



PSU
PANGASINAN STATE UNIVERSITY
Region's Premier University of Choice

Citizen's **CHARTER** **HANDBOOK**

2025, 1ST EDITION





BAGONG PILIPINAS

PANGASINAN STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK 2025, 1st Edition



I. **Mandate:**

The Pangasinan State University will serve as an instrument towards the holistic development of the natural and manpower resources of Region I, particularly of the Province of Pangasinan. The University will provide better service in professional and technical training in the arts, sciences, humanities, and technology and in the conduct of scientific research and technological studies. The University shall provide advanced 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:**

Accountability and Transparency
Credibility and Integrity
Competence and Commitment to Achieve
Excellence in Service Delivery
Social and Environmental Responsiveness
Spirituality

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. Educational Organization 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 through systems and process innovations guided by ethical, intellectual property, and technology transfer standards in response to the changing educational, scientific, and technological developments for social responsiveness 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.



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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 Certificate	1.1 Verifies payment to creditors with withholding of taxes	None	2 minutes	Accounting Services Staff
	1.2 Prepares requested tax certificate	None	4 minutes	Accounting Services Staff In-charge
	1.3 Approves the requested Tax certificate	None	1 minute	Director, Accounting Services Campus Accountant
2. Receives Tax Certificate	2. Issues signed tax certificates	None	1 minute	Accounting Services Staff
	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:	Simple
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 verifies correctness and authenticity of the documents	None	10 minutes	Accounting Services Staff
	1.2 Prepares Disbursement Voucher	None	5 minutes	Accounting Services Staff
	1.3 Submits Disbursement Voucher (DV) 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	Director, Accounting Services Campus Accountant



	1.5 Forwards the check to the Office of the President for approval	None	10 minutes	Campus Cashier
2. Claims the check	2. Releases the signed check	None	3 days	Campus Cashier
	TOTAL	None	3 days & 32 minutes	



CASHIER'S OFFICE

1. 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: <ul style="list-style-type: none">• OTR• Diploma• Transfer Credential• Certification Fee• CAV• ROR• CTC• Authentication• Adding/Dropping Fee• Completion• Change Subject	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)		
	TOTAL	Depending on the requested document/s	1 minute	



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
Certificate of Good Moral Character Request Form	Admission, Guidance and Testing Office

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 Requests client to fill out Certificate of Good Moral Character Request Form	None	2 minute	Campus Guidance Counselor



3. Submits filled-out Certificate of Good Moral Character Request Form	3. Issues Good Moral Character Certificate	None	5 minutes	
4. Claims Certification Form and signs in the Logbook	4. Logs Certification Release	None	2 minutes	Campus Guidance Counselor
	TOTAL	Php 60.00	13 minutes	



2. Application for Psychological Assessment Certificate

Provides documentation of a student's emotional functioning for the student's internship program. This aids also in understanding the student strengths and areas needing support and in facilitating a productive and inclusive learning experience.

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

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 Certification	None	7 minutes	Campus Guidance Counselor
3. Claims Certification Form and signs in the Logbook	3. Logs Certification Release	None	2 minutes	Campus Guidance Counselor
	TOTAL	Php 60.00	10 minutes	



3. Application for Admission Exam

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
Submitted Online Application for College Admission Test	admission.psu.edu.ph/registration
Scanned Copy of Grade 11 Report Card (for Graduating Senior High School Students)	Client
Scanned Copy of Certification of Grades (for Transferees)	Client
Scanned 2x2 Picture with Name Tag	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished PSU Online Application for College Admission Test via PSU portal	1.1 Checks and validates requirement and entries 1.2 Updates the admission status of the applicant 1.3 Schedules examination	None	3 minutes	Campus Guidance Counselor
2. Checks application status and prints the exam permit	2. Publishes the examination schedule	None	2 minutes	Campus Guidance Counselor
	TOTAL	None	5 minutes	



EXPANDED TERTIARY EDUCATION EQUIVALENCY AND ACCREDITATION PROGRAM (ETEEAP)

