

# *Citizen's* **CHARTER**

*Main / Lingayen Campus*



## VISION

To become an ASEAN Premier State University in 2020

## MISSION

The Pangasinan State University, through instruction, research, extension and production, commits to develop highly principled, morally upright, innovative and globally competent individuals capable of meeting the needs of industry, public service and civil society.

## CORE VALUES

- A**ccountability and Transparency
- C**redibility and Integrity
- C**ompetence and Commitment to Achieve
- E**xcellence in Service Delivery
- S**ocial and Environmental Responsiveness
- S**pirituality

## GUIDING PHILOSOPHY

The Pangasinan State University's leadership adheres to the Filipino educational philosophy that education is geared towards better citizenship and livelihood and the United Nation's declaration that EDUCATION IS FOR ALL giving ACCESS to quality education.

## STRATEGIC GOALS

1. Excellent Student Learning and Career Development
2. Strong Research Culture and Technology Transfer
3. Good Governance
4. Sustainable Social Responsibilities
5. Responsive to Globalization and Diversity
6. Customer-focused

## CORE COMPETENCIES

**People's Champion** - PSU employees' champion honesty, truthfulness, and professionalism in all situations. They act in the best interest or the greater good of the University.

**Continuous-Innovative Learner** - PSU employees ensure that quality services are delivered promptly, respectfully, and willingly to clients and stakeholders; thus, they commit to continuously seek new knowledge to address the ever-changing demands of the community.

**Community Developer** - PSU employees advocate programs for poverty alleviation and environmental conservation. Above all these, they exemplify ethical, moral, and value-driven way of living.

## LEADERSHIP BRAND

**People-Centered** - PSU leaders' paramount advocacy is to safeguard people's welfare and to cater to their needs resulting in effective and efficient service delivery; thereby creating a harmonious working relationship.

**Productivity-Oriented** - PSU leaders' ardent desire is to continuously source out and/or seek new knowledge and trends in education and technology leading to sustainability and higher productivity.

**Passion-Driven** - PSU leaders' prime covenant is to kindle employees' passion towards work, heighten their commitment, trust and loyalty to build a conducive and happy workplace.



## QUALITY POLICY

The Pangasinan State University shall be recognized as an ASEAN premier state university that provides quality education and satisfactory service delivery through instruction, research, extension, and production.

We commit our expertise and resources to produce professionals who meet the expectations of the industry and other interested parties in national and international community.

We shall continuously improve our operations in response to the changing environment and in support of the institution's strategic direction.

## PERFORMANCE PLEDGE

We, the officials, faculty members and non-teaching staff of Pangasinan State University, do hereby commit to render quality service to our identified clientele that is reflective of:

**PROMPTNESS** – We shall render our services within the set time frame to ensure immediate attention and response to filed request for services within reasonable time from 8:00AM to 5:00PM, Mondays to Fridays, and when the exigency of public service requires, even on Saturdays and Sundays with no noon-breaks.

**ONENESS in PURPOSE and VISION** – As member of one PSU family, we shall draw strength and support from each other as we collectively share in the responsibility of making our services readily available and functionally delivered to ensure the satisfaction of our clientele.

**WINNING PERFORMANCE** – We shall consistently and conscientiously devote our time, resources and energy with the ultimate goal of providing the most assistance and the winning service delivery to our identified clientele given the limits of our resources and capabilities.

**EXCELLENCE** – We shall render our services with utmost concern for integrity, good manners, accountability, and productivity as these professional attributed would embody excellence in our work performance and thus, generate the expected welfare effects to our identified clientele.

**RESPONSIVENESS** – We shall respond to our clientele's comments, suggestions and complaints concerning the quality of our services and initiate corrective actions the soonest time

possible through our Public Assistance Unit, whose task is to find ways to serve you better.

**FULL DISCLOSURE** – We shall continue to implement the state policy of full public disclosure of all our official transactions to operate with utmost concern for transparency in service delivery; thus, our records shall continue to be open to public scrutiny with reasonable conditions prescribed by law.

**UNDERSTANDING and TOLERANCE** – We shall perform our work tasks and responsibilities with the highest zeal of professional civility, courtesy and respect due our Fellow-Filipinos and clientele and we understand their problems and sentiments relative to the services being requested.

**LOVE for WORK** – We shall openly manifest genuine concern for the welfare of our targeted clientele as this would distinctly bear the hallmarks of our professionalism and love for our work. Whatever we do, we do so with so much dedication and commitment as we generate pleasure out of having satisfied the needs of our clientele.

## A. Cashier's Office

### A.1 - ISSUANCE OF OFFICIAL RECEIPT (I.D FEE / I.D LACE / BOOKS / SCHOOL UNIFORM / P.E UNIFORM, ETC.)

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students, Graduates and Employees
What are the requirements:	ID Card
Processing Period	1 minute

STEP	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON/S IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	<p>Presents the ID Card with the prescribed payment for the following fees:</p> <ul style="list-style-type: none"> <li>ID Fee</li> <li>ID Lace Fee</li> <li>Books</li> <li>School Uniform</li> <li>P.E. Uniform</li> </ul>	Receives and Acknowledges payment	1 minute	Mrs. Marissa Ferrer (Cashier Staff)	<p>Necessary Fee</p> <ul style="list-style-type: none"> <li>ID Fee</li> <li>ID Lace Fee</li> <li>Books</li> <li>School Uniform</li> <li>P.E. Uniform</li> </ul>	<ul style="list-style-type: none"> <li>Php 100.00</li> <li>Php 50.00</li> <li>Price Varies</li> <li>Php 800.00 (Ready-made)</li> <li>Php 682.00 (Cloth only)</li> <li>Php 700.00</li> </ul>	ID Card	Issued Official Receipt

## A.2 - ISSUANCE OF OFFICIAL RECEIPT (OTR, DIPLOMA, TRANSFER CREDENTIAL, CERTIFICATION, ETC.)

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card
Processing Period	1 minute

