PSU
PANGASINAN STATE UNIVERSITY
Region's Premier University of Choice

PANGASINAN STATE UNIVERSITY · FILIPINAS · 1979

Citizen's
CHARTER
HANDBOOK

2024, 1ST EDITION

PANGASINAN STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK
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I.   Mandate:

Pangasinan State University (PSU) was chartered through the issuance of **Presidential Decree No. 1497** promulgated on June 11, 1978 and became operational on July 01, 1979.

PSU is mandated to provide advance instruction in the arts, agricultural and natural sciences as well as in technological and professional fields.

II.   Vision:

To be a leading industry-driven state university in the ASEAN region by 2030

III.   Mission:

The Pangasinan State University shall provide a human-centric, resilient, and sustainable academic environment to produce dynamic, responsive, and future-ready individuals capable of meeting the requirements of the local and global communities and industries.

IV.   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

V.   Strategic Goals:

SG1: Industry-Focused and Innovation-Based Student Learning and Development
SG2: Responsive and Sustainable Research, Community Extension, and Innovative Programs
SG3: Effective and Efficient Governance and Financial Management
SG4: High-Performing and Engaged Human Resource
SG5: Strategic and Functional Internationalization Program

VI.   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.

VII. 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.

VIII. 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.

IX. 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 and Complaints Desk, 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.

LIST OF SERVICES

I. EXTERNAL SERVICES

Vice President for Administration and Finance Management

Vice President for Student and Alumni Affairs

Vice President for Student and Alumni Affairs

I. EXTERNAL SERVICES

ACCOUNTING SERVICES OFFICE

1. Issuance of Tax Certificates

Timely provision of tax certificates to academic staff in adherence to established guidelines, ensuring compliance with regulatory requirements, and promoting transparency.

Office or Division:	Accounting Services Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card or copy of proof of collection (at least 1 copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for tax clearance	1.1 Verifies payment to creditors with withholding of taxes 1.2 Submits tax certificate prepared to the Head of Accounting Unit for signature / approval	None	5 minutes	Accounting Staff
2. Receives Tax Certificate	2. Issues signed tax certificates	None	3 minutes	Accountant
	TOTAL	None	8 minutes	

2. Refund of Fees (Overpayment and Assessment Error and Adjustment)

Efficient processing of fee refunds for instances of overpayment or assessment errors, following prescribed procedures outlined in the citizens' charter, thus ensuring fairness and accountability in financial transactions within the academic institution.

Office or Division:	Accounting Services Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (present only)	Cashier
Student Copy of Assessment Slip (1 original copy)	ICTMO
Endorsement from Student Services / CED (1 original copy)	Student and Alumni Services / CED
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirements for evaluation	1.1 Evaluates and verify correctness and authenticity of the documents	None	10 minutes	Accounting Staff
	1.2 Prepares Disbursement Voucher	None	5 minutes	Accounting Staff
	1.3 Submits Disbursement Voucher (DV) for approval of designated signatures	None	5 minutes	Designated Officials
	1.4 Signs DV and submit to Cashier's Office for check preparation	None	2 minutes	Accountant

	1.5 Forwards the checked to the Office of the President for approval	None	10 minutes	Campus Cashier
2. Claims the check	2. Releases the signed check	None	7 days	Campus Cashier
	TOTAL	**None**	**7 days & 32 minutes**	

CASHIER'S OFFICE

3. Issuance of Official Receipt (OTR / Diploma / Transfer Credential / Certification / etc.)

Prompt issuance of official receipts for various academic transactions, including diplomas, transfer credentials, certifications, and other relevant documents, ensuring transparency and accountability in administrative processes within the academic institution.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Students and Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the ID Card with the prescribed payment for the following fees: • OTR • Diploma • Transfer Credential • Certification Fee • CAV • ROR • CTC • Authentication • Adding/Dropping Fee • Completion • Change Subject • Admission (for Foreign Students)	1. Receives and Acknowledges payment	Php 230.00 (OTR with DST) Php 280.00 (Diploma with DST) Php 80.00 (Transfer Credential with DST) Php 60.00 (Certification Fee with DST)	1 minute	Campus Cashier

		Php 60.00 (CAV with DST) Php 60.00 (ROR with DST) Php 30.00 (CTC) Php 30.00 (Authentication) Php 50.00 (Adding/Dropping Fee) Php 25.00 (Completion) Php 50.00 (Change Subject) Php 100.00 (Admission for Foreign Students)		
	TOTAL	**Depending on the requested document/s**	**1 minute**	

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ADMISSION, GUIDANCE AND TESTING OFFICE

1. Application for Certificate of Good Moral Character

Facilitating the application process for obtaining a Certificate of Good Moral Character, to support students' academic pursuits and ensure ethical conduct within the academic community.

Office or Division:	Admission, Guidance and Testing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 original copy)	Cashier's Office
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays Certification Fee	1. Receives payment and issues Official Receipt	Php 60.00	1 minute	Campus Cashier
2. Presents the OR and Valid ID for processing	2.1 Checks and validates OR and Valid ID 2.2 Issues Good Moral Character Certificate	None	10 minutes	Campus Guidance Counselor
3. Claims Certification Form and signs in the Logbook	3. Logs Certification Request	None	2 minutes	Campus Guidance Counselor
	TOTAL	**Php 60.00**	**13 minutes**	

2. Application for Admission Exam (for Filipino Students)

Streamlining the application procedures for Filipino students seeking admission exams, to facilitate their entry into academic programs and promote equal opportunities in education.

