# Catanduanes State University

# CITIZEN'S CHARTER

## 2025 | FIRST EDITION

BAGONG PILIPINAS

CATANDUANES STATE UNIVERSITY

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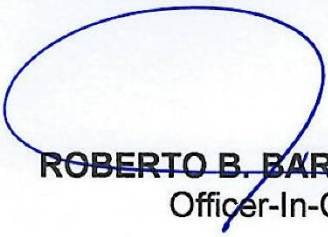
# CITIZEN'S CHARTER
## 2025│FIRST EDITION

# FOREWORD

At Catanduanes State University, we stand as a bastion of higher education, committed to upholding integrity, accountability, and excellence in public service. In pursuit of good governance and to effectively carry out this mandate as an advocate for a comprehensive and unified response to eliminating red tape in the government, the University established its service standards, known as the Citizen's Charter.

This Charter serves as Catatanduanes State University's commitment to its clients, pursuant to Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" to guide both the frontline and non-frontline service providers, as well as the University clientele on the types of services offered and the procedure for availing them.

Aligned with our Quality Policy, the Charter ensures client satisfaction through the continual improvement of its quality management system while upholding excellence in instruction, research, and community service for societal development.

As we often say, "the way we do anything is the way we do everything." Let this Citizen's Charter be our beacon of good governance, our standard of service, and our shared commitment to delivering excellence for the people we serve.

**ROBERTO B. BARBA, JR., Ph.D.**
Officer-In-Charge

## I. Mandate

Pursuant to RA 10229 the Catanduanes State University is mandated to primarily provide advance education, higher technological, professional instruction and training in trade, commerce, fishery, agriculture, Arts and Sciences, Industrial Technology, Nursing, Midwifery, Education, Engineering, Public Administration, Information Technology, and other relevant fields of study.

It is also directed to undertake research and extension services, and provide progressive leadership in its areas of specialization.

## II. Vision

A globally-recognized green research University committed to excellent service to the nation.

## III. Mission

Foster excellence, holistic and inclusive education attuned to the demands of a diverse world towards the formation of productive and value-laden lives.

## IV. Goal

Uphold the tradition of excellence in instruction, research, extension and production geared towards a strong academe-industry interface for societal development.

## V. Core Values

- **Social Responsibility** – the University takes part in the collective duty in improving the quality of life in the society.

- **Excellence** – the University commits to high standards in all aspects of its four-fold functions.

- **Commitment** – the University continuously thrives to achieve its vision, mission and goal based on its value system.

- **Respect** – The University honors the rights, beliefs, and dignity of every individual to promote peace and harmony in the community.

- **Integrity** – the University maintains the highest ethical standards and demonstrates honesty, objectivity, and fairness at all times.

## VI. Quality Policy

The Catanduanes State University commits to satisfy its clientele and all applicable requirements through the continual improvement of its quality management system processes, ensuring excellence in instruction, research, and community service for societal advancement.

## VII. Service Pledge

As public servants, we at the Catanduanes State University firmly commit to uphold the tradition of excellence in its four fold function in an eco-friendly espouse core values of social responsibility, excellence, commitment, respect and integrity at all times; abide by the Code of Conduct for Ethical Standards for Public Servants; deliver all our duties; serve our people and respond to their needs promptly and without bias; and adopt its Quality Policy of continuously improving services to better serve its clients.

# LIST OF SERVICES

## CatSU Main Campus

# CatSU Main Campus
## I. External Services

# A. Central Management

## OFFICE OF THE PRESIDENT

### 1. Issuance of Certificate of Appearance

Certificate of Appearance issued to all individuals who physically appeared at the Office of the President.

| Office: | Office of the President |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Certificate of Appearance Request Form (1 original) | Office of the President |
| 2. Company ID or any government-issued ID (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Request Form | 1. Provide Request Form and assist client in accomplishing the Form | None | 3 Minutes | *Executive Assistant III* Office of the President |
| 2. Present accomplished Request Form and valid ID to EAS Clerk | 2.1 Review completion of details on Request Form and verify identity of client | None | 2 Minutes | *Executive Assistant III* Office of the President |
| | 2.2 Prepare Certificate of Appearance and forward to Executive Assistant III for signature | None | 6 Minutes | *Executive Assistant III* Office of the President |
| | 2.3 Check accuracy of content and sign Certificate of Appearance | None | 3 Minutes | *Executive Assistant III* Office of the President |
| 3. Receive Certificate of Appearance | 3. Release Certificate of Appearance | None | 1 Minute | *Executive Assistant III* Office of the President |
| | TOTAL | **None** | **15 Minutes** | |