STEP	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	<p>Presents the ID Card with the prescribed payment for the following fees:</p> <ul style="list-style-type: none"> <li>• OTR</li> <li>• Diploma</li> <li>• Transfer Credential</li> <li>• Certification Fee</li> <li>• CAV</li> <li>• ROR</li> <li>• CTC</li> <li>• Authentication</li> <li>• Adding/Dropping Fee</li> <li>• Completion</li> <li>• Change Subject</li> <li>• Admission (for Foreign Students)</li> </ul>	Receives and Acknowledges payment	1 minute	Mrs. Arlene Padilla (Cashier Staff)	<p>Necessary Fee</p> <ul style="list-style-type: none"> <li>• OTR with DST</li> <li>• Diploma with DST</li> <li>• Transfer Credential with DST</li> <li>• Certification Fee with DST</li> <li>• CAV with DST</li> <li>• ROR with DST</li> <li>• CTC</li> <li>• Authentication</li> <li>• Adding/Dropping Fee</li> <li>• Completion</li> <li>• Change Subject</li> <li>• Admission (for Foreign Students)</li> </ul>	<ul style="list-style-type: none"> <li>• Php 230.00</li> <li>• Php 280.00</li> <li>• Php 80.00</li> <li>• Php 60.00</li> <li>• Php 60.00</li> <li>• Php 60.00</li> <li>• Php 30.00</li> <li>• Php 30.00</li> <li>• Php 50.00</li> <li>• Php 25.00</li> <li>• Php 50.00</li> <li>• Php 100.00</li> </ul>	ID Card	Issued Official Receipt



## B. Admission, Guidance and Testing Office

### B.1 - APPLICATION FOR CERTIFICATE OF GOOD MORAL CHARACTER

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Alumni
What are the requirements:	Official Receipt, ID Card
Processing Period	5 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays Certification Fee	Receives payment	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 60.00	ID Card	Issued Official Receipt
2	Presents the OR and Valid ID for processing	Checks and validates OR and Valid ID	2 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	OR and ID Card	Issued Good Moral Character Certificate
3	Claims Certification Form and signs in the Logbook	Logs Certification Request	2 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	N/A	N/A

### B.2.1 - APPLICATION FOR ADMISSION EXAM (FOR FILIPINO STUDENTS)

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Alumni
What are the requirements:	PSU Application for College Admission Test, ID Card
Processing Period	5 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits accomplished PSU Application for College Admission Test for verification	Checks and validates requirement and entries	2 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	PSU Application for College Admission Test (FM-AA-AGT-01)	Validated PSU Application for College Admission Test
2	Claims permit for examination	Releases Examination Permit	3 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	N/A	Issued Examination Permit

B.2.2 - APPLICATION FOR ADMISSION EXAM (FOR FOREIGN STUDENTS)	
Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Alumni
What are the requirements:	*See required documents below
Processing Period	21 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	*DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits Admission documents to the PSU Representative to the DFA	Validates the Admission Documents	15 minutes	Mr. Andrew Prado (PSU Representative to the DFA)	N/A	<ul style="list-style-type: none"> <li>Valid Passport</li> <li>Affidavit of Support</li> <li>Police Clearance from Country of Origin</li> <li>Medical health Certificate</li> <li>Birth Certificate</li> </ul> <p><b>For Freshmen:</b></p> <ul style="list-style-type: none"> <li>Official Transcript of Records or Copy of Grades</li> <li>Certificate of Graduation (Diploma)</li> <li>Notice of Acceptance</li> </ul> <p><b>For Transferee:</b></p> <ul style="list-style-type: none"> <li>Letter of intent to transfer</li> <li>Certificate of Good Moral Character</li> <li>Transfer Credential &amp; OTR</li> <li>Certificate of No Objection from previous school</li> <li>NBI Clearance</li> </ul>	Endorsement letter to Guidance Office

2	Pays the Admission Fee	Receives payment	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 100.00	ID Card	Issued Official Receipt
3	Submits accomplished PSU Application for College Admission Test for verification	Checks and validates requirement and entries	2 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	PSU Application for College Admission Test (FM-AA-AGT-01)	Validated PSU Application for College Admission Test
4	Claims permit for examination	Releases Examination Permit	3 minutes	Ms. Beverly Fernandez (Head, Admission, Guidance and Testing Office)	N/A	N/A	Issued Examination Permit

## C. Bookstore

### C.1 - PURCHASE OF BOOKS/ ID LACE/ SCHOOL AND P.E. UNIFORM

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students, Faculty members and Non-teaching Staff
What are the requirements:	Prescribed Form/s, Official Receipt
Processing Period	10 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the filled out required form	Receives and checks the accuracy of the accomplished Purchase Form and advise the client to pay at the Cashier	5 minutes	Ms. Rou Ann Mamaril (Book) Mr. Aron Andrade (ID Lace/PE Uniform) Mr. Adrian Padilla (School Uniform)	N/A		N/A	Validated required form
2	Pays Certification Fee	Receives payment	1 minute	Mrs. Marissa T. Ferrer (Cashier Staff)	<ul style="list-style-type: none"><li>• Books</li><li>• ID Lace</li><li>• School Uniform<ul style="list-style-type: none"><li>○ Cloth</li><li>○ Ready-made</li></ul></li><li>• PE Uniform</li></ul>	<ul style="list-style-type: none"><li>• Price Varies</li><li>• Php 50.00</li><li>• Php 682.00</li><li>• Php 800.00</li><li>• Php 700.00</li></ul>	Book Release Form (FM-FM-IGP-02)  ID Lace Log Sheet Release Form  Uniform Release Form (FM-FM-IGP-01)	Issued Official Receipt
3	Presents OR and claims the item/s	Checks and stamps “Released” on the Official Receipt  Affixes signature and releases items purchased	4 minutes	Ms. Rou Ann Mamaril (Book) Mr. Aron Andrade (ID Lace/PE Uniform) Mr. Adrian Padilla (School Uniform)	N/A		Official Receipt	Signed and stamped the OR  Released purchased item



## D. Medical and Dental Services Office

### D.1 - MEDICAL CONSULTATION

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students / Employees
What are the requirements:	Enrolment printout (for new students) / ID Card (for old students), Patient's Medical Record
Processing Period	35 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Signs Physical Examination log book  Submits filled out Patient's Medical Record (for new clients only)	Guides the patient	10 minutes	Mrs. Marissa Vila / Mrs. Ann Soriano / Mr. Wilson Villanueva (Medical Staff)	N/A	ID Card	Documentation of Patient
2	Undergoes measurement of height, weight, Blood Pressure, respiration, pulse rate, Snellen's visual acuity	Conducts accurate measurements	10 minutes	Mrs. Marissa Vila / Mrs. Ann Soriano / Mr. Wilson Villanueva (Medical Staff)	N/A	Patient's Medical Record (FM-AAMDS-04)	Vital signs of patient accurately evaluated and noted
3	Submits to physical examination	Conducts physical examination	15 minutes	Dr. Christia Marie Flores (University Physician)	N/A	Patient's Medical Record (FM-AAMDS-04)	Medical Interview and Physical Examination conducted