1. Application for a degree through ETEEAP (Walk-In)

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, at least 23 years of age upon application, High School Graduate, BS Undergraduate, and 2nd Degree Taker; Also expands to Indigenous Cultural Communities/Indigenous Peoples (ICC/IPs), Overseas Filipino Workers (OFWs), Persons with Disability (PWDs) and Internally Displaced Persons (IDPs) (source: CMO 29 s. 2021)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ETEEAP Application Form (1 original copy)	ETEEAP Office
ETEEAP Applicant's Profile (1 original copy)	ETEEAP Office
Letter of Intent	Client
2x2 Picture (1 Copy)	Client
PSA Birth Certificate	Client
Updated Curriculum Vitae (1 original copy)	Client
OTR/Transfer Credentials or Form 137 for HS Graduates (1 original copy)	Previous School Attended
Certificate of Employments (1 copy duly notarized)	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, Scholarship, Recognition and Awards	Client
Eligibility Certificate (CSC, PRC, TESDA, etc.)	Client

1.A. Inquiry about the Program

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about ETEEAP	1.1 Provides a copy of ETEEAP brochure 1.2 Answers, explains, and orients the client about ETEEAP	None	10 minutes	ETEEAP Director / ETEEAP Staff / ETEEAP Focal Person
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 / ETEEAP Focal Person
	TOTAL	None	15 minutes	

1.B. Application for Interview

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application Form with corresponding documents	1.1 Evaluates the application form and documents 1.2 Sets a schedule for the panel interview	None	5 minutes	ETEEAP Director / ETEEAP Staff / ETEEAP Focal Person
2. Answers questions of panel of assessors during the interview	2. Interviews the applicant	None	1 hour	Panel of Assessors
	TOTAL	None	1 hour and 5 minutes	



1.C. Enrollment

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrolls required supplementary courses to the College Dean's Office	1. Identifies and approves the supplementary courses and number of units to be enrolled by the applicant	None	10 minutes	College Dean / Program Chairperson
2. Proceeds to the Registrar's Office for the issuance of student number	2. Issues Student Number and encodes the subjects to be taken by the applicant with the corresponding schedule	None	5 minutes	Registrar Staff
3. Pays Supplementary Course Fees	3. Receives the payment	Partial payment of P7,000.00 as accreditation fee or full payment	1 minute	Cashier Staff
4. Submits Credentials to the Registrar's Office	4. Validates enrollment	None	4 minutes	Registrar Staff
5. Returns to ETEEAP office for a formal briefing and orientation	5. Orients the student about PSU and ETEEAP	None	5 minutes	ETEEAP Director / ETEEAP Focal Person
	TOTAL	Depending on the course taken	25 minutes	



2. Application for a degree through ETEEAP (Online)

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, at least 23 years of age upon application, High School Graduate, BS Undergraduate, and 2nd Degree Taker; Also expands to Indigenous Cultural Communities/Indigenous Peoples (ICC/IPs), Overseas Filipino Workers (OFWs), Persons with Disability (PWDs) and Internally Displaced Persons (IDPs) (source: CMO 29 s. 2021)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ETEEAP Application Form (1 original copy)	ETEEAP Office
ETEEAP Applicant's Profile (1 original copy)	ETEEAP Office
Letter of Intent	Client
2x2 Picture (1 Copy)	Client
PSA Birth Certificate	Client
Updated Curriculum Vitae (1 original copy)	Client
OTR/Transfer Credentials or Form 137 for HS Graduates (1 original copy)	Previous School Attended
Certificate of Employments (1 copy duly notarized)	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, Scholarship, Recognition and Awards	Client
Eligibility Certificate (CSC, PRC, TESDA, etc.)	Client

2.A. Inquiry about the Program

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a message through email / ETEEAP Official Social Media Account	1.1 Answers inquiries from email / Social Media Page	None	3 minutes	Staff/ETEEAP Director, Focal Person
2. Downloads needed form	3. Assists the applicant in accomplishing the form	None	2 minutes	ETEEAP Staff, Focal Person
	TOTAL	None	5 minutes	

2.B. Application for Interview

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the scanned documents through the official email, or via courier	1. Prints a copy of the scanned documents	None	5 minutes	Student Applicant, ETEEAP Staff/Focal Person
2. Waits for the feedback and schedule of the interview.	2.1 Evaluates the application form and documents. 2.2 Sets a schedule for the online panel interview	None	5 minutes	ETEEAP Director, Focal Person
3. Answers questions of panel of assessors during the online interview	3. Interviews the applicant	None	35 minutes	Panel of Assessors
	TOTAL	None	45 minutes	