**INFORMATION UNIT**

## 1. Processing of Request for Digital Visual Materials and Tarpaulin Layout

This service provides the units and offices for Digital Visual Materials and Tarpaulin Layout.

| Office: | Information Unit |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2G – Government to Citizen |
| Who may avail: | Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1.Request letter and/or Request for Technical Assistance Form (RTAF) with complete details of the Digital Visual Materials or tarpaulin (1 original) | Information Unit |
| 2. Attachment (images in JPEG/PNG format, with at least 150 dpi) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for layout of tarpaulin addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request for tarpaulin layout | None | 15 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3.1 Inform the client whether the request is approved or denied

If denied, communicate the reason for regrets

If approved, assigned to artist | None | 25 Minutes | *Information Officer III* Information Unit |
| | 3.2 The layout artist conceptualizes | None | 3 Days | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | the design and prepare the requested digital materials | | | |
| | 3.3 Check/ review and approve the layout prepared by the layout artist | None | 30 Minutes | *Information Officer III* Information Unit |
| 4. Receive file of completed digital visual materials | 4. Send files through the email address provided by the client | None | 15 Minutes | *Information Officer III* Information Unit |
| | TOTAL | None | 3 Days, 1 Hour, 30 Minutes | |

## 2. Processing of Request for Event Coverage

This service provides the units and offices for features, photo and/or video event coverage.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Citizen |
| Who may avail: | Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for event coverage or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment and details | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on the availability of writer, photographer and videographer; non-conflict of event to other coverage requests; schedule | None | 10 Minutes | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | of event/s (weekends and holidays are not included except if the client provides approved request to render overtime services) | | | |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied  If denied, communicate the reason for regrets  If approved, assigned staff will be present on the day of the event | None | 25 Minutes | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **40 minutes** | |

## 3. Processing of Request for Information Made Through the Official Social Media Accounts of the University

Respond to inquiries made on the Catanduanes State University's institutional social media accounts.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **1.** Direct message to institutional accounts | Client sends inquiries to the University's official social media account managed by Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Send private/direct message the CatSU Facebook page account | 1. Acknowledge receipt of the message | None | 5 Minutes | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| https://www.facebook.com/CatanduanesStateUniversity2012 | | | | |
| 2. Wait for the Information Unit Action | 2. Evaluate request and formulate appropriate reply | None | 1 Hour | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Respond to inquiry if information is readily available. If not, refer to the concerned offices/units | None | 2 Hours | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **3 Hours, 5 Minutes** | |

## 4. Processing of Request for Information Unit Materials
This service provides the units and offices for recent and archival files.

| Office: | Information Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Request letter and/or Request for Technical Assistance Form (RTAF) indicating the following: <br> a) Purpose of request <br> b) Date when article or image was published; or when the event was covered by the Information Unit (1 Original) | Information Unit |
| 2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for recent and archival files addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the | 2. Evaluate request | None | 15 Minutes | *Information Officer III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Information Unit Action | based on intended use and availability of materials | | | Information Unit |
| 3. Receive response from Information Unit | 3.1 Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, assigned staff to access the archive, search for, and compile materials needed | None | 25 Minutes | *Information Officer III*<br>Information Unit |
| | 3.2 Access the archive, search for, and compile materials needed | None | 2 Days | *Information Officer III*<br>Information Unit |
| 4. Receive file of completed recent and archival files | 4. Send files through the email address provided by the client or save files to the USB or hard drive when files are too large to be sent online | None | 15 Minutes | *Information Officer III*<br>Information Unit |
| | TOTAL | None | 2 Days, 1 Hour | |