D.2 - DENTAL CONSULTATION	
Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students / Employees
What are the requirements:	Enrolment printout (for new students) / ID Card (for old students), Dental Record Form
Processing Period	35 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Signs Physical Examination log book  Submits filled out Dental Record Form (DRF) and undergoes interview for new clients only	Guides the patient	5 minutes	Mr. Perfecto Ortaleza (Dental Aide)	N/A	ID Card	Established Patient's Dental Record
2	Undergoes oral/dental examination and/ or treatment (extraction and oral prophylaxis)	Conducts oral/dental examination and/or treatment	30 minutes	Dr. Cristina Manansala (University Dentist)	N/A	Dental Record Form (DRF)	Oral-dental examination and / or treatment done

## *E. Human Resource Management and Development Office*

### **E.1 ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND OTHER EMPLOYEE'S OFFICIAL DATA / DOCUMENT**

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	PSU Employee, COS, Part-time and Job Order Personnel who were separated from the service (Resigned, Retired, End of Contract, Transferred, etc.)
What are the requirements:	Request for Documents Form
Processing Period	25 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits accomplished Request for Documents Form to the front desk personnel	Receives and checks the RDF	3 minutes	Mrs. Marie Grace Santiago (HRMDO Staff)	N/A	Request for Documents Form (FM-AD-HRD-01)	RDF checked, evaluated and submitted
2	N/A	Approves the RDF	2 minutes	Mr. Ian Evangelista (HRMDO Director) or Authorized Representative	N/A	N/A	Endorsed and Approved RDF
3	N/A	Checks records of the concerned employee/s	10 minutes	Mrs. Marie Grace Santiago (HRMDO Staff)	N/A	N/A	Gathered and verified data from employees' records
4	N/A	Processes signing of COE/SR/requested documents	6 minutes	Mrs. Nikki Fama (HRMDO Staff)	N/A	N/A	Printed and accomplished the requested documents
5	Signs the logbook and receives COE/SR/ requested documents	Logs and releases COE/SR/ requested documents	4 minutes	Mrs. Marie Grace Santiago (HRMDO Staff)	N/A	N/A	Issued documents

## F. Accounting Services Office

### F.1 - REQUEST FOR ORDER OF PAYMENT

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Debtors / Employees / Students / Campuses
What are the requirements:	Varies depending on type of fees / remittance
Processing Period	4 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents assessment or document endorsing collection of particular fee and remittance list for campuses	Evaluates document and prepares order of payment	2 minutes	Mr. Christian Abarcar (Accounting Staff)	N/A	Varies depending on type of fees / remittance	Printed Order of Payment endorsed for approval
2	Claims Order of Payment	Approves order of payment	2 minutes	Mrs. Jeanilyn Villanueva (Head, Accounting Office)	N/A	N/A	Issued order of Payment

## F.2 - ISSUANCE OF PAYSLIP OR CERTIFICATION OF BENEFITS RECEIVED

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Employees
What are the requirements:	ID Card
Processing Period	3 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Claims Pay slip or Certification of benefits received	Verifies existence of pay slip or benefits received for certification	2 minutes	Mrs. Liza Dela Cruz (Accounting Staff)	N/A	ID Card	Pay slip verified or Proof of receipt of benefits
2	Receives Pay slip / Certification of benefits received	Issues verified Pay slip or certification of benefits received	1 minute	Mrs. Liza Dela Cruz (Accounting Staff)	N/A	N/A	Issued Pay slip or certification of benefits received



### F.3 - ISSUANCE OF CLEARANCE FOR FINANCIAL ACCOUNTABILITY

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Employees
What are the requirements:	Filled out clearance form
Processing Period	7 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits Clearance Form for Financial Accountability	Verifies record of employee on the existence of unliquidated cash advances and other liabilities due to the university	5 minutes	Ms. Jian Tiburcio (Accounting Staff)	N/A	Clearance Form (FM-AD-HRD-029 / FM-AD-HRD-026)	Verified employee profile as to financial accountability
2	Receives signed Clearance Form	Submits filled out Clearance Form to the Head of Accounting Unit for signature	2 minutes	Mrs. Jeanilyn Villanueva (Head, Accounting Office)	N/A	N/A	Issued signed clearance

#### F.4 - ISSUANCE OF TAX CERTIFICATES

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Creditors
What are the requirements:	ID Card or copy of proof of collection
Processing Period	7 Minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Requests for tax clearance	Verifies payment to creditors with withholding of taxes	5 minutes	Ms. Jian Tiburcio (Accounting Staff)	N/A	ID Card or copy of proof of collection	Verified withholding tax record
2	Receives Tax Certificate	Submits tax certificate prepared to the Head of Accounting Unit for signature / approval	2 minutes	Mrs. Marina Ruby Sulipa (Campus Accountant) or  Mrs. Jeanilyn Villanueva (Head, Accounting Office)	N/A	N/A	Issued signed tax certificates

<b>F.5 - REQUEST FOR PAYMENT OF CASH ADVANCE / REIMBURSEMENT / PROCUREMENT / PAYROLL AND OTHER CLAIMS</b>	
Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Employees and Creditors
What are the requirements:	1. Approved request, Billing Statement or Account with complete evaluated required supporting documents 2. Approved Budget Utilization Request / Obligation Slip
Processing Period	Not later than 7 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits approved request, billing or statement of account with the complete evaluated required supporting documents and Approved Obligation slip / BUR	Checks completeness of documents, existence of approved obligations and index of payment if payments was not yet been made	20 minutes	Ms. Jian Tiburcio (for Cash Advances)  Mrs. Liza Dela Cruz (for reimbursements and payroll)  Ms. Kristelle Kae Quinto (for procurement claims)  Mr. Christian Rae Abarcar (for Lingayen claims)	N/A	Approved Request Billing or Statement of Account, Approved Obligation Slip / BUR, Supporting Documents	Verified documents as complete
2	N/A	Prepares Disbursement Voucher	5 minutes	Mrs. Liza Dela Cruz (Personnel In-charge)	N/A	Disbursement Voucher	Printed Disbursement Voucher