Office or Division:	Admission, Guidance and Testing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming freshmen students, transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application for College Admission Test (1 original copy)	Admission, Guidance and Testing Office
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished PSU Application for College Admission Test for verification	1. Checks and validates requirement and entries	None	3 minutes	Campus Guidance Counselor
2. Claims permit for examination	2. Releases Examination Permit	None	2 minutes	Campus Guidance Counselor
	TOTAL	**None**	**5 minutes**	

3. Application for Admission Exam (for Foreign Students)

Ensuring a fair and transparent application process for Foreign students applying for admission exams, to support diversity and inclusivity in the academic institution and uphold international standards of education.

Office or Division:	Admission, Guidance and Testing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming foreign freshmen students, transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Passport (present only)	Client
Affidavit of Support (1 original copy)	Client
Police Clearance Form (1 original copy)	Country of Origin
Medical health Certificate (1 original copy)	Client
Birth Certificate (1 original copy)	Client
Accomplished Application for College Admission Test (1 original copy)	Admission, Guidance and Testing Office
ID Card (present only)	Client
ADDITIONAL REQUIREMENTS	
FOR FRESHMEN:	
Official Transcript of Records or Copy of Grades	
Certificate of Graduation (Diploma)	
Notice of Acceptance	
FOR TRANSFEREES:	
Letter of intent to transfer	
Certificate of Good Moral Character	
Transfer Credential & OTR	
Certificate of No Objection from previous school	
NBI Clearance	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Admission documents to the PSU Representative to the DFA	1.1 Validates the Admission Documents 1.2 Submits Endorsement Letter to Guidance Office	None	15 minutes	Student Services Coordinator
2. Pays the Admission Fee	2. Receives payment and issues Official Receipt	Php 100.00	1 minute	Campus Cashier
3. Submits accomplished PSU Application for College Admission Test for verification	3. Checks and validates requirement and entries	None	3 minutes	Campus Guidance Counselor
4. Claims permit for examination	4. Releases Examination Permit	None	2 minutes	Campus Guidance Counselor
	TOTAL	Php 100.00	21 minutes	

CENTER FOR ENGLISH LANGUAGE

1. Edit Theses and Dissertations on the General Rules of Grammar, Cohesion and Coherence, and Plagiarized Texts

Providing thorough editing services to ensure adherence to grammar rules, enhance cohesion and coherence, and detect and rectify instances of plagiarized texts, thereby upholding academic integrity and excellence in scholarly work.

Office or Division:	Center for English Language
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished CEL Application Form (1 original copy)	Center for English Language
ID Card (present only)	Client
Official Receipt	Campus Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished CEL Application Form	1. Receives and checks the accuracy of the accomplished Application Form and advise the client to pay at the Cashier	None	5 minutes	CEL Coordinator
2. Pays Certification Fee	2. Receives payment and issues Official Receipt	Php 200.00 (Undergraduates) Php 500.00 (Graduates)	1 minute	Campus Cashier
3. Presents OR and submits name for enrolment in the University portal for the issuance of the license to use the Grammarly software	3.1 Checks the level of acceptability of the manuscript and affixes signature on the certification form	None	10 minutes	Campus Guidance Counselor

	3.2 Signed and certified that the manuscript has passed the 80% level of ancceptability			
	TOTAL	**Php 200.00 (Undergraduates)** **Php 500.00 (Graduates)**	**16 minutes**	

EXPANDED TERTIARY EDUCATION EQUIVALENCY AND ACCREDITATION PROGRAM (ETEEAP)

1. Application for a degree through ETEEAP

Facilitating the application process for individuals seeking to earn a degree through the Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP), in alignment with established guidelines and procedures, to support lifelong learning and professional advancement.

Office or Division:	Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Filipino who has at least 5 years work experience / High School Graduate for BS, BS Graduate for MDM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ETEEAP Application Form (1 original copy)	ETEEAP Office
2x2 Picture (1 Copy)	Client
Curriculum Vitae (1 original copy)	Client
OTR or Form 137 for HS Graduates (1 original copy)	Previous School Attended
Certificate of Employment (1 original copy)	Previous or Current Employer
Certification of Published Journals, Training Modules, Books, Workbooks, Lab Materials	Client
Certificate as Consultant, Resource Person, Guest Speaker, Trainer, Organizer or Coordinator	Client
Certificate of Trainings, Seminar/Workshops attended, Membership in Organization, Recognition and Awards	Client
Eligibility Certificate (CSC, PRC, TESDA, etc.)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about ETEEAP	1. Answers, explains and orients the client about ETEEAP	None	10 minutes	Director, ETEEAP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Asks for the ETEEAP Application form	2. Gives out and guides the applicant in filling out of the form	None	5 minutes	ETEEAP Staff
3. Submits Application Form with corresponding documents	3.1 Evaluates initially the application form together with application documents 3.2 Schedules the interview	None	5 minutes	ETEEAP Staff
4. Answers questions of panel of assessors during the interview	4. Interviews the applicant	None	30 minutes	Panel of Assessors
5. Proceeds to the Dean's office to enrol required supplementary courses and presents requirements for evaluation	5. Evaluates the prescribed supplementary courses	None	2 minutes	Program Chairperson
6. Secures Course Approval Form	6. Gives out the Courses approval form	None	1 minute	Program Chairperson
7. Submits accomplished Course Approval Form	7. Evaluates the accuracy of entries in the form and approves the supplementary courses to be enrolled	None	2 minutes	Program Chairperson
8. Submits Course Approval Form for Encoding of Subjects and Schedule	8. Encodes the subject and corresponding schedule	None	20 minutes	Dean's Staff / ICTMO Staff
9. Pays Supplementary Course Fees	9. Receives the payment	Php 500.00 (BPA) Php 500.00 (BS) Php 1,000.00 (MA)	1 minute	Campus Cashier
10. Submits Credentials to Registrar's Office	10. Validates enrolment	None	3 minutes	Registrar's Staff
	TOTAL	Depending on the course taken	1 hour and 19 minutes	