2.C. Enrollment

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinates with the ETEEAP staff to enroll required supplementary courses to the College Dean's Office	1. Identify and approve the supplementary courses and number of units to be enrolled by applicant	None	10 minutes	College Dean / Program Chairperson
2. Waits to be notified of his/her registration (student number) and for the payment of fees	2. Encodes in the student portal the subjects to be taken by the applicant and the corresponding schedule	None	2 minutes	Registrar Staff
3. Pays Supplementary Course Fees via Link Biz or GCash	3. Receives the payment	Partial payment of P7,000.00 as accreditation fee or full payment	1 minute	Cashier Staff
4. Receives scanned copy of Registration Form and receipt of payment	4.1 Sends e-copy of Registration Form and receipt to the student 4.2 Submits Credentials to the Registrar's Office to validate the enrollment	None	3 minutes	ETEEAP Staff / ETEEAP Focal Person
5. Waits for the schedule of formal briefing/orientation	7. Orients the new student about PSU and ETEEAP	None	9 minutes	ETEEAP Director / ETEEAP Focal Person
	TOTAL	Depending on the course taken	25 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	45 minutes	Registrar's Staff
2. Claims the Evaluation Record	2. Releases the Evaluation Result (Portal-based)	None	5 minutes	Registrar's Staff
	TOTAL	None	50 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 and Certification of Grades 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 & Certification of Grades	2. Receives and acknowledges payments	Php 80.00 (credential) Php 60.00 (certification)	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 140.00	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 working 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 working days and 2 minutes	



5. Issuance of Certification, Authentication & Verification (CAV) 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:	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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the Certification, Authentication and Verification (CAV) 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 the Certification, Authentication & Verification of OTR and Diploma	None	1 hour	Registrar's Staff
3. Claims the CAV of OTR/Diploma	3. Releases the CAV of 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	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	3.1 Checks the Official Receipt and processes the OTR 3.2 Schedule the release of 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 working 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

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, college dean, and subject faculty in-charge	3. Advises and confirms the subject that the student will add / drop / change	None	30 minutes	Concerned Department Chair college dean, and subject faculty in-charge
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 Faculty
	3.1 Accepts accomplished Completion Form and posts 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:	Student Services
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Card (present only)	Client
Application Form	Student Services
Other Documents (Refer to the offered scholarship grant)	Sponsoring Agency

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 Dean Student Services
2. Submits accomplished application form and needed requirements for scholarship	2.1 Receives application and the attached supporting documents if qualified. 2.2 Forwards application to the University Student Affairs 2.3 Submits consolidated list of applicants to the sponsors.	None	3 days & 2 minutes	Campus Dean Student Services Director, Student and Alumni Affairs
	TOTAL	None	3 days & 7 minutes	



2. Release of 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
Other Documents (Refer to the offered scholarship grant)	Sponsoring Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Awaits the release of final list of qualified scholars and prepare the needed documents for the release of scholarship grants	1. Issue the final list of qualified scholars and set the schedule for the release of the scholarship grants	None	1 day	Campus Dean Student Services
2. Submits the needed documents	2.1 Receives and checks the submitted documents 2.2 Releases the grant	None	5 minutes	Campus Cashier / Sponsoring agency
	TOTAL	None	1 day & 5 minutes	



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. Requests for a copy of Payslip or Certification of benefits received	1. Verifies existence of pay slip or benefits received for certification	None	2 minutes	Accounting Services Staff
2. Receives Payslip / Certification of benefits received	2. Issues verified Pay slip or certification of benefits received	None	1 minute	Accounting Services 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	1.1 Verifies record of the employee on the existence of unliquidated cash advances and other liabilities	None	3 minutes	Accounting Services Staff
	1.2 Submits Clearance Form to the Head of Accounting Unit for signature	None	1 minute	Accounting Services Staff
	1.3 Signs the Clearance Form	None	1 minute	Director, Accounting Services Campus Accountant
2. Receives signed Clearance Form	2. Releases the signed clearance form	None	1 minute	Accounting Services Staff
	TOTAL	None	6 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	1 minute	Records Management Staff
2. Checks the documents carefully and signs the logbook	2. Lets the client sign the log book once the documents are complete	None	7 minutes	Records Management Staff
3. Receives the document/s	3. Releases the document/s	None	3 minutes	Records Management Staff
	TOTAL	None	11 minutes	