3	N/A	Submits Disbursement Voucher (DV) to Finance for Approval	5 minutes	Dr. Maria Corazon Puzon (VP Finance)	N/A	Signed Box A of DV	Endorsed DV for approval
4	N/A	Signs DV and submits to Cashier's Office for check preparation	2 minutes	Mrs. Jeanilyn Villanueva (Head, Accounting Office)	N/A	Signed Box B of DV	Endorsed DV for payment
5	N/A	Forwards the check to the Office of the President for approval	10 minutes	Ms. Nora Caburnay (University Cashier)	N/A	Check	Endorse approval of payment
6	Claims the check	Releases the signed check	Varies depending on the availability of the Head of the Agency	Ms. Nora Caburnay (University Cashier)	N/A	Check	Released check

### **F.6 - REFUND OF FEES (OVERPAYMENT AND ASSESSMENT ERROR AND ADJUSTMENT)**

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students
What are the requirements:	1. Original Copy of Official Receipt 2. Student copy of Assessment Slip 3. Endorsement from Student Services / CED 4. Photocopy of ID Card
Processing Period	Not later than 7 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents requirements for evaluation	Evaluates and verifies correctness and authenticity of the documents	10 minutes	Mr. Joemmel Ceralde (Accounting Staff)	N/A	Transaction slip	Requirements evaluated and verified
2	N/A	Prepares Disbursement Voucher	5 minutes	Mrs. Liza Dela Cruz (Accounting Staff)	N/A	Disbursement Voucher	Printed Disbursement Voucher
3	N/A	Submits Disbursement Voucher (DV) to Finance for Approval	5 minutes	Dr. Maria Corazon Puzon (VP Finance)	N/A	Signed Box A of DV	Endorsed DV for approval
4	N/A	Signs DV and submits to Cashier's Office for check preparation	2 minutes	Mrs. Jeanilyn Villanueva (Head, Accounting Office)	N/A	Signed Box B of DV	Endorsed DV for payment
5	N/A	Forwards the check to the Office of the President for approval	10 minutes	Ms. Nora A. Caburnay (University Cashier)	N/A	Check	Endorse approval of payment
6	Claims the check	Releases the signed check	Varies depending on the availability of the Head of the Agency	Ms. Nora A. Caburnay (University Cashier)	N/A	Check	Released check



## G. Library and Audio-Visual Services

### G.1 - SIGNING OF LIBRARY CLEARANCE

Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	1. Clearance Form 2. Order of Payment Slip
Processing Period	5 minutes (for students with accountability) / 3 minutes (for students without accountability)

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents the Clearance Form	Checks and verifies the Borrower's Account Records /Delinquent Database for any library accountability.	2 minutes	Ms. Juliet Lopez (Library Staff)	N/A	Clearance Form	Unreturned books or overdue accounts are checked
2	Pays any unpaid / lost book/s (for students with accountability only)	Issues Order of Payment	2 minutes	Ms. Juliet Lopez (Library Staff)	Varies depending on the amount of item/s	Order of Payment Slip	Unreturned books / lost books refunded
3	Claims the approved Clearance Form	Returns the approved Clearance Form to the client	1 minute	Mrs. Mary Ann Mangapot (Librarian)	N/A	Clearance Form	Signed Clearance of Students/Faculty/Staff

G.2 - ANSWERING REFERENCE QUESTIONS	
Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	Reference Question Form
Processing Period	5 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the accomplished Reference Question Form	Documents the Reference Question Form and assist the client	5 minutes	Ms. Juliet Lopez (Library Staff)	N/A	Reference Question Form (FM-AA-LIB-07)	Reference question is noted and recorded

### G.3 - BORROWING LIBRARY BOOKS

Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	ID Card (Students) / Borrower's Card (Faculty and Staff) / ID Card or Referral Letter (Outside Researchers)
Processing Period	5 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents book/s and the ID Card	Checks and verifies the ID Card	3 minutes	Ms. Jamaica Ceralde (Library Staff)	N/A	ID Card	Checked and verified University ID Card
2	Signs the Book card and Logbook, Claims the book/s	Releases the borrowed books	2 minutes	Ms. Jamaica Ceralde (Library Staff)	N/A	Date due Slip (FM-AA-LIB-03) / Book Card (FM-AA-LIB-02)	Library materials released

**Note:** a) Undergraduate students are allowed to borrow books for overnight, to be returned the following class day.  
b) Graduate students are allowed to borrow books for a week.

#### G.4 - RETURNING LIBRARY BOOKS

Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	Borrowed Book/s
Processing Period	2 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents book/s for return	Receives and processes materials for return	1 minute	Ms. Jamaica Ceralde (Library Staff)	N/A	Book Card	Book/s returned has been checked and verified
2	Claims the ID Card	Returns the ID Card	1minute	Ms. Jamaica Ceralde (Library Staff)	N/A	N/A	ID Card returned to the client

### G.5 - INTERNET ACCESS IN THE E-LIBRARY

Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	ID Card (Students) / Borrower's Card (Faculty and Staff)
Processing Period	3 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Registers in the Daily Attendance Logbook and wait for PC assignment	Assists the client and assigns vacant PC	2 minutes	Mr. Jhoni Levi Aviles (Internet Administrator)	N/A	Daily Attendance Logbook	Assisted client
2	Logs out	Checks the unit	1 minute	Mr. Jhoni Levi Aviles (Internet Administrator)	N/A	Daily Attendance Logbook	PC Unit checked



## G.6 - AUDIO-VISUAL ROOM SERVICES

Schedule of Availability:	Monday to Friday, 8:00 AM - 5:00 PM - Undergraduate and Graduate Library Saturday, 8:00 AM - 5:00 PM - Graduate Library and OUS Library
Who may avail of the service:	Students, Faculty and Staff
What are the requirements:	1. ID Card (Students) / Borrower's Card (Faculty and Staff) 2. AVR Request Form
Processing Period	2 minutes and 15 seconds

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the accomplished AVR Request Form (2 copies)	Receives and records the details of the request	2 minutes	Ms. Jamaica Ceralde (Library Staff)	N/A	AVR Request Form	Recorded request
2	Claims the approved AVR Request Form	Schedules the activity and issues the approved AVR Request Form	1 minute	Mrs. Mary Ann Mangapot (Librarian)	N/A	AVR Request Form	Approved and scheduled activity

## H. Registrar's Office

### H.1 - ISSUANCE OF EVALUATION RECORD

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Official Receipt
Processing Period	16 minutes (for Regular Students) / 1 hour and 1 minute (for Irregular Students)

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the accomplished Evaluation Result Form	Reviews and evaluates the record and identify deficiencies	15 minutes (Regular Students)  1 hour (Irregular Students)	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	ID Card and accomplished Evaluation Result Form	Evaluated student/s
2	Claims the Evaluation Record	Releases the Evaluation Result	1 minute	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	N/A	Issued Evaluation Result (Portal-based)