## 5. Processing of Request for Posting/Uploading to Social Media and Official Portal

This service provides the units and offices for posting and uploading on official portal and social media sites of the University.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 | Client |

| | dpi); forms or documents in PDF format | | | | |
|---|---|---|---|---|---|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for posting/uploading addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on content which must be CatSU-related | None | 15 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, the request will be posted 1WD after the approval of the request | None | 25 Minutes | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **45 Minutes** | |

## 6. Request for inclusion in the "Announcement"

Request for inclusion in the university's announcement through CatSU's official social media platforms.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1.Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, | Client |

| | |
|---|---|
| contact information of the organizing group, and ticket price (if applicable). | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter addressed to Information Officer III with attached endorsement letter or approved request letter from the SUC President III and fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on content which must be CatSU-related/ endorsed/ approved by the SUC President III | None | 10 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, the requested announcement will be included/ posted in CatSU's official social media platforms | None | 1 Day | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **1 Day, 15 Minutes** | |

## PLANNING UNIT

### 1. Processing of Request for Technical Assistance

This service provides instructions for the process of providing technical assistance services such as requesting for statistical data, documents needed in the accreditation and the like.

| Office: | Planning Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| | G2C – Government to Citizens |
| | G2B – Government to Business |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original) | Planning Unit or Official Facebook Page: CATSU Planning Unit https://www.facebook.com/catsuplanningunit/ |
| 2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Technical Assistance Form | 1. Provide Technical Assistance Request Form | None | 3 Minutes | *Planning Officer III* Planning Unit (PU) |
| 2. Submit the accomplished Technical Assistance Form | 2.1 Receive and check the completeness of the form | None | 2 Minutes | *Planning Officer III* PU |
| | 2.2 Check the availability of the data/document s being requested.<br><br>If available, forward to the Planning Officer III for approval | None | 10 Minutes | *Planning Officer III* PU |
| | 2.3 Approve the request and forwarded to Administrative Aide | None | 3 Minutes | *Planning Officer III* PU |
| 3. Wait for the release of the requested data/document | 3.1 Forward the request form to area-in-charge | None | 2 Minutes | *Planning Officer III* PU |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| as stated in the agreed target date of completion | 3.2 Prepare the needed data/documents | None | 1 Day | *Planning Officer III PU* |
| | 3.3 Send the files to the email provided of the client or save in the flash drive or hard drive if the file is too large to be sent online | None | 5 Minutes | *Planning Officer III PU* |
| | **TOTAL** | **None** | **1 Day, 25 Minutes** | |

## ALUMNI RELATIONS SERVICES

### 1. Application for Federated Alumni Association Identification Card

Alumni that successfully completed and finished Elementary, Senior High School, Baccalaureate Degree and Post-Graduate at CatSU.

| Office: | Alumni Relations Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | CatSU Alumni |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. FAA Payment Receipt (1 original) | Alumni Coordinator's Office |
| 2. FAA ID Form (1 original) | Alumni Relations Services |
| 3. Alumni Tracer Form (1 original) | CatSU Alumni Relations FB Page https://www.facebook.com/CatSUAlumniPlacementServices |
| 4. 2x2 ID Picture (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Pay FAA Membership Fee | 1. Receive payment and issue an official receipt for Membership Fee | PHP 400.00 | 5 Minutes | *Director* Alumni Relations Services |
| 2. Sign-up in Alumni Tracer Form or you may download in CatSU Alumni Relations FB page | 2. Assist in the signing up for Alumni Account in Alumni Tracer Form | None | 15 Minutes | *Director* Alumni Relations Services |
| 3. Go to Alumni Relations Services office to fill-out the FAA ID Form and submit the complete requirements | 3. Assist the client in filling-out FAA ID Form and check the completeness of the details and requirements | None | 2 Minutes | *Director* Alumni Relations Services |
| 4. Wait for the processing of FAA ID | 4. Process the FAA ID | None | 15 Minutes | *Director* Alumni Relations Services |
| 5. Receive the completed FAA ID and sign in the logbook | 5. Release the FAA ID and ask the client to sign in the logbook | None | 5 Minutes | *Director* Alumni Relations Services |
| | TOTAL | PHP 400.00 | 42 Minutes | |