SUPPLY MANAGEMENT OFFICE

1. Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or Division:	Supply Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Respective End-Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Requisition and Issue Slip (RIS) (1 original copy) (2 photocopies for record keeping)	Supply Management Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Requisition Slip and Requisition and Issue Slip (RIS)	1.1 Receives Requisition Slip and Requisition of Issuance 1.2 Checks availability of stocks	None	4 minutes	Campus Supply Officer Supply Management Office Staff Property Custodian
2. Receives the requested supplies / materials / equipment	2. Issues requested semi-expendable supplies, materials and equipment	None	10 minutes	Campus Supply Officer Supply Management Office Staff Property Custodian
3. For equipment below P50,000.00: Receives Inventory and Custodian Slip For equipment above P50,000.00: Receives Property Acknowledgement Receipt (PAR)	3.1 Issues Inventory and Custodian Slip 3.2 Issues Property Acknowledgement Receipt (PAR)	None	10 minutes	Campus Supply Officer Supply Management Office Staff
	TOTAL	None	14 minutes (basic supplies) 24 minutes (equipment)	

2. Transfer of Property Accountability

The service allows the proper transfer of property accountability from one end-user to another end-user.

Office or Division:	Supply Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	End-users / Accountable Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter (1 original copy)	Client
Property accountable to the End-user	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter for transfer of Property Accountabilities	1.1 Receives letter request for Transfer of Property Accountabilities	None	10 minutes	Campus Supply Officer Supply Management Office Staff
	1.2 Checks and approves Request	None	1 minute	Director, Supply Manag Campus Supply Officer
2. Receives Inventory Transfer Receipt (ITR) for Semi-Expendable Property, Plant and Equipment, and Property Transfer Receipt (PTR) for Property, Plant and Equipment items	2.1 Prepares ITR/PTR 2.2 Issues copy of Inventory Custodian Slip / Property Acknowledgement Receipt to the new End-user	None	1 hour	Campus Supply Officer Supply Management Office Staff Property Custodian
TOTAL		None	1 hour and 10 minutes	



3. Turn-Over of Unserviceable Property

The service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

Office or Division:	Supply Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	End-users / Accountable Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Request of Return Slip (RTR) (1 original copy)	Supply Management Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Return (RTR)	1.1 Receives and checks the request for disposal of unserviceable properties	None	3 minutes	Campus Supply Officer Supply Management Office Staff
	1.2 Inspects the properties for the disposal	None	5 minutes	Campus Supply Officer Supply Management Office Staff Property Custodian
	1.3 Prepares Inventory and Inspection Report of Unserviceable Properties for approval	None	2 hours	Campus Supply Officer Supply Management Office Staff
	1.4 Approves the Inventory and Inspection Report of Unserviceable Properties	None	2 minutes	Director, Supply Management Office Campus Supply Officer
TOTAL		None	2 hours and 10 minutes	



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 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. Assists 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. Assists 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	6. 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. Assists the client	None	2 minutes	ICTMO Staff
2. Enrollment/Registration Presents OR	2. Receives and checks OR Online Entry / Updates 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. Presents assessment of documents; endorsed collection of particular fee and remittance list for campuses	1. Evaluates documents and prepares order of payment	None	2 minutes	Accounting Services Staff
	2. Approves order of payment	None	1 minute	Director, Accounting Services Campus Accountant
2. Claims order of payment	2. Releases order of payment	None	1 minute	Accounting Services Staff
	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:	Simple
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 accuracy and completeness of documents, existence of approved obligations and index of payments if payments have not yet been made	None	10 minutes	Accounting Services Staff
	1.2 Prepares Disbursement Voucher	None	3 minutes	Accounting Services Staff
	1.3 Submits Disbursement Voucher (DV) to the designated signatories	None	5 minutes	Designated Officials
	1.4 Signs DV and endorses to Cashier's Office for check preparation	None	2 minutes	Director, Accounting Services Campus Accountant