H.2.1 - ISSUANCE OF TRANSFER CREDENTIALS FOR GRADUATES (Honorable Dismissal)	
Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Application for Transfer Credential
Processing Period	32 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays the Transfer Credential Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 80.00	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and processes the Transfer Credential	30 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Official Receipt	Processed the Transfer Credential
3	Claims the Transfer Credential	Releases the Transfer Credential	1 minute		N/A	N/A	Released the Transfer Credential

## H.2.2 - ISSUANCE OF TRANSFER CREDENTIALS FOR UNDERGRADUATES (Honorable Dismissal)

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Duly accomplished Clearance, Application for Transfer Credential
Processing Period	33 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Gets the Application for Transfer Credential and secure required signatures	Gives out Clearance Form	1 minute	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	N/A	Issued Application for Transfer Credential
2	Pays the Transfer Credential Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 80.00	ID Card	Issued Official Receipt
3	Presents the Official Receipt and submits duly accomplished Application for Transfer Credential (FM-AA-REG-12)	Checks the Official Receipt and processes the Transfer Credential	30 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA)	N/A	Official Receipt and Accomplished Application for Transfer Credential (FM-AA-REG-12)	Processed the Transfer Credential
4	Claims the Transfer Credential	Releases the Transfer Credential	1 minute	Mr. Gilbert Sison (CE)	N/A	N/A	Released the Transfer Credential and Certification of Grades

### H.3 - ISSUANCE OF OFFICIAL CERTIFICATION

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Official Receipt
Processing Period	Within 3 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Presents the accomplished appropriate form and pays the Certification Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 60.00	ID Card	Issued Official Receipt
2	Presents Official Receipt	Checks the Official Receipt and processes Official Certification	Within 3 working days	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM)	N/A	Official Receipt	Processed the Official Certification
3	Claims the Official Certification	Releases the Official Certification	1 minute	Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	N/A	Released the Official Certification

**Certification-** (Certificate of Graduation, Certificate of Grades, Certificate of units earned, Certificate of Prof. Educ. Units, Certified True Copy of documents and etc.)

#### H.4 - ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION OF OTR AND DIPLOMA

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Official Receipt
Processing Period	1 hour and 2 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays the Certification, Authentication and Verification (CAV) Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 60.00	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt, processes Certification, Authentication and Verification of OTR/Diploma	1 hour	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT)	N/A	Official Receipt	Duly Signed and Sealed Certification, Authentication and Verification Form (CAV)
3	Claims the OTR/Diploma	Releases the OTR/Diploma	1 minute	Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	N/A	Released the OTR/Diploma

## H.5 - ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Official Receipt, Request Form
Processing Period	Not later than 5 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits accomplished Request Form	Receives and checks accuracy of the accomplished form	10 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Request Form	Scheduled the release of OTR
2	Pays the OTR Fee	Receives and acknowledges payments and issues the Official Receipt	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Php 230. 00	ID Card	Issued Official Receipt
3	Presents the Official Receipt	Checks the Official Receipt and processes the OTR	Not later than 5 working days	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM)	N/A	Official Receipt	Processed the OTR
4	Claims the OTR	Releases the OTR	1 minute	Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	N/A	Duly Signed and Sealed OTR



## H.6 – ADDING / DROPPING / CHANGING OF SUBJECTS

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Active Students
What are the requirements:	ID Card, Official Receipt, Add / Drop Slip
Processing Period	43 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays the Appropriate Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	P50.00 /subject	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and issues appropriate form	2 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Official Receipt	Released the Add / Drop Slip
3	Proceeds to the concerned department chair	Advices the students on what subject/s to add / drop / change	30 minutes	Concerned Department Chair	N/A	Add / Drop Slip (FM-AA-REG-06)	Advised / evaluated students
4	Submits the duly accomplished Add / Drop Slip	Accepts and processes accomplished Add / Drop Slip	10 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Accomplished Add / Drop Slip (FM-AA-REG-06)	Entered the dropped subject/s in the portal

**Note:** It must be done before the Midterm Examination

## H.7 - COMPLETION / REMOVAL

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students with Incomplete or Conditional Grade/s
What are the requirements:	ID Card, Official Receipt, Completion Slip
Processing Period	23 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays the Completion Fee/ Removal Fee	Receives and acknowledges payments	1 minute	Mrs. Arlene Padilla (Cashier Staff)	P25.00 /subject	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and issues Completion Form	2 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Official Receipt	Released the Completion Slip
3	Presents the completion form to the concerned faculty	Issues grades upon completion of the necessary requirements and gives the Student's Copy to the Student and the Original Copy to the Registrar's Office	15 minutes	Concerned Faculty	N/A	Completion Form	Issued Grade/s
4	N/A	Accepts accomplished Completion Form and post the grades in the Student's Portal	5 minutes	Mrs. Lourdes Moran (CE) Mr. Andrew Prado (CCS) Mr. Michael Valdez (CASL) Mr. Jonathan Daco (CHM) Ms. Princess Joy Corpuz (CT) Mrs. Karissa Gonzales (CBPA) Mr. Gilbert Sison (CE)	N/A	Accomplished Completion Form	Grade/s entered in the portal

**Note:** It must be done within one (1) academic year / two (2) semesters

## 1. Student Services and Alumni Affairs

### I.1 - FILING A COMPLAINT AGAINST A STUDENT

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Anyone aggrieved or offended by student/s
What are the requirements:	1. Written Complaint 2. Evidences
Processing Period	9 working days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Files written complaint to the Office of the Student Services using the prescribed form	Receives and assesses the complaint to determine the gravity of the offense/s and takes the appropriate action  After thorough assessment, decides whether to settle, dismiss, or elevate to the CED	3 working days	Mr. Friezky Macayana	N/A	Written Complaint	Complaint assessed and put on record
2	Signs Settlement / Agreement Form	Accepts Settlement / Agreement Form	10 minutes	Mr. Friezky Macayana	N/A	Evidence/s	Complaint acted upon
	N/A	Dismisses the complaint if there is no probable cause					
	N/A	Elevates to the CED if there is probable cause					
3	N/A	Creates Student Disciplinary Tribunal (SDT)	1 day	Dr. Priscilla Agsalud	N/A	Endorsement letter from the Office of the Student Services	Complaint acted upon
4	Attends Investigation	Conducts Formal Investigation and recommends the necessary sanction	5 working days	Members of the SDT	N/A	Evidence/s	Complaint acted upon
5	Awaits the decision	Imposes the necessary sanction	1 day	Dr. Dexter R. Buted	N/A	Report of the SDT together with the Evidences	Complaint resolved