REGISTRAR'S OFFICE

1. Issuance of Evaluation Record

Providing timely issuance of evaluation records, detailing academic achievements and qualifications, in accordance with established protocols, to support academic progression and career development.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID Card	1. Reviews and evaluates the record and identify deficiencies	None	1 hour	Registrar's Staff
2. Claims the Evaluation Record	2. Releases the Evaluation Result (Portal-based)	None	5 minutes	Registrar's Staff
	TOTAL	**None**	**1 hour and 5 minutes**	

2. Issuance of Transfer Credentials for Graduates (Honorable Dismissal)

Efficiently processing and issuing transfer credentials for graduates with honorable dismissal status, ensuring seamless transition to other academic institutions or professional endeavors.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the Transfer Credential Fee	1. Receives and acknowledges payments	Php 80.00	1 minute	Campus Cashier
2. Presents the Official Receipt	2. Checks the Official Receipt and processes the Transfer Credential	None	30 minutes	Registrar's Staff
3. Claims the Transfer Credential	3. Releases the Transfer Credential	None	1 minute	Registrar's Staff
	TOTAL	Php 80.00	32 minutes	

3. Issuance of Transfer Credentials for Undergraduates (Honorable Dismissal)

Facilitating the issuance of transfer credentials for undergraduate students with honorable dismissal status, enabling smooth transfer to other academic institutions or career pathways.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt	Cashier's Office
Application for Transfer Credential	Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the Application for Transfer Credential and secure required signatures	1. Gives out Clearance Form	None	1 minute	Registrar's Staff
2. Pays the Transfer Credential Fee	2. Receives and acknowledges payments	Php 80.00	1 minute	Cashier's Office
3. Presents the Official Receipt and submits duly accomplished Application for Transfer Credential	3. Checks the Official Receipt and processes the Transfer Credential	None	30 minutes	Registrar's Staff
4. Claims the Transfer Credential	4. Releases the Transfer Credential and Certification of Grades	None	1 minute	Registrar's Staff
	TOTAL	**Php 80.00**	**33 minutes**	

4. Issuance of Official Certification

Providing reliable issuance of official certifications for various academic accomplishments and credentials, maintaining accuracy and authenticity in compliance with institutional standards.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished appropriate form and pays the Certification Fee	1. Receives payment and issues Official Receipt	Php 60.00	1 minute	Campus Cashier
2. Presents the Official Receipt	2. Checks the Official Receipt and processes Official certification	None	3 days	Registrar's Staff
3. Claims the Official Certification	3. Releases the Official Certification	None	1 minute	Registrar's Staff
	TOTAL	Php 60.00	3 days and 2 minutes	

5. Issuance of Certification, Authentication & Verification of OTR and Diploma

Offering comprehensive services for certification, authentication, and verification of Official Transcript of Records (OTR) and Diplomas, ensuring the validity and integrity of academic documents.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt (1 original copy)	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the Certification, Authentication and Verification (CAV) Fee	. Receives payment and issues Official Receipt	Php 60.00	1 minute	Campus Cashier
2. Presents the Official Receipt	3. Checks the Official Receipt and processes the Certification, Authentication & Verification of OTR and Diploma	None	1 hour	Registrar's Staff
3. Claims the OTR/Diploma	3. Releases the OTR/Diploma	None	1 minute	Registrar's Staff
	TOTAL	**Php 60.00**	**1 hour and 2 minutes**	

6. Issuance of Official Transcript of Records

Timely provision of official transcripts documenting academic performance and achievements, essential for academic and professional purposes, in adherence to institutional policies and procedures.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Request Form (1 original only)	Client
ID Card (present only)	Client
Official Receipt (1 original copy)	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request Form	1.1 Receives & checks accuracy of the accomplished form 1.2 Schedule the release of OTR	None	10 minutes	Registrar's Staff
2. Pays the OTR Fee	2. Receives and acknowledges payments and issues the Official Receipt	Php 230.00	1 minute	Campus Cashier
3. Presents the Official Receipt	3. Checks the Official Receipt and processes the OTR	None	5 days	Registrar's Staff
4. Claims the OTR	4. Releases the OTR	None	1 minute	Registrar's Staff
	TOTAL	**Php 230.00**	**5 days and 12 minutes**	

7. Adding / Dropping / Changing of Subjects

Facilitating the process of adding, dropping, or changing academic subjects, ensuring flexibility and adaptability in students' course schedules, while adhering to academic regulations and requirements.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt (1 original copy)	Cashier's Office
Add / Drop Slip	Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the Appropriate Fee	1. Receives payment and issues Official Receipt	Php 50.00 (per subject)	1 minute	Campus Cashier
2. Presents the Official Receipt	2. Checks the Official Receipt and issues Add / Drop Slip	None	2 minutes	Registrar's Staff
3. Proceeds to the concerned department chair	3. Advises the student on what subject/s to add / drop / change	None	30 minutes	Concerned Department Chair
4. Submits the duly accomplished Add / Drop Slip	4. Accepts and processes accomplished Add / Drop Slip	None	10 minutes	Registrar's Staff
	TOTAL	None	43 minutes	