	1.5 Forwards the check to the Office of the President for approval	None	10 minutes	Campus Cashier
2. Claims the check	2. Releases the signed check	None	3 days	Campus Cashier
	TOTAL	None	3 days and 30 minutes	



CASHIER'S OFFICE

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

Providing official receipts for various items such as identification card fees, ID laces, 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: <ul style="list-style-type: none">ID FeeID Lace FeeSchool UniformP.E. Uniform	1. Receives and acknowledges payment	Php 100.00 (ID Fee) Php 75.00 (ID Lace Fee) Php 720.00 (S-L) Php 750.00 (XL-2XL) (Cloth only - Male) Php 790.00 (S-L) Php 820.00 (XL-2XL) (Cloth only - Female) 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, verifies and records data of the concerned employee and prepares the requested document/s	None	20 minutes	HRMDO / AO Staff In-charge / Campus HR Coordinator
	1.4 Processes signing of requested document/s	None	4 minutes	HRMDO / AO Secretary / Campus HR Coordinator
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 / Campus HR Coordinator
	TOTAL	None	30 minutes	



2. Receiving of Application Documents

Application Documents are received from applicants for shortlisting. These are evaluated and counterchecked with the qualifications of the vacant position/s to be filled up.

Office or Division:	Human Resource Management and Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	PSU Employees (who are applying for promotion) and Outsider Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Applicant
CS Form 212 Personal Data Sheet (2017 Revised Form) – must be properly accomplished and notarized with Work Experience Sheet	Applicant
Copy of Official Transcript of Records	Applicant
Certification/s of work experience (if there is any)	Applicant
Copy of appropriate Eligibility (for the positions requiring eligibility)	Applicant
Last performance rating from current/previous employer (if there is any)	Applicant
Copy of related training/seminar certificates (if there is any)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For application documents submitted physically in the office: Submits the compiled application documents For application documents submitted online: Submits the scanned application documents through HRIS portal via hris.psu.edu.ph/jobs in a pdf format	1.1 Acknowledges and receives application documents. 1.2. Checks if the documents are complete	None	5 minutes	HRMDO RSP Staff / Campus HR Coordinator



1. For application documents submitted physically in the office: Signs the Data Privacy Consent Form for Initial Assessment For application documents submitted online: Answers to the phone call for Initial Assessment	2. Conducts initial screening to the applicant	None	10 minutes	HRMDO RSP Staff / Campus HR Coordinator
	TOTAL	None	15 minutes	



PRODUCTION AND AUXILIARY SERVICES OFFICE

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

Facilitating the acquisition of academic materials including 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. Fills-out and submits Purchase form	1. Receives and checks the accuracy of the accomplished Purchase Form and advises the client to pay at the Cashier	None	3 minutes	PAS Office Staff
2. Pays the prescribed payment for the following Fees: <ul style="list-style-type: none">ID LaceSchool UniformP.E. Uniform	2. Receives payment	Php 75.00 (ID Lace) (School Uniform - Cloth Only) Php 720.00 (Male Set - S to L) Php 750.00 (Male Set - XL to 2XL) Php 790 (Female Set – S to L) Php 820.00 (Female Set – XL to 2XL) Php 750.00 (P.E. Uniform)	2 minutes	Campus Cashier



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 Document Request Form (DRF)	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 submits 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 signed 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 (Walk-In)

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	Library Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Reference Question Form	1. Receives and evaluates the inquiry of the client	None	1 minute	Campus Librarian / Staff
2. Waits for the formal response to the inquiry	2. Prepares the answer to the inquiry	None	5 minutes	Campus Librarian
3. Receives the answer to the inquiry	3. Responds to the inquiry of the client	None	2 minutes	Campus Librarian
	TOTAL	None	7 minutes	



3. 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 (via google form)	Library Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Online Reference Question Form (Google Form)	1. Receives and evaluates the inquiry of the client	None	1 minute	Campus Librarian
2. Waits for the formal response to the inquiry	2. Prepares the answer to the inquiry	None	1 day	Campus Librarian
3. Receives the answer to the inquiry	3.1 Responds to the inquiry of the client via email 3.2 Waits for a follow-up inquiry from the client	None	5 minutes	Campus Librarian
	TOTAL	None	1 day and 6 minutes	

4. 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 External Researchers

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book/s and the Library Borrower's Card	1. Checks and verifies the Library Borrower's Card	None	3 minutes	Campus Librarian / Staff
2. Submits filled-out book card and the Library Borrower's Card	2. Fills out the Library Borrower's Logbook and the date due slip.	None	5 minutes	Campus Librarian / Staff
3. Claims the book/s	3. Releases the borrowed books	None	2 minutes	Campus Librarian / Staff
	TOTAL	None	10 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.