## I.2 - REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students
What are the requirements:	1. Excuse Letter 2. ID Card
Processing Period	10 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the excuse letter on non-wearing of school uniform	Evaluates the request and takes appropriate action (if the request covers a maximum of 5 school days)  Evaluates the request and makes the necessary recommendation to the CED (if the request is more than 5 school days)	5 minutes	Mr. Frenzky Macayana	N/A	ID Card	Decided Temporary Exemption Request
2	Secures the copy of request with decision	Approves / disapproves the request	5 minutes	Dr. Priscilla Agsalud	N/A	Request Letter with Recommendation	Decided Temporary Exemption Request

### I.3 - PROCESSING OF APPLICATION TO AVAIL SCHOLARSHIP/GRANTS

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Scholars / Grantees
What are the requirements:	1. Application Form for Scholarship 2. Report of Rating 3. Registration Form 4. Assessment Slip 5. Certification signed by coordinator and Campus Executive Director (CED)
Processing Period	28 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Inquires and applies for scholarship	Interviews the applicant	2 minutes	Mr. Frienzky Macayana	N/A	Report of Rating	Issued Application Form
2	Submits accomplished application form and needed requirements for scholarship  <b>Institutional Scholarship</b> • Student Leadership, Athletic and Cultural Scholarship	Receives application  Verifies entries and completeness of the application form and the attached documents	5 minutes	Mr. Frienzky Macayana	N/A	Accomplished Application Form (FM-AA-SCH-01)  Report of Rating, Registration Form, Assessment Slip, and Certification signed by coordinator and Campus Executive Director (CED)	N/A
3	N/A	Forwards the qualified applicants to the Accounting office for funding	20 minutes	Mr. Joemmel Ceralde	N/A	N/A	Approval or disapproval of application
4	Awaits the release of the grant	Releases the grant	1 minute	Ms. Clarissa Calzada	N/A	N/A	Grant released

## J. Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)

### J.1 – APPLICATION FOR A DEGREE THROUGH ETEEAP

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM	
Who may avail of the service:	Filipino who has at least 5 years work experience / High School Graduate or BS Undergraduate	
What are the requirements:	1. Application Form 2. 2x2 Picture 3. Curriculum Vitae 4. Official Transcript of Records *Form 137 for HS Graduates 5. Certificate of Employment	6. Certification of Publish Journals, Training Modules, Books, Workbooks, Lab Materials 7. Certificate as Consultant, Resource Person, Guest Speaker, Trainer, Organizer and Coordinator 8. Certificate of Trainings, Seminar/Workshops attended, Membership in Organization, Recognition and Awards 9. Eligibility Certificate (CSC, PRC, TESDA, etc.)
Processing Period:	1 hour and 19 minutes (depends upon the supplementary courses prescribed by the assessors and the degree applied for)	

### J.1.1 – INQUIRY ABOUT THE PROGRAM

Processing Period:	15 minutes
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STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Inquires about ETEEAP	Answers, explains and orients the client about ETEEAP	10 minutes	Dr. Rosie Abalos (Director, ETEEAP)	N/A	N/A	Enlightened and assessed if qualified or not qualified to apply
2	Asks for the ETEEAP Application form	Gives out and guides the applicant in filling out of the form	5 minutes	Dr. Rosie Abalos (Director, ETEEAP)	N/A	N/A	Application Form

### J.1.2 - SUBMISSION OF APPLICATION FORM

Processing Period: 35 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits Application Form with corresponding documents	Evaluates initially the application form and documents Schedules the interview	5 minutes	Dr. Rosie Abalos (Director, ETEEAP)	N/A	Application Form with corresponding documents	Official receipts of All payments made Scheduled Interview
2	Answers questions of panel of assessors during the interview	Interviews the applicant	30 minutes	Panel of Assessors	N/A	Application Form Assessment print out	Result of interview



### J.1.3 – ENROLMENT OF SUPPLEMENTARY COURSES

Processing Period: 29 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Proceeds to Dean's office and enrolls required supplementary courses Presents requirements for Evaluation	Evaluates the prescribed supplementary courses	2 minutes	Program Chair	N/A		N/A	Supplementary courses prescribed
2	Secures Course Approval Form	Gives out the Courses approval form	1 minute	Program Chair	N/A		Course Approval Form	Form Given Out
3	Submits accomplished Course Approval Form	Evaluates the accuracy of entries in the form and approves the supplementary courses to be enrolled	2 minutes	Program Chair	N/A		Course Approval Form	Study load duly approved by the Program Chairman
4	Submits Course Approval Form for Encoding of Subjects and Schedule	Encodes the subject and corresponding Schedule	20 minutes	Dean's Staff	N/A		Assessment of the Panel of Assessors	Registration Print-out
5	Pays Supplementary Course Fees	Receives the payment	1 minute	Mrs. Arlene Padilla (Cashier Staff)	Evaluation Fee Accreditation Fee Tuition Fee (Php 250.00/unit x 24 units-maximum) I.D. Modules (for Undergrad – 8 modules) Instructional Assistance Fee	Php 7,000.00 Php 5,000.00  Php 1,000.00 Php 100.00  Php 2,400.00 Php 500.00	Registration Print-Out	Official Receipts of payments made
6	Submits Credentials to Registrar	Validates enrollment	3 minutes	Mr. Andrew Prado (Registrar's Staff)	N/A		Credentials Registration Print Out	Registration print out duly stamped with "Officially enrolled"

## K. Center for English Language

### K.1 - EDIT THESES AND DISSERTATIONS ON THE GENERAL RULES OF GRAMMAR; COHESION AND COHERENCE; AND PLAGIARIZED TEXTS

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students and Graduates
What are the requirements:	ID Card, Official Receipt
Processing Period	16 minutes (for Regular Students) / 1 hour and 1 minute (for Irregular Students)

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits filled out required form	Receives and checks the accuracy of the accomplished Application Form and advise the client to pay at the Cashier	5 minutes	Dr. Presley De Vera	N/A		N/A	Validated required form
2	Pays Certification Fee	Receives payment	1 minute	Dr. Presley De Vera	<ul style="list-style-type: none"> <li>Undergraduates</li> <li>Graduates</li> </ul>	Php 200.00 Php 500.00	CEL Application Form (CEL Form 1)	Issued Official Receipt
3	Presents OR and submits name for enrolment in the University portal for the issuance of the license to use the Grammarly software	Checks the level of acceptability of the manuscript and affixes signature on the certification form	10 minutes	Dr. Presley De Vera	N/A		Official Receipt  CEL Certification	Signed and certified that the manuscript has passed the 80% level of acceptability