Note: It must be done before the Midterm Examination

8. Completion / Removal

Assisting students with the completion or removal of academic requirements, supporting their progress towards graduation or resolving academic deficiencies, in compliance with institutional guidelines.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students with incomplete or conditional grade/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Official Receipt (1 original copy)	Cashier's Office
Completion Slip	Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the Appropriate Fee	1. Receives payment and issues Official Receipt	Php 25.00 (per subject)	1 minute	Campus Cashier
2. Presents the Official Receipt	2. Checks the Official Receipt and issues Completion Slip	None	2 minutes	Registrar's Staff
3. Presents the completion form to the concerned faculty	3. 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	None	30 minutes	Concerned Fair
	3.1 Accepts accomplished Completion Form and post the grades in the Student's Portal	None	5 minutes	Registrar's Staff
TOTAL		**Php 25.00 (per subject)**	**43 minutes**	

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

STUDENT AND ALUMNI AFFAIRS OFFICE

1. Processing of Application to Avail Scholarship Grants

Managing the comprehensive process of reviewing and evaluating applications for scholarship grants, ensuring fairness and transparency in the selection process, and facilitating financial assistance to eligible students pursuing their academic goals.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires and applies for scholarship	1. Interviews the applicant and issues application form	None	5 minutes	Campus Student Services Coordinator
2. Submits accomplished application form and needed requirements for scholarship	2. Receives application and the attached supporting documents	None	2 minutes	Campus Student Services Coordinator
	2.1 Forwards the qualified applicant to the Accounting Services Office for funding	None	20 minutes	Campus Accountant
3. Awaits the release of grant	3. Releases the grant	None	1 minute	Campus Cashier
	TOTAL	**None**	**28 minutes**	

II. INTERNAL SERVICES

INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT OFFICE

1. Maintenance of IT Hardware Peripherals and Software Installation

Ensuring the upkeep and functionality of IT hardware peripherals, along with proficient installation of software systems, to support academic and administrative functions efficiently and sustain uninterrupted technological operations.

Office or Division:	Information and Communications Technology Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MIS Transaction Form (1 original copy)	ICT Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished MIS Transaction Form	1. Receives and checks the accomplished form	None	2 minutes	ICTMO Staff
2. Brings Hardware/Peripheral device/s	2. Checks, troubleshoots and repairs the peripheral device/s	None	1 hour	Head, Network Maintenance & Technical Unit / ICTMO Coordinator
3. Waits for the release of the device/s	3. Releases working device/s	None	10 minutes	Head, Network Maintenance & Technical Unit / ICTMO Coordinator
	TOTAL	**None**	**1 hour and 12 minutes**	

2. Management of Internet and Network Services

Overseeing the efficient administration and optimization of internet and network services, guaranteeing seamless connectivity and robust infrastructure to facilitate academic research, communication, and administrative operations within the academic community.

Office or Division:	Information and Communications Technology Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees with (Memorandum Receipt) M.R.d Internet/Network Devices for Repair

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MIS Transaction Form (1 original copy)	ICT Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished MIS Transaction Form	1. Receives and checks the accomplished form	None	2 minutes	ICTMO Staff
	1.1 Checks, troubleshoots and repairs the peripheral device/s	None	1 hour	Head, Network Maintenance & Technical Unit / ICTMO Coordinator
	1.2 Repairs the network device/s	None	10 minutes	Head, Network Maintenance & Technical Unit / ICTMO Coordinator
	TOTAL	**None**	**1 hour and 12 minutes**	

ACCOUNTING SERVICES OFFICE

1. Issuance of Payslip or Certification of Benefits Received

Providing timely issuance of payslips and official certifications detailing benefits received, ensuring transparency and accountability in financial transactions for employees within the academic institution.

Office or Division:	Accounting Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim Payslip or Certification of benefits received	1. Verifies existence of pay slip or benefits received for certification	None	2 minutes	Accounting Staff
2. Receives Payslip / Certification of benefits received	2. Issues verified Pay slip or certification of benefits received	None	1 minute	Accounting Staff
	TOTAL	**None**	**3 minutes**	

2. Issuance of Clearance for Financial Accountability

Facilitating the issuance of clearances certifying financial accountability, adhering to institutional regulations and procedures, and ensuring compliance with fiscal responsibilities for staff and stakeholders within the academic community.

Office or Division:	Accounting Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (1 original copy)	HRMD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance Form for Financial Accountability	1. Verifies record of employee on the existence of unliquidated cash advances and other liabilities due to the university	None	5 minutes	Accounting Staff
2. Receives signed Clearance Form	2. Submits filled out Clearance Form to the Head of Accounting Unit for signature	None	2 minutes	Accountant
	TOTAL	None	7 minutes	

RECORDS MANAGEMENT OFFICE

1. Releasing of Communications

Timely distribution of official communications within the academic community, ensuring effective and efficient transmission of information to relevant stakeholders in accordance with established protocols and procedures.

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Campus Liaison Officer / Focal Person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authorization Letter (1 original copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the authorization letter as focal person of the campus	1. Checks the letter and allows the client to claim the documents	None	3 minutes	Records Management Staff
2. Checks the documents carefully and signs the logbook	2. Let the client signs the log book once the documents are complete	None	5 minutes	Records Management Staff
3. Receives the document/s	3. Releases the document/s	None	3 minutes	Records Management Staff
	TOTAL	None	11 minutes	

III. EXTERNAL / INTERNAL SERVICES

INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT OFFICE

1. Issuance of Identification Card

Providing students and staff with official identification cards, essential for access to campus facilities and services, in compliance with institutional guidelines.