## CORPORATE BUSINESS OPERATIONS

### 1. Processing of Identification Cards (IDs)

This provides the process on ID requests of new students.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. ID Application form (1 Original) | Corporate Business Operations (CBO) |
| 2. Certificate of Enrolment (1 original) | Client will provide a copy |
| 3. Claim Stub (1 Original) | CBO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO and present Certificate of Enrolment | 1. Verify the validity of the COE and provide client with the ID Application Form | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 2. Fill-out and submit Application Form | 2.1 Take a photo for the ID | None | 5 Minutes | *CBO Director* Corporate Business Operations |
| | 2.2 Input data in the system and print ID | None | 10 Minutes | *CBO Director* Corporate Business Operations |
| 3. Check the encoded data in the system | 3. Let the client check the data encoded in the system | None | 3 Minutes | *CBO Director* Corporate Business Operations |
| 4. Fill out the logbook and wait for your name to be called | 4. Release ID | None | 2 Minutes | *CBO Director* Corporate Business Operations |
| | TOTAL | None** | 21 Minutes | |

***PHP 150.00 per ID will be charged to Free Higher Education Program**

### 2. Claiming of Identification Cards (IDs)

This provides the process on claiming of ID cards requested by the new students.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Claim Stub (1 Original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO and present the claim stub | 1. Verify the validity of claim stub | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 2. Wait for your name to be called | 2. Look for the ID Card of claimant | None | 2 Minutes | *CBO Director* Corporate Business Operations |
| 3. Fill out the logbook and receive ID Card | 3. Release ID Card | None | 2 Minutes | *CBO Director* Corporate Business Operations |
| TOTAL | | **None** | **5 Minutes** | |

## 3. Processing of Lost Identification Cards (IDs)

This provides the process on ID requests for lost ID cards of employees and students.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; |
| Who may avail: | Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Affidavit of Loss (1 Original) | Attorney's Office |
| 2. Certificate of Enrolment (1 Original) | Admission and Registration Office/Client |
| 3. Payment (Official Receipt) (1 Original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and Affidavit of Loss and submit to the CBO Office | 1.1 Verify the validity of the Affidavit and instruct client to proceed to the Cashier for payment | None | 1 Minute | *CBO Director* Corporate Business Operations |
| | 1.2 Check client's name and information against the database | None | 1 Minute | *CBO Director* CBO |
| 2. Proceed to the Cashiering Services for payment | 2. Receive payment and release Official Receipt | PHP 150.00 | 4 Minutes | *Administrative Officer V* Information Unit |
| 3. Proceed to CBO and present the Official Receipt | 3.1 Take a photo for the ID if the client prefers a | None | 5 Minutes (for new photos) | *CBO Director* CBO |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | new photo, otherwise continue to 3.2 | | | |
| | 3.2 Print ID Card | None | 5 Minutes | *CBO Director* CBO |
| 4. Fill out the logbook and wait for your name to be called. | 4. Release ID Card | None | 1 Minutes | *CBO Director* CBO |
| | **TOTAL** | **PHP 150.00** | **17 Minutes** | |

## 4. Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change

This provides the process on ID re-issuance requests for damaged ID cards and ID Cards with data change.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen; |
| **Who may avail:** | Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. ID Application Form (1 Original) | Corporate Business Operations |
| 2. Old ID Card (1 Original) | Client |
| 3. Official Receipt (OR) (1 Original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO Office to request for re-issuance of new ID and surrender the old ID. | 1.1. Verify validity of request for re-issuance and instruct client to proceed to the Cashier for payment. | None | 1 Minute | *CBO Director* Corporate Business Operations |
| | 1.2 Check client's name and information against the database and encode the necessary changes, if any. | None | 5 Minutes | *CBO Director* Corporate Business Operations |
| 2. Proceed to the Cashiering Services for payment | 2. Receive payment and release Official Receipt | P150 per ID | 4 minutes | *Administrative Officer V* Information Unit |
| 3. Proceed to CBO and present the Official Receipt. | 3.1 Take a photo for the ID if the client prefers a new photo, | None | 5 Minutes | *CBO Director* Corporate Business Operations |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | otherwise continue to 3.2. | | for new photos | |
| | 3.2 Print ID | None | 5 Minutes | *CBO Director* Corporate Business Operations |
| 4. Fill out the logbook and wait for your name to be called. | 4. Release ID | None | 1 Minutes | *CBO Director* Corporate Business Operations |
| | **TOTAL** | **PHP 150.00** | **21 Minutes** | |