## L. Statistics Center

### L.1 - STATISTICS CENTER SERVICES – STATISTICAL CONSULTATION SERVICES

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	PSU Students (undergraduate and graduate) conducting thesis/dissertation, PSU Faculty members conducting research, and non-PSU professionals who are willing to avail Center's services
What are the requirements:	Consultation Request Form, Copy (soft/hard) of approved research title / proposal
Processing Period	Not later than 10 days

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES		DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits the Research Proposal Prior to Defense	Checks the research proposal using the following criteria: 1. Correctness of the statistical design; 2. Validity and reliability of the instrument; 3. Appropriateness of the statistical tool related to the objectives of study and the type of research; and 4. Adequacy of the sample size.	1 hour	Dr. Arlene Mendoza	<ul style="list-style-type: none"> <li>PSU Undergraduates</li> <li>PSU Graduates</li> <li>Other Professionals</li> </ul>	N/A Php 500.00 Php 500.00	Consultation Request Form, Copy (soft/hard) of approved research title/proposal	Appropriate statistical research design and statistical tools to be utilized by the researcher
2	Incorporates correction/s and Submits the Research Proposal After the Defense	Signs the clearance which serves as a basis that the Center has given them permission to proceed on gathering their data	1 hour	Dr. Arlene Mendoza	N/A		Copy (soft/hard) of approved research title/proposal	Valid and reliable research instrument as based on the objectives and acceptable sample size.

3	Submits Research Data	Encodes, checks, validates, and cleans data and it will be carried out in this stage	Depends on the amount of data provided	PSU Accredited Encoders	<ul style="list-style-type: none"> <li>PSU Undergraduates</li> <li>PSU Graduates</li> <li>Other Professionals</li> </ul>	Php 300.00 Php 1,000.00 Php 1,000.00	All answered questionnaires/ encoded data (soft and hard copy)	Properly encoded, examined and cleaned data to minimize selection and sampling bias errors
4	N/A	Analyzes the data properly and appropriately. Checks the conclusions, suggests the best ways to describe and display the data, and basic statistical interpretation of the findings	3 to 5 days (depends on the type of analysis and number of clients served)	Dr. Arlene Mendoza	<b>Descriptive Analysis</b> <ul style="list-style-type: none"> <li>Undergraduates</li> <li>Master's</li> <li>Doctorate</li> </ul>	Php 300.00 Php 2,000.00 Php 3,000.00	Encoded, examined and cleaned research data, copy of approved proposal (soft and hard copy)	Tabulated and analyzed data with basic interpretations of estimates
					<b>Basic Inferential Analysis</b> <ul style="list-style-type: none"> <li>Undergraduates</li> <li>Master's</li> <li>Doctorate</li> </ul>	Php 300.00 Php 3,500.00 Php 4,500.00		
					<b>Higher Inferential Analysis</b> <ul style="list-style-type: none"> <li>Undergraduates</li> <li>Master's</li> <li>Doctorate</li> </ul>	Php 300.00 Php 4,500.00 Php 5,000.00		
					<ul style="list-style-type: none"> <li>PSU Undergraduates</li> <li>PSU Graduates</li> <li>Other Professionals</li> </ul>	Php 300.00 Php 1,000.00 Php 1,000.00		
5	Checks and releases the output	Covers checking of statistical design, statistical tool utilized, presentation of outputs, and basic interpretations. Checks statistical output	1 day (depends on the objectives and analysis applied)	Dr. Arlene Mendoza	<ul style="list-style-type: none"> <li>PSU Undergraduates</li> <li>PSU Graduates</li> <li>Other Professionals</li> </ul>	Php 300.00 Php 1,000.00 Php 1,000.00	Encoded, examined and cleaned research data, copy of approved proposal (soft and hard copy), Tabulated and analyzed data	Checked data analysis

## M. Management and Information System Office

### M.1 - ISSUANCE OF IDENTIFICATION CARD

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students, Faculty members and Non-teaching Staff
What are the requirements:	Official Receipt
Processing Period	15 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Pays the ID Card Fee	Receives payment	1 minute	Mrs. Marissa T. Ferrer (Cashier Staff)	Php 100.00	N/A	Issued Official Receipt
2	Presents the Official Receipt	Receives and checks the Official Receipt	1 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Issued ID Card Slip
3	Submits the accomplished ID Card Slip	Encodes data from the slip	5 minutes	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	ID Card Slip	Encoded data of the client
4	Inputs the client's signature to the e-signature pad	Assist the client	2 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Entered E-signature on the ID
5	Proceeds to the Pictorial Section	Takes a formal shot from the client and finalizes image	5 minutes	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	ID Card is processed and finalized
6	Receives the printed ID Card	Releases the printed ID card	1 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Issued ID Card

## M.2 - REQUEST FOR IDENTIFICATION CARD REPLACEMENT

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students, Faculty members and Non-teaching Staff
What are the requirements:	Official Receipt, Affidavit of Loss
Processing Period	15 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Present requirements (for students only)	Receives and checks the requirements	2 minutes	Mr. Frenzky Macayana (Student Services Coordinator)	N/A	Affidavit of Loss/ Letter of request/ Dilapidated ID Card	Issued ID Replacement Form
2	Pays the ID Card Fee	Receives payment	1 minute	Mrs. Marissa T. Ferrer (Cashier Staff)	Php 100.00	N/A	Issued Official Receipt
3	Presents the Official Receipt and accomplished ID Replacement Form	Receives OR and accomplished ID Replacement Form	1 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Issued ID Card Slip
4	Submits the accomplished ID Card Slip	Encodes data from the slip	5 minutes	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	ID Card Slip	Encoded data of the client
5	Inputs the client's signature to the e-signature pad	Assist the client	2 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Entered E-signature on the ID
6	Proceeds to the Pictorial Section	Takes a formal shot from the client and finalizes image	5 minutes	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	ID Card is processed and finalized
7	Receives the printed ID Card	Releases the printed ID card	1 minute	Karen T. Palma/Debbie Bautista (MIS Staff)	N/A	N/A	Issued ID Card