Office or Division:	Information and Communications Technology Management Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Faculty members and Non-teaching Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Official Receipt	1. Receives and checks the Official Receipt	None	1 minute	ICTMO Staff
2. Submits the accomplished ID Card Slip	2. Encodes data from the slip	None	5 minutes	ICTMO Staff
3. Inputs the client's signature to the e-signature pad	3. Assist the client	None	2 minutes	ICTMO Staff
4. Proceeds to the Pictorial Section	4.1 Takes a formal shot from the client and finalizes image	None	5 minutes	ICTMO Staff
	4.2 Sends the ID layout to the service provider for RFID Printing	None	7 days	ICTMO Staff
5. Receives the printed ID Card	5. Releases the printed ID card	None	1 minute	ICTMO Staff
	TOTAL	None	7 days and 14 minutes	

2. Request for Identification Card Replacement

Facilitating the process for requesting replacement of lost or damaged identification cards, ensuring continued access to campus resources and services for students and staff.

Office or Division:	Information and Communications Technology Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Faculty members and Non-teaching Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (present only)	Client
Affidavit of Loss (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirements	1. Receives and checks the requirements	None	2 minutes	Student Services Coordinator
2. Pays the ID Card Fee	2. Receives payment	Php 100.00	1 minute	Cashier Staff
3. Presents the Official Receipt and accomplished ID Replacement Form	3. Receives OR and Encodes data from the form	None	6 minutes	ICTMO Staff
4. Inputs the client's signature to the e-signature pad	4. Assist the client	None	2 minutes	ICTMO Staff
5. Proceeds to the Pictorial Section	5.1 Takes a formal shot from the client and finalizes image	None	5 minutes	ICTMO Staff
	5.2 Sends the ID layout to the service provider for RFID Printing	None	7 days	ICTMO Staff
6. Receives the printed ID Card	7. Releases the printed ID card	None	1 minute	ICTMO Staff
	TOTAL	**Php 100.00**	**7 days and 17 minutes**	

3. Management of Quick-Campus++ System

Overseeing the efficient operation and administration of the Quick-Campus++ system, a comprehensive platform for managing academic and administrative tasks, to enhance productivity and streamline operations within the academic institution.

Office or Division:	Information and Communications Technology Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Faculty members and Non-teaching Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the Daily Attendance Logbook	1. Assist the client	None	2 minutes	ICTMO Staff
2. **Enrollment/Registration** Presents OR	2. Receives and checks OR Online Entry / Update Student Record/s	None	3 minutes	ICTMO Staff
3. **Order of Payments/Student Ledger Accounts** Presents OR	3. Receives and checks OR Checks status of Student's accounts / balances	None	3 minutes	ICTMO Staff
	TOTAL	**None**	**8 minutes**	

ACCOUNTING SERVICES OFFICE

1. Request for Order of Payment

Managing the process for requesting an order of payment, ensuring accuracy and efficiency in financial transactions within the academic institution.

Office or Division:	Accounting Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Debtors / Employees / Students / Campuses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Varies depending on type of fees / remittance (1 original copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presenting assessment of Documents endorsing collection of particular fee and remittance list for campuses	1. Evaluates documents and prepares order of payment	None	2 minutes	Accounting Staff
2. Claims Order of Payment	2. Approves order of payment	None	2 minutes	Campus Accountant
	TOTAL	**None**	**4 minutes**	

2. Request for Payment of Cash Advance / Reimbursement / Procurement / Payroll and other Claims

Facilitating requests for various financial transactions, including cash advances, reimbursements, procurement, payroll, and other claims, in compliance with institutional policies and procedures, to support operational needs and financial accountability.

Office or Division:	Accounting Services Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Employees and Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request, Billing Statement or Account with complete evaluated required supporting documents	Client
Approved Budget Utilization Request / Obligation Slip	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approval request, billing or statement of account with the complete evaluated required supporting documents and Approved Obligation Slip/ BUR	1.1 Checks completeness of documents, existence of approved obligations and index of payment if payments were not yet been made	None	20 minutes	Accounting Staff
	1.2 Prepares Disbursement Voucher	None	5 minutes	Accounting Staff
	1.3 Submits Disbursement Voucher (DV) to Finance for Approval of designated signatures	None	5 minutes	Designated Officials
	1.4 Signs DV and submits to Cashier's Office for check preparation	None	2 minutes	Accountant

	1.5 Forwards the checked to the Office of the President for approval	None	10 minutes	Campus Cashier
2. Claims the check	2. Releases the signed check	None	7 days	Campus Cashier
	TOTAL	**None**	**7 days and 42 minutes**	

CASHIER'S OFFICE

1. Issuance of Official Receipt (ID Fee / ID Lace / Books / School Uniform / P.E. Uniform / etc.)

Providing official receipts for various items such as identification card fees, ID laces, books, school uniforms, P.E. uniforms, and other related purchases, ensuring transparency and accountability in financial transactions within the academic institution.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Graduates and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the ID Card with the prescribed payment for the following fees: • ID Fee • ID Lace Fee • Books • School Uniform • P.E. Uniform	1. Receives and Acknowledges payment	Php 100.00 (ID Fee) Php 50.00 (ID Lace Fee) Php 800.00 (Ready-made Uniform) Php 682.00 (Cloth only) Php 700.00 (PE Uniform)	1 minute	Cashier Staff
	TOTAL	**Varies depending on the purchased item/s**	**1 minute**	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE / CAMPUS ADMINISTRATIVE OFFICE

1. Issuance of Certificate of Employment, Service Record, and other Employee's Official Data / Document

Providing official documents such as certificates of employment, service records, and other pertinent documents in compliance with institutional protocols, supporting employees and other clients' professional endeavors and administrative requirements within the academic institution.