5. Returning 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 External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed Book/s	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book/s for return	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	4 minutes	



6. E-Library Utilization

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 E-Library Staff
2. Presents ID Card, Registers in the Client's Login Sheet and wait for the computer unit assignment	2. Assists the client in filling-out the login sheet	None	5 minutes	Campus E-Library Staff
3. Proceeds to the assigned computer unit	3. Assists the client to their designated computer unit.	None		Campus E-Library Staff
4. Utilizes computer unit / access to the internet	4. Monitors the e-Library user	None	1 hour	Campus E-Library Staff
7. Logs out	5. Checks the computer unit	None	1 minute	Campus E-Library Staff
	TOTAL	None	1 hour and 8 minutes	



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

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
Reservation Request Form (2 original copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Reservation Request Form	1. Receives and records the details of the request	None	2 minutes	Campus Librarian / Staff
2. Claims the approved Reservation Request Form	2. Processes the schedule of the activity and gives a copy of the approved Reservation Request Form to the client	None	1 minute	Campus Librarian / 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, Employees and

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. Signs login sheet <i>(for old patients)</i> Submits filled out Patient's Medical Record <i>(for new patients)</i> Presents Enrolment Printout <i>(for new students)</i>	1. Guides the patient	None	5 minutes	Medical Staff / Campus Nurse
2. Undergoes measurement of Height, Weight, Blood Pressure, Respiration, Pulse Rate and Temperature	2. Conducts accurate measurements	None	5 minutes	Medical Staff / Campus Nurse
3. Submits to interview and physical examination	3. Conducts medical interview and physical examination	None	15 minutes	University Physician Campus Nurse
	TOTAL	None	25 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, Employees and other Stakeholders

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. Signs login sheet <i>(for old patients)</i> Submits filled out Dental Record Form <i>(for new patients)</i> Presents Enrolment Printout <i>(for new students)</i>	1. Guides the patient	None	3 minutes	Dental Aide
2. Undergoes oral-dental examination and/or treatment	2.1 Conducts oral-dental examination and/or treatment 2.2 Makes note on the patient's log for treatment / recommendation	None	10 minutes (Oral Prophylaxis) 30 minutes (Tooth Extraction)	University Dentist
	TOTAL	None	35 minutes	



STATISTICS CENTER

1. Statistical Consultation Services (for Undergraduates)

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

Office or Division:	Statistics Center
Classification:	Highly-Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Undergraduate Students

CHECKLIST OF REQUIREMENTS	officeWHERE TO SECURE
Consultation Request Form (1 copy)	Statistics Center 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 (Chapters 1-3 including data gathering tool/questionnaire)**	1. Checks the research proposal using the following criteria: <ul style="list-style-type: none">• 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	3 days	Assigned PSU Accredited Statistician
2. Incorporates correction/s and Submits the Research Proposal After the Defense	2. Signs the clearance, serving as basis that the Center has granted permission to proceed with data collection.	None	2 days	Assigned PSU Accredited Statistician

3. Submits Gathered Research Data	3. Encodes, checks, validates, and cleans data all of which are carried out in this stage.	Php 300.00 <i>For datasets exceeding 10,000 cells, an additional fee of ₱0.05 per cell will be charged.</i>	5 days (depending on the volume of data provided)	PSU Accredited Encoders
4. Data Analysis	4. Analyzes the data, verifies conclusions, suggests optimal methods for data presentation, and provides basic statistical interpretation of the findings.	Descriptive	7 days (depending on the type of analysis and the number of clients served)	Assigned PSU Accredited Statistician
		Php 300.00		
		Basic Inferential		
		Php 300.00		
		Higher Inferential		
		Php 300.00		
		<i>For analyses exceeding the prescribed minimum number of tables, an additional fee of ₱250 per table will be charged.</i>		
5. Output checking and issuance of final clearance. **	5. Covers checking of statistical design, statistical tool utilized, presentation of outputs, and basic interpretations. Checks statistical output	Php 300.00	3 days (depending on the objectives and the type of analysis applied.)	Assigned PSU Accredited Statistician Campus Statistics Coordinator/Head
	TOTAL	Php 900.00	20 days	

