main@cpsu.edu.ph

FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed

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A copy shall be received and forwarded by the Officer of the Day/Action officer to the Quality Assurance Office and to the Records Office for appropriate response.

CPSU CONTACT INFORMATION



+639173015565



cpsu.edu.gov.ph
nsca_kabcity@yahoo.com.ph
cpsu_main@cpsu.edu.ph



Cpsu Main Campus
Cpsu Ossa
CPSU Graduate School
Cpsu Registrar

Ang RED TAPE ay SALOT

Ang FIXER ay MANDURUGAS

Pati na rin ang nagbabayad sa fixer, at ang empleyado ng gobyerno na tumutulong sa fixer.



Sa RED TAPE, BAYAN ang TALO

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



0917 - TEXTCSC
(8 3 9 8 2 7 2)
(02) 932-0111



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

LIST OF FRONTLINE OFFICES

1. Accounting Office
2. Cash and Disbursing Office (CDO)
3. Environmental Management Services (EMS) Office
4. General Services Office (GSO)
5. Graduate School (GS)
6. Guidance and Counseling Services
7. Human Resource Management Office (HRMO)
8. Instructional Materials Production and Development Center (IMPDC)
9. Medical – Dental Health Unit (MDHU)
10. Office of Students Services and Affairs (OSSA)
11. Office of the College Dean
12. Office of the University Registrar
13. Procurement Office
14. Scholarship Office
15. Security Office
16. Supply and Property Office
17. University Library