### M.3 - MAINTENANCE OF IT HARDWARE PERIPHERALS AND SOFTWARE INSTALLATION

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	PSU Employees with (Memorandum Receipt) M.R. / IT Devices for Repair
What are the requirements:	MIS Transaction Form
Processing Period	1 hour and 12 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits accomplished MIS Transaction Form	Receives and checks the accomplished form	2 minutes	Mrs. Jennifer Salvador (MIS Front Desk Staff)	N/A	MIS Transaction Form	Duly accomplished MIS request Form
2	Brings Hardware/Peripheral device/s	Checks, troubleshoots and repairs the peripheral device/s	1 Hour	Dr. Julius Cesar Mamaril (Area 1 Head/IT Technician)	N/A	N/A	Repaired device/s or Reported for replacement / condemnation
3	Waits for the release of the device/s	Releases working device/s	10 minutes	Dr. Julius Cesar Mamaril (Area 1 Head/IT Technician)	N/A	N/A	Released repaired or irreparable device/s



#### M.4 - MANAGEMENT OF INTERNET AND NETWORK SERVICES

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	PSU Employees with (Memorandum Receipt) M.R.d Internet/Network Devices for Repair
What are the requirements:	MIS Transaction Form
Processing Period	1 hour and 12 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Submits accomplished MIS Transaction Form	Receives and checks the accomplished form	2 minutes	Mrs. Jennifer Salvador (MIS Front Desk Staff)	N/A	MIS Transaction Form	Duly accomplished MIS request Form
2	N/A	Checks, troubleshoots and repairs the Network device/s	1 Hour	Mr. Clark Kim C. Castro (Area 2 Head/ Network Specialist)	N/A	N/A	Checked internet connection/ Network device/s
3	N/A	Repairs the network device/s	10 minutes	Mr. Clark Kim C. Castro (Area 2 Head/ Network Specialist)	N/A	N/A	Repaired internet connection / network device/s or Reported for replacement / condemnation

### M.5 - MANAGEMENT OF QUICK CAMPUS++ SYSTEM

Schedule of Availability:	Monday to Friday, 8:00 AM – 5:00 PM
Who may avail of the service:	Students, Faculty members and Non-teaching Staff
What are the requirements:	Official Receipt
Processing Period	8 minutes

STEPS	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	DOCUMENT/S	OUTPUT FROM THE SERVICE PROVIDER
1	Registers in the Daily Attendance Logbook	Assist the client	2 minutes	Mrs. Jennifer D. Salvador (MIS Front Desk Staff)	N/A	N/A	Assisted client
2	<b>Enrollment/Registration</b>  Presents OR	Receives and checks OR  Online Entry / Update Student Record/s	3 minutes	Mrs. Jennifer D. Salvador (MIS Quick Campus ++ Staff)	N/A	Official Receipt	Printed Student Certificate of Registration
	<b>Order of Payments/Student Ledger Accounts</b>  Presents OR	Receives and checks OR  Checks status of Student's accounts / balances	3 minutes	Ms. Debbie C. Bautista Ms. Karen D. Palma (MIS Quick Campus ++ Staff)	N/A	Official Receipt	Duly Signed Student Clearance

# COMPLAINTS PROCEDURE

PSU believes that by listening to and acting upon your complaints we can improve the service provided to you. This Complaints Procedure is designed to address any specific concerns our customers have that relate to the quality of customer service provided by PSU. This might include:

- unsatisfactory service;
- delays in receiving information/responses within accepted timeframes;
- difficulty in contacting the correct office, campus or person;
- incorrect information or guidance issued by a concerned Office, or
- attitude and conduct of staff.

To resolve any complaint quickly, you are initially advised to bring any matter of concern to the attention of the Head of the staff with whom you have been dealing. You can complain by phone, in person, in writing or via e-mail.


However, if you still feel dissatisfied after this approach, please follow the steps detailed below.


**Step 1:** Fill out PSU Customer Complaints Form with your information and contact details along with your complaint. It would be very helpful if you could provide a clear and concise summary of the issue.

**Step 2:** Submit the accomplished PSU Customer Complaints Form to the Public Assistance Officer.

**Step 3:** Claim your Tracking Slip to the Public Assistance Officer.

PSU will acknowledge receipt of your complaints and will be referring to the concerned Head of the Office for immediate and necessary action. Depending on the nature of complaint, we will carry out a thorough investigation and provide you with a full explanation of the decision and the factors we have considered in reaching the decision. This will be treated and provided confidentially.

	<h2 style="margin: 0;">CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS FORM</h2> <p style="margin: 0;">PANGASINAN STATE UNIVERSITY _____ Campus</p>		
	_____ Semester : A.Y. 20____ - 20____		Date : _____
<b>PROFILE OF THE RESPONDENT</b>			
OFFICE / DEPARTMENT VISITED			
NATURE OF SERVICE AVAILED OF			
AGE		SEX	
CLIENT CATEGORY	<input type="checkbox"/> Student	<input type="checkbox"/> Supplier	<input type="checkbox"/> Non-teaching
	<input type="checkbox"/> Faculty	<input type="checkbox"/> Regulatory Body	<input type="checkbox"/> Community
	<input type="checkbox"/> Industry	<input type="checkbox"/> Alumni	<input type="checkbox"/> Others, specify: _____
<b>CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS INFORMATION</b>			
DETAILS OF COMPLAINT/S : _____ _____ _____ _____			
COMPLAINT TAKEN BY : <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">           _____            Signature over Printed Name         </div> <div style="text-align: center;">           _____            Office         </div> </div>			

	<h2 style="margin: 0;">CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS FORM</h2> <p style="margin: 0;">PANGASINAN STATE UNIVERSITY _____ Campus</p>		
	_____ Semester : A.Y. 20____ - 20____		Date : _____
<b>PROFILE OF THE RESPONDENT</b>			
OFFICE / DEPARTMENT VISITED			
NATURE OF SERVICE AVAILED OF			
AGE		SEX	
CLIENT CATEGORY	<input type="checkbox"/> Student	<input type="checkbox"/> Supplier	<input type="checkbox"/> Non-teaching
	<input type="checkbox"/> Faculty	<input type="checkbox"/> Regulatory Body	<input type="checkbox"/> Community
	<input type="checkbox"/> Industry	<input type="checkbox"/> Alumni	<input type="checkbox"/> Others, specify: _____
<b>CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS INFORMATION</b>			
DETAILS OF COMPLAINT/S : _____ _____ _____ _____			
COMPLAINT TAKEN BY : <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">           _____            Signature over Printed Name         </div> <div style="text-align: center;">           _____            Office         </div> </div>			