Office or Division:	Human Resource Management and Development Office / Campus Administrative Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Employees, COS, Part-time and Job Order Personnel who were separated from the service (Resigned, Retired, End of Contract, Transferred, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Documents Form	HRMD Office / Campus Admin Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request for Documents Form	1.1 Receives and checks the RDF	None	3 minutes	HRMDO / AO Front Desk Personnel
	1.2 Approves the RDF	None	1 minute	University HRMD Officer / Campus Administrative Officer
	1.3 Checks and records of the concerned employee/s and prepares the requested document	None	20 minutes	HRMDO / AO Staff In-charge
	1.4 Processes signing of requested document/s	None	4 minutes	HRMDO / AO Secretary
2. Signs the logbook and receives COE/SR/requested documents	2. Logs and releases COE/SR/ requested documents	None	2 minutes	HRMDO / AO Front Desk Personnel
	TOTAL	**None**	**30 minutes**	

PRODUCTION AND AUXILIARY SERVICES OFFICE

1. Purchase of Books / ID Lace / School and P.E. Uniform

Facilitating the acquisition of academic materials including books, ID laces, school uniforms, and physical education uniforms, ensuring convenient access to essential items for students and staff within the academic community.

Office or Division:	Production and Auxiliary Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Form	Production and Auxiliary Services Office
Official Receipt	Campus Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out Purchase form	1. Receives and checks the accuracy of the accomplished Purchase Form and advise the client to pay at the Cashier	None	5 minutes	PAS Office Staff
2. Pays the prescribed payment for the following Fees: • Books • ID Lace • School Uniform • PE Uniform	2 Receives payment	Price Varies (Books) Php 50.00 (ID Lace) Php 700.00 (School Uniform – Fabric) Php 850.00	1 minute	Campus Cashier

		(School Uniform – Ready-made) Php 700.00 (P.E. Uniform)			
3. Presents OR and claims the item/s	3. Checks and stamps "Released" on the Official Receipt and affixes signature to release items purchased	None	4 minutes	PAS Office Staff	
	TOTAL	**Varies depending on the purchased item/s**	**10 minutes**		

RECORDS MANAGEMENT OFFICE

1. Issuance of Certification / Authentication of Documents

Providing official certification and authentication services for various academic documents, ensuring their validity and integrity according to institutional standards and regulatory requirements.

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Active / Inactive Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Document Request Form (DRF)	Records Management Office
Original copy of the document / file	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Document Request Form (DRF)	1. Receives and checks the filled-out DRF	None	1 minute	Records Management Staff
2. Presents the Original Document to the staff. If none, the client will request for a photocopy to be authenticated	2. Identifies if the document presented for authentication / certification is original	None	2 minutes	Records Management Staff
3. If the document is provided, the client will also provide photocopies for authentication	3. Stamps and signs the document for authenticity	None	3 minutes	Records Management Officer
4. Receives the Authenticated Copies	4. Releases the Authenticated copies	None	3 minutes	Records Management Staff
	TOTAL	**None**	**9 minutes**	

2. Issuance of Requested Documents

Facilitating the timely provision of requested academic documents, including transcripts, certificates, and records, to support academic and professional pursuits within the academic institution.

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Active / Inactive Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Document Request Form (DRF)	Records Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request for Document Request Form	1.1 Receives and checks the DRF	None	3 minutes	Records Management Staff
	1.2 Approves the DRF	None	1 minute	Records Management Officer
	1.3 Checks and records of the concerned employee/s and prepares the requested document	None	20 minutes	Records Management Staff
	1.4 Processes signing of requested document/s	None	4 minutes	Records Management Staff
2. Checks and receives the requested document	2. Logs and releases a photocopy of the requested document	None	2 minutes	Records Management Staff
	TOTAL	**None**	**30 minutes**	

LIBRARY SERVICES OFFICE

1. Signing of Library Clearance

Facilitating the process of signing library clearances for students and faculty, ensuring compliance with library regulations and enabling access to library resources and services.

Office or Division:	Library Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form (depending on the number of copies)	Registrar's Office (Student) HRMD Office (Employee)
Order of Payment Slip	Library Services Office
Thesis (1 original copy and a soft copy)	Client (Student only)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form and submit the hard and soft copy of the thesis (if applicable /for students only)	1. Evaluates and verifies the correctness and authenticity of the documents and checks the borrower's record.	None	2 minutes	Campus Librarian
2. Pays any unpaid / lost book/s (if with accountability)	2. Issues Order of Payment Slip	Varies depending on the number of borrowed books	2 minutes	Library Staff
3. Claims the approved Clearance Form and signs in the Logbook	3. Returns the approved Clearance Form to the client	None	1 minute	Library Staff
	TOTAL	**Varies depending on the number of borrowed books**	**5 minutes**	

2. Answering Reference Questions (Online)

Providing reliable assistance with answering reference questions and offering academic research support to students, faculty, and researchers, promoting scholarly inquiry and learning within the academic community.

Office or Division:	Library Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Employees and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reference Question Form (google form)	Library Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Reference Question Form (Google Form)	1. Receives and evaluates the inquiry of the client	None	15 minutes	Campus Librarian
2. Waits for the formal response to the inquiry	2. Prepares the answer to the inquiry	None	15 minutes	Campus Librarian
3. Waits for the formal response to the inquiry	3. Responds to the inquiry of the client via email	None	5 minutes	Campus Librarian
4. Receives the answer to the inquiry	4. Waits for a follow-up inquiry from the client	None	5 minutes	Campus Librarian
	TOTAL	**None**	**40 minutes**	

3. Borrowing Library Books

Efficiently access a broad collection of books for academic and personal use through our streamlined lending service.