## GENDER AND DEVELOPMENT SERVICES

### 1. Availment of Pregnant Students Exemption Option from On-Site Classes

Availment of Pregnant Students Exemption Option from On-Site Classes is to ensure the well-being and safety of pregnant students by creating a supportive environment to their learning. Comply with RA 9710 or the Magna Carta of Women and its Implementing Rules and Regulations. Foster inclusivity and support diversity by promote equal access to education for all. Reduce barriers to academic success through the provision of alternatives and enhance support services to the minority students.

| Office: | Gender and Development Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government-to-Citizens |
| Who may avail: | CatSU College Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Certificate of Enrollment (1 Original) | Office of Admissions and Registration Services (OARS) |
| 2. Student ID (1 Original) | Client |
| 3. Medical Certificate (1 Original) | Health Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire and present the requirements to the information desk. | 1.1 Verify the validity of the ID and COE | None | 3 Minutes | *Gender and Development Focal Person* Gender and Development Services (GAD) |
| 2. Accomplish the Availment of Pregnant Students Exemption Option from On-Site Classes form; secure 5 copies of the form which monitors the number of pregnant and parenting students. | 2. Forms and other supporting documents are given to the client(s). | None | 15 Minutes | *Gender and Development Focal Person* GAD |
| 3. Assess Health | 3. Health Services assess the health of the student and gives advice and recommendations. | None | 30 Minutes | *Medical Officer III* Health Services |
| 4. Approval of the VP-Academic Affairs | 4. The student submit the form to GAD Services for the completion of the | None | 2 Minutes | *GAD Focal Person* GAD Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | process and GAD staff forwarded to Vice-President for Academic Affairs for the approval. | | | |
| 5. Reevaluate and approve the request. | 5. Assess the details and approves the request as stated in form and recommended by the Health Services | None | 5 Minutes | *Vice President for Academic Affairs* Office of the Vice President for Academic Affairs |
| 6.Forward/distribute approved request | 6. Forwards the approved request to GAD Coordinators, Dean and to the pregnant student. | None | 15 Minutes | *GAD Focal Person* GAD Services |
| 7. Return from on-site classes: Student(s) bring with her the necessary documents, i.e. Medical certificate, approved excuse letter and approved copy of the availment form. | 7. Receive the necessary documents | None | 3 Minutes | *GAD Focal Person* GAD Services |
| 8. Secure medical clearance | 8. The Health Services certifies the completeness of the requirements and physical reediness of the return to on-site classes. | None | 30 Minutes | *Medical Officer III* Health Services |
| 9. Completion of excuse | 9. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student. | None | 20 Minutes | *GAD Focal Person* GAD Services |
| 10. Fill out the logbook for Availment of Pregnant Students | 10. Provide a client a Logbook | None | 3 Minutes | *GAD Focal Person* GAD Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Exemption Option from On-Site Classes form | | | | |
| 11. Endorse back the student to subject professor | 11. The student reports back to her regular classes. | None | 15 Minutes | *GAD Coordinators* Colleges |
| | | **TOTAL** | **2 Hours, 21 Minutes** | |

## 2. GAD Related Complaints/ Cases

Allegations of unfair treatment by staff members and students. Allegations of inadequate teaching, advice, assessment and evaluation.

| Office: | Gender and Development Services | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C- Government-to-Citizens | |
| Who may avail: | CatSU College Students | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Certificate of Enrollment (1 Original) | Office of Admissions and Registration Services (OARS) | |
| 2. Student ID (1 Original) | Client | |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire and present the requirements to the information desk. | 1. Verify the validity of the ID and COE | None | 2 Minutes | *Gender and Development Focal Person* Gender and Development Services |
| 2. Detailed the Complaints in privacy | 2. The GAD Focal Person gives brief advice about her rights in privacy | None | 1 Hour | *GAD Focal Person* GAD Services |
| 3. Request to have a copy of IEC Materials related to the Complaints/ Case | 3.1 Assist the client; the give to the client the IEC Materials that he/she want to read | None | 3 Minutes | *GAD Focal Person* GAD Services |
| 4. Fill out the logbook for Complaints/ Cases | 4. Provide a client a Logbook | None | 3 Minutes | *GAD Focal Person* GAD Services |
| | | **TOTAL** | **1 Hour, 8 Minutes** | |