LEGEND: ** required service/s

2. Statistical Consultation Services (for Graduates)

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

Office or Division:	Statistics Center
Classification:	Highly-Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Graduate Students

CHECKLIST OF REQUIREMENTS	officeWHERE TO SECURE
Consultation Request Form (1 copy)	Statistics Center 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 (Chapters 1-3 including data gathering tool/questionnaire)**	1. Checks the research proposal using the following criteria: <ul style="list-style-type: none"> • 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. 	Php 500.00	3 days	Assigned PSU Accredited Statistician
2. Incorporates correction/s and Submits the Research Proposal After the Defense	2. Signs the clearance, serving as basis that the Center has granted permission to proceed with data collection.	None	2 days	Assigned PSU Accredited Statistician

3. Submits Gathered Research Data	3.1 Encodes, checks, validates, and cleans data all of which are carried out in this stage.	<p>Php 1,000.00</p> <p><i>For datasets exceeding 10,000 cells, an additional fee of ₱0.05 per cell will be charged.</i></p>	<p>5 days</p> <p><i>(depending on the volume of data provided)</i></p>	PSU Accredited Encoders
6. Data Analysis	3.2 Analyzes the data, verifies conclusions, suggests optimal methods for data presentation, and provides basic statistical interpretation of the findings.	<p>Descriptive</p> <p>Php 2,000.00 (Master's Degree)</p> <p>Php 3,000.00 (Doctoral Degree)</p> <p>Basic Inferential</p> <p>Php 3,500.00 (Master's Degree)</p> <p>Php 4,500.00 (Doctoral Degree)</p> <p>Higher Inferential</p> <p>Php 4,500.00 (Master's Degree)</p> <p>Php 5,000.00 (Doctoral Degree)</p> <p><i>For analyses exceeding the prescribed minimum number of tables, an additional fee of ₱250 per table will be charged.</i></p>	<p>7 days</p> <p><i>(depending on the type of analysis and the number of clients served)</i></p>	Assigned PSU Accredited Statistician



4. Output checking and issuance of final clearance. **	Covers checking of statistical design, statistical tool utilized, presentation of outputs, and basic interpretations. Checks statistical output	Php 1,000.00	3 days (depending on the objectives and the type of analysis applied.)	Assigned PSU Accredited Statistician Campus Statistics Coordinator/Head
	TOTAL	<u>Descriptive</u> Php 4,500.00 (Master's Degree) Php 5,500.00 (Doctoral Degree) <u>Basic Inferential</u> Php 6,000.00 (Master's Degree) Php 7,000.00 (Doctoral Degree) <u>Higher Inferential</u> Php 7,000.00 (Master's Degree) Php 7,500.00 (Doctoral Degree)	20 days	

LEGEND: ** required service/s



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 Decides whether to settle, dismiss, or elevate to the CED after thorough assessment			
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	<p>Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Assurance (QA) Office on a weekly basis.</p> <p>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.</p>
HOW TO FILE A COMPLAINT	<p>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:</p> <ul style="list-style-type: none">• 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	<p>The Office of the University President endorses the complaint letter to the Human Resource Management and Development Office (HRMDO).</p> <p>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.</p>
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



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

	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	<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: _____
CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS INFORMATION			
DETAILS OF COMPLAINT/S :			
<div></div> <div></div> <div></div> <div></div>			
COMPLAINT TAKEN BY :			
		Signature over Printed Name	Office

	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	<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: _____
CUSTOMER FEEDBACK / SUGGESTIONS / COMPLAINTS INFORMATION			
DETAILS OF COMPLAINT/S :			
<div></div> <div></div> <div></div> <div></div>			
COMPLAINT TAKEN BY :			
		Signature over Printed Name	Office