Office or Division:	Library Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Employees and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library Borrower's Card	Library Services Office
ID Card (present only)	Client
Referral Letter (1 original copy)	Client (Researchers only)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **BORROWING** 1.1 Presents book/s and the library borrower's card	1. 1 Checks and verifies the Library Borrower's Card	None	3 minutes	Campus Librarian / Staff
1.2 Fill out the book card and the Library Borrower's Card. Claims the book/s	1.2 Fills out the Library Borrower's Card (Library Copy) and date due slip. Releases the borrowed books	None	5 minutes	Campus Librarian / Staff
2. **RETURNING** 2.1 Presents book/s for return and the Library Borrower's card	2.1 Receives and processes materials and documents for return	None	3 minutes	Campus Librarian / Staff
2.2 Claims the Library Borrower's Card	2.2 Returns the Library Borrower's Card to the client.	None	1 minute	Campus Librarian / Staff
	TOTAL	**None**	**12 minutes**	

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

4. Internet Access in the e-Library

Enjoy internet access within the e-Library to support your research and study needs.

Office or Division:	Library Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Employees and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks the e-Library Staff for the available computer unit	1. Checks the availability of computer units	None	2 minutes	Campus eLibrary Staff
2. Presents ID Card, Registers in the Client's Login Sheet and wait for computer unit assignment	2. Waits the client to accomplish filling-out the login sheet	None	5 minutes	Campus eLibrary Staff
3. Proceeds to the assigned computer unit	3. Assists the client to their designated Personal Computer (PC) unit.	None		Campus eLibrary Staff
4. Access the internet	4. Monitors the e-Library user *eLibrary system will automatically start & end the session*	None	1 hour	Campus eLibrary Staff
5. Logs out	5. Checks the Personal Computer (PC) unit	None	1 minute	Campus eLibrary Staff
	TOTAL	**None**	**1 hour and 8 minutes**	

5. Request for Audio-Visual Room, Conference Room, and Discussion Room Reservation

Reserve fully equipped rooms for meetings, conferences, and group discussions to facilitate collaborative work.

Office or Division:	Library Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Employees and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Room Services Request Form (2 original copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Room Services Request Form	1. Receives and records the details of the request	None	2 minutes	Campus eLibrary Staff
2. Claims the approved Room Services Request Form	2. Process the schedule of the activity and gives a copy of the approved Room Services Request Form to the client	None	1 minute	Campus eLibrary Staff
	TOTAL	**None**	**3 minutes**	

MEDICAL AND DENTAL SERVICES OFFICE

1. Medical Consultation
Receive professional medical advice and treatment from our on-campus healthcare practitioners for your well-being.

Office or Division:	Medical and Dental Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrolment printout (present only)	Client (for new students)
ID Card (present only)	Client
Patient's Medical Record (PMR)	Medical and Dental Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Signs Physical Examination logbook 1.2 Submits filled out Patient's Medical Record (for new clients only)	1. Guides the patient	None	10 minutes	Medical Staff
2. Undergoes measurement of height, weight, Blood Pressure, respiration, pulse rate, Snellen's visual acuity	2. Conducts accurate measurements	None	10 minutes	Medical Staff
3. Submits to physical examination	3. Conducts medical interview and physical examination	None	15 minutes	University Physician
	TOTAL	None	35 minutes	

2. Dental Consultation

Obtain expert dental care and consultation services from our qualified campus dental professional.

Office or Division:	Medical and Dental Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrolment printout (present only)	Client (for new students)
ID Card (present only)	Client
Dental Record Form (DRF)	Medical and Dental Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Signs Physical Examination logbook 1.2 Submits filled out Dental Record Form (for new clients only)	1. Guides the patient	None	5 minutes	Dental Aide
2. Undergoes measurement of height, weight, Blood Pressure, respiration, pulse rate, Snellen's visual acuity	2. Conducts accurate measurements	None	25 minutes	University Dentist
3. Signs out on the Transaction Log sheet	3. Makes note on the patient's log for treatment / recommendation	None	5 minutes	University Dentist
	TOTAL	**None**	**35 minutes**	

STATISTICS CENTER AND COMPUTING SCIENCES

1. Statistical Consultation Services

Access specialized assistance with statistical analysis and research methodologies to support your academic projects.

Office or Division:	Statistics and Computing Sciences Office
Classification:	Highly-Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students, Employees and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consultation Request Form (1 copy)	Statistics and Computing Sciences Office
Approved Research Title / Proposal (1 original copy and a soft copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Research Proposal Prior to Defense	1. Checks the research proposal using the following criteria: • Correctness of the statistical design; • Validity and reliability of the instrument; • Appropriateness of the statistical tool related to the objectives of study and the type of research; and • Adequacy of the sample size.	None (Undergraduates) Php 500.00 (Graduates and other professionals)	1 hour	Assigned PSU Accredited Statistician

2. Incorporates correction/s and Submits the Research Proposal After the Defense	2. Signs the clearance which serves as a basis that the Center has given them permission to proceed on gathering their data	None	1 hour	Assigned PSU Accredited Statistician
3. Submits Research Data	3.1 Encodes, checks, validates, and cleans data and it will be carried out in this stage	Php 300.00 (Undergraduates) Php 1,000.00 (Graduates and other professionals)	1 to 3 days (depends on the amount of data provided)	PSU Accredited Encoders
	3.2 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	**Descriptive** Php 300.00 (Undergraduates) Php 2,000.00 (Graduates) Php 3,000.00 (Other Professionals) **Basic Inferential** Php 300.00 (Undergraduates) Php 3,500.00 (Graduates) Php 4,500.00 (Other Professionals)	3 to 5 days (depends on the type of analysis and number of clients served)	