## 3. Lactation Service

Lactation services encompass a range of support and assistance provided to breastfeeding mothers and their infants. The goal of lactation services is to promote successful breastfeeding experiences by providing education and guidance. This support may include help with breastfeeding techniques, addressing common challenges such as latch difficulties or low milk supply, guidance on breast pumping and milk storage, and assistance with breastfeeding positions. Lactation services also play a crucial role in addressing concerns related to infant nutrition, maternal health, and overall well-being during the breastfeeding journey.

| Office: | Gender and Development Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government-to-Citizens |
| Who may avail: | CatSU College Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Certificate of Enrollment (1 Original) | Office of Admissions and Registration Services (OARS) |
| 2. Student ID (1 Original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire and present the requirements to the information desk. | 1. Verify the validity of the ID and COE | None | 2 Minutes | *Gender and Development Focal Person* Gender and Development Services |
| 2. Fill out the lactation logbook | 2.1 Guide the client to the Lactation Room, then prepare the breastpump device and breastmilk storage bag or ziplocks. | None | 5 Minutes | *GAD Focal Person* GAD Services |
| 3. Lactate in the Lactation Room | 3. Give the client a privacy inside the Lactation Room. | None | 30 Minutes | *GAD Focal Person* GAD Services |
| 4. Storing the milk in a refrigerator. | 4. Help the client to store the milk in a refrigerator. | None | 5 Minutes | *GAD Focal Person* GAD Services |
| 5. Completion of transaction | 5. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student/employee. | None | 10 Minutes | *GAD Focal Person* GAD Services |
| | | TOTAL | 52 Minutes | |

## LEGAL UNIT

### 1. Legal Advisory and Counseling Services to Walk-in Clients

Legal advisory and counseling services to walk-in clients with simple legal queries regarding school related issues.

| Office: | Legal Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Logbook Entry (CatSU-LB-LEG-03) | Legal Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Register in the logbook (CSU-LB-LEG-03) | 1.1 Assist the client to register in the logbook | None | 5 Minutes | *Attorney IV* Legal Unit |
| | 1.2 Render legal advisory and counselling services to walk-in clients with simple queries | None | * | *Attorney IV* Legal Unit |
| | 1.3 Assist the client to accomplish log-out in the logbook after the services rendered | None | 5 Minutes | *Attorney IV* Legal Unit |
| | TOTAL | None | 10 Minutes | |

*Note – Processing time does not include actual performance of actual legal advisory and counseling which may vary depending on the query of the client*

# QUALITY ASSURANCE UNIT

## 1. Request for Use of Accreditation Room

Clients may request the use of the Accreditation Room for university-related activities, including student-initiated events, free of charge. Request submission is available online or through walk-in service. The Accreditation Room is offered for free access to university-related activities, including student-initiated activities, from Monday through Friday, 8:00am to 5:00pm depending on its availability. However, priority is given to the conduct of Quality Assurance activities like ISO, AACCUP, RQAT, and the like.

In case the time of use of Accreditation Room is beyond 5:00 PM on weekdays, please notify the Quality Assurance Unit (QAU). For weekends, the requesting unit/college/group must request Compensatory Time-Off for one (1) QAU personnel, if needed. The Guidelines in the Use of Accreditation Room is incorporated in the Google Form, for online request, and at the back of hard copy of the request for walk in request.

