

# *Citizen's* **CHARTER**

*Sta. Maria 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	Cyrelle C. Ocon	<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	Cyrelle C. Ocon	<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. Cyrelle C. Ocon	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	Mrs. Florita S. Balansay	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	Mrs. Florita S. Balansay	N/A	N/A	N/A

B.2 - APPLICATION FOR ADMISSION EXAM	
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	Mrs. Florita S. Balansay	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	Ma. Lourdes G. Castillo	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:	Purchase Form, 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	Cyrelle C. Ocon	N/A		N/A	Validated required form
2	Pays Certification Fee	Receives payment	1 minute	Cyrelle C. Ocon	<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	Alan Fernandez	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	Bethsaida E. Oller	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	Bethsaida E. Oller	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	Bethsaida E. Oller	N/A	Patient's Medical Record (FM-AAMDS-04)	Medical Interview and Physical Examination conducted

## E. Administrative 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	Jay A. Pulido	N/A	Request for Documents Form (FM-AD-HRD-01)	RDF checked, evaluated and submitted
2	N/A	Approves the RDF	2 minutes	Tony Lio C. Repollo	N/A	N/A	Endorsed and Approved RDF
3	N/A	Checks records of the concerned employee/s	10 minutes	Jay A. Pulido	N/A	N/A	Gathered and verified data from employees' records
4	N/A	Processes signing of COE/SR/requested documents	6 minutes	Jay A. Pulido	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	Jay A. Pulido	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	FEEES	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	Ma. Lourdes G. Castillo	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	Faye Bacolor	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	Rocky P. Manalo	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	Rocky P. Manalo	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	Rocky P. Manalo	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	Rocky P. Manalo	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	Rocky P. Manalo	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	Rocky P. Manalo	N/A	N/A	Issued signed tax certificates

### F.5 - REQUEST FOR PAYMENT OF CASH ADVANCE / REIMBURSEMENT / PROCUREMENT / PAYROLL AND OTHER CLAIMS

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	Jennifer G. Lomibao	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	Jennifer G. Lomibao	N/A	Disbursement Voucher	Printed Disbursement Voucher



3	N/A	Submits Disbursement Voucher (DV) to Finance for Approval	5 minutes	Jennifer G. Lomibao	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	Faye Bacolor	N/A	Signed Box B of DV	Endorsed DV for payment
5	N/A	Forwards the check to the Office of the CED for approval	10 minutes	Dr. Honorio Cascolan	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	Lerma S. Ulpindo	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	Ma. Lourdes G.Castillo	N/A	Transaction slip	Requirements evaluated and verified
2	N/A	Prepares Disbursement Voucher	5 minutes	Jennifer G. Lomibao	N/A	Disbursement Voucher	Printed Disbursement Voucher
3	N/A	Submits Disbursement Voucher (DV) to Finance for Approval	5 minutes	Jennifer G. Lomibao	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	Faye Bacolor	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	Dr. Honorio Cascolan	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	Lerma S. Ulpindo	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	Novelyn B. Nabe	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	Novelyn B. Nabe	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	Novelyn B. Nabe	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	Novelyn B. Nabe	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	Novelyn B. Nabe	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	Novelyn B. Nabe	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	Novelyn B. Nabe	N/A	Book Card	Book/s returned has been checked and verified
2	Claims the ID Card	Returns the ID Card	1minute	Novelyn B. Nabe	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	Novelyn B. Nabe	N/A	Daily Attendance Logbook	Assisted client
2	Logs out	Checks the unit	1 minute	Novelyn B. Nabe	N/A	Daily Attendance Logbook	PC Unit checked