		Higher Inferential		
		Php 300.00 (Undergraduates) Php 4,500.00 (Graduates) Php 5,000.00 (Other Professionals)		
4. Checks and releases the output	Covers checking of statistical design, statistical tool utilized, presentation of outputs, and basic interpretations. Checks statistical output	Php 300.00 (Undergraduates) Php 1,000.00 (Graduates and other professionals)	Maximum of 1 day (depends on the objectives and analysis applied)	Assigned PSU Accredited Statistician
TOTAL		**Descriptive** Php 900.00 (Undergraduates) Php 4,500.00 (Graduates) Php 5,500.00 (Other Professionals) **Basic Inferential** Php 900.00 (Undergraduates) Php 6,000.00 (Graduates) Php 7,000.00 (Other Professionals)	**Not later than 10 days**	

		Higher Inferential		
		Php 300.00 (Undergraduates)		
		Php 7,000.00 (Graduates)		
		Php 7,500.00 (Other Professionals)		

STUDENT AND ALUMNI AFFAIRS OFFICE

1. Filing a Complaint against a Student

Submit and manage complaints regarding student behavior through a structured grievance process.

Office or Division:	Student and Alumni Affairs Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Students and Employees who are aggrieved or offended by student/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Complaint	Client
Evidence	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files written complaint to the Office of the Student Services using the prescribed form	1.1 Receives and assesses the complaint to determine the gravity of the offense/s and takes the appropriate action	None	3 days	Campus Student Services Coordinator
	1.2 After thorough assessment, decides whether to settle, dismiss, or elevate to the CED			
2. Signs Settlement / Agreement Form	2.1 Accepts Settlement / Agreement Form	None	10 minutes	Campus Student Services Coordinator
	2.2 Elevates to the CED if there is probable cause, or dismisses the complaint if there is no probable cause			
	2.3 Creates Student Disciplinary Tribunal (SDT)	None	1 day	Campus Executive Director

3. Attends Investigation	3. Conducts Formal Investigation and recommends the necessary sanction	None	5 days	Members of the SDT
4. Awaits the Decision	4. Imposes the necessary sanction	None	1 day	Dr. Elbert M. Galas University President
	TOTAL	**None**	**10 days and 10 minutes**	

FEEDBACK & COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	**A. Face-to-face Transactions** 1. Accomplish the Client Satisfaction Measurement (CSM) Survey form & drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD) 2. Scan the CSM QR Code posted at the CCIB of various offices
HOW FEEDBACKS ARE PROCESSED	Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Assurance (QA) Office on a weekly basis. The generated reports are transmitted to the offices of the University President and Vice Presidents to take appropriate actions based on the reported summary result.
HOW TO FILE A COMPLAINT	To file a complaint, kindly submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details: • Full name and address of the complainant. • Full name and address of the person complained of as well as his or her position and designation at the university. • Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee. • Certified True Copies of documentary evidence and affidavits of his witness (if any)
HOW COMPLAINTS ARE PROCESSED	The Office of the University President endorses the complaint letter to the Human Resource Management and Development Office (HRMDO). Upon the initial assessment and evaluation of the case, the HRMDO interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the HRMDO shall submit a case report and recommend to the Office of the University President, for appropriate action.
CONTACT INFORMATION OF:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph

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LIST OF CAMPUSES:

CAMPUS	ADDRESS	CONTACT EMAIL
Alaminos City Campus	Bolaney, Alaminos City, Pangasinan	alaminoscampus@psu.edu.ph
Asingan Campus	Domanpot, Asingan, Pangasinan	asingancampus@psu.edu.ph
Bayambang Campus	Quezon Boulevard, Bayambang, Pangasinan	bayambangcampus@psu.edu.ph
Binmaley Campus	San Isidro Norte, Binmaley, Pangasinan	binmaleycampus@psu.edu.ph
Infanta Campus	Bamban, Infanta, Pangasinan	infantacampus@psu.edu.ph
Lingayen Campus	Alvear St., Poblacion, Lingayen, Pangasinan	lingayencampus@psu.edu.ph
Main Office	Alvear St., Poblacion, Lingayen, Pangasinan	hrmdo@psu.edu.ph
San Carlos City Campus	Roxas Boulevard, San Carlos City, Pangasinan	sancarloscampus@psu.edu.ph
Sta. Maria Campus	Namagbagan, Sta. Maria, Pangasinan	stamariacampus@psu.edu.ph
Urdaneta City Campus	San Vicente, Urdaneta, Pangasinan	urdanetacampus@psu.edu.ph

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CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS FORM

PANGASINAN STATE UNIVERSITY
Lingayen Campus

_____ Semester : A.Y. 20_____ - 20_____ | Date :

PROFILE OF THE RESPONDENT

OFFICE / DEPARTMENT VISITED	
NATURE OF SERVICE AVAILED OF	
AGE	SEX

CLIENT CATEGORY

☐ Student ☐ Supplier ☐ Non-teaching
☐ Faculty ☐ Regulatory Body ☐ Community
☐ Industry ☐ Alumni ☐ Others, specify: _____

CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS INFORMATION

DETAILS OF COMPLAINT/S :

_____

_____

_____

_____

COMPLAINT TAKEN BY :

_____   _____
Signature over Printed Name   Office