## 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)	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	N/A	ID Card and accomplished Evaluation Result Form	Evaluated student/s
2	Claims the Evaluation Record	Releases the Evaluation Result	1 minute	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	Cyrelle C. Ocon	Php 80.00	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and processes the Transfer Credential	30 minutes	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	N/A	N/A	Issued Application for Transfer Credential
2	Pays the Transfer Credential Fee	Receives and acknowledges payments	1 minute	Cyrelle C. Ocon	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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		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	Cyrelle C. Ocon	Php 60.00	ID Card	Issued Official Receipt
2	Presents Official Receipt	Checks the Official Receipt and processes Official Certification	Within 3 working days	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	N/A	Official Receipt	Processed the Official Certification
3	Claims the Official Certification	Releases the Official Certification	1 minute		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	Cyrelle C. Ocon	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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		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	Olive G. Ventura	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	Cyrelle C. Ocon	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	N/A	Official Receipt	Processed the OTR
4	Claims the OTR	Releases the OTR	1 minute		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	Cyrelle C. Ocon	P50.00 /subject	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and issues appropriate form	2 minutes	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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

<b>H.7 - COMPLETION / REMOVAL</b>	
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	Cyrelle C. Ocon	P25.00 /subject	ID Card	Issued Official Receipt
2	Presents the Official Receipt	Checks the Official Receipt and issues Completion Form	2 minutes	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	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	Elizabeth S. Maala Glenda S. Andaya Kathryn P. Anselmo	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	Zeny Totaan	N/A	Written Complaint	Complaint assessed and put on record
2	Signs Settlement / Agreement Form	Accepts Settlement / Agreement Form	10 minutes	Zeny Totaan	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. Honorio Cascolan	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	University President	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	Zeny Totaan	N/A	ID Card	Decided Temporary Exemption Request
2	Secures the copy of request with decision	Approves / disapproves the request	5 minutes	Zeny Totaan	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	Zeny Totaan	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	Zeny Totaan	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	Ma. Lourdes Castillo	N/A	N/A	Approval or disapproval of application
4	Awaits the release of the grant	Releases the grant	1 minute	Zeny Totaan	N/A	N/A	Grant released

## J. Management and Information System Office

### J.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	Cyrelle C. Ocon	Php 100.00	N/A	Issued Official Receipt
2	Presents the Official Receipt	Receives and checks the Official Receipt	1 minute	Mark Gil Sampaga	N/A	N/A	Issued ID Card Slip
3	Submits the accomplished ID Card Slip	Encodes data from the slip	5 minutes	Mark Gil Sampaga	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	Mark Gil Sampaga	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	Mark Gil Sampaga	N/A	N/A	ID Card is processed and finalized
6	Receives the printed ID Card	Releases the printed ID card	1 minute	Mark Gil Sampaga	N/A	N/A	Issued ID Card

## J.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	Mark Gil Sampaga	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	Cyrelle C. Ocon	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	Mark Gil Sampaga	N/A	N/A	Issued ID Card Slip
4	Submits the accomplished ID Card Slip	Encodes data from the slip	5 minutes	Mark Gil Sampaga	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	Mark Gil Sampaga	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	Mark Gil Sampaga	N/A	N/A	ID Card is processed and finalized
7	Receives the printed ID Card	Releases the printed ID card	1 minute	Mark Gil Sampaga	N/A	N/A	Issued ID Card

### J.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	Mark Gil Sampaga	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	Mark Gil Sampaga	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	Mark Gil Sampaga	N/A	N/A	Released repaired or irreparable device/s

#### J.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	Mark Gil Sampaga	N/A	MIS Transaction Form	Duly accomplished MIS request Form
2	N/A	Checks, troubleshoots and repairs the Network device/s	1 Hour	Mark Gil Sampaga	N/A	N/A	Checked internet connection/ Network device/s
3	N/A	Repairs the network device/s	10 minutes	Mark Gil Sampaga	N/A	N/A	Repaired internet connection / network device/s or Reported for replacement / condemnation

### J.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	Mark Gil Sampaga	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	Mark Gil Sampaga	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	Ma. Lourdes G. Castillo	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>		