### A. Online Request

| Office: | Quality Assurance Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | Students; Student Body Organizations |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. For Online Reservation, Accomplished Request Form in Google Form – Request for Use of Accreditation (1 response)<br>The request form is available through this link:<br>https://forms.gle/FfR9jUpEqQDS6tsz7<br>Or by scanning this QR code: | Quality Assurance Unit |
| 2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy) | Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Access the link or the QR Code to know the availability of the Accreditation Room and accomplish the google form to book an appointment | 1. Check the Online Calendar of Accreditation Room if the clients already booked the requested date and time of use. Review the responses on the google form for the Request of Use of | None | 30 Minutes | *Administrative Officer V* Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| for the use of Accreditation Room. | Accreditation Room if the request have been recorded. Receive and designate request number for the request. | | | |
| 2. Wait for QAU Action (approved or denied) | 2.1 Evaluate request | None | 25 Minutes | *Administrative Officer V* Quality Assurance Unit |
| | 2.2 Approve or deny the request | None | 5 Minutes | *Administrative Officer V* Quality Assurance Unit |
| 3. Receive response from QAU | 3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, send an email of confirmation to the email provided in the google form* | None | 30 Minutes | *Administrative Officer V* Quality Assurance Unit |
| | **TOTAL** | **None** | **1 Hour, 30 Minutes** | |

**B. Walk-in Request**

| Office: | Quality Assurance Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | Students; Student Body Organizations |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request Form – Request for Use of Accreditation Room (CatSU-F-QAU-07) (1 original copy) | Quality Assurance Unit |
| 2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy) | Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire the availability of Accreditation | 1. Check availability of Accreditation | None | 30 Minutes | *Administrative Officer V* Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Room for the schedule to be requested and accomplish the form for Request for Use of Accreditation Room (CatSU-F-QAU-07) | Room and review all fields are properly filled-out. Receive, record and designate request number for the accomplished form for the Request for Use of Accreditation Room. | | | |
| 2. Wait for QAU Action (approved or denied) | 2.1 Evaluate request | None | 25 Minutes | *Administrative Officer V* QAU |
| | 2.2 Approve or deny the request | None | 5 Minutes | *Administrative Officer V* QAU |
| 3. Receive response from QAU | 3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, furnish a soft copy of approved Request for Use of Accreditation Room (CatSU-F-QAU-07) via email provided in the form.* | None | 30 Minutes | *Administrative Officer V* QAU |
| | **TOTAL** | **None** | **1 Hour, 30 Minutes** | |

# B. Administrative and Finance Division

## CASH UNIT

### 1. Collection of Payment and Issuance of Official Receipt

This includes payments of cash in lieu of bidding process, gate pass, and rental of space for CBO spaces, fees from students and other fees paid by stakeholders.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens<br>G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Outside Creditors, Students and Other Stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Client |
| 2. Order of payment/Other Transaction Slip – for payment of miscellaneous and other fees (1 original) | Colleges/Servicing Unit/Office |
| 3. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original) | Admission and Registration Services |
| 4. Assessment Form or Statement of Account – for payment of tuition fees (1 original) | Dean's Office (Colleges) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the needed requirement to the Collecting Clerk for review and verification | 1. Input data on the system | None | 30 Seconds | *Administrative Officer V* Cash Unit |
| 2. Fill out the logbook placed in the window *(Name, External/ Internal Time Started)* | 2. Assist client in filling out the logbook | None | 30 seconds | *Administrative Officer V* Cash Unit |
| 3. Pay the amount indicated in the assessment form/order of payment slip. | 3. Receive cash as payment | See Schedule of Fees and Charges | 1 Minute | *Administrative Officer V* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 3. Wait until your transaction has been generated on the system and while the Official Receipt is being printed. | 3. Issue the Official Receipt | None | 1 Minute | *Administrative Officer V* Cash Unit |
| 4. Receive and review the Official Receipt and count the change (if there is any) before leaving the counter | 4. Ask the client if the printed O.R. and the change (if there is any) is correct, before he/she leaves the counter | None | 1 Minute | *Administrative Officer V* Cash Unit |
| | **TOTAL** | **See Schedule of Fees and Charges** | **4 Minutes** | |

| SCHOOL FEES | | RATE (in Philippine Peso) |
|---|---|---|
| TUITION FEE | Master's Degree | 700/unit |
| | Doctoral Degree | 800/unit |
| | Juris Doctor | 700/unit |
| | Undergraduate (CAF) | 80/unit |
| | Undergraduate (Other Courses excess CAF) | 100/unit |
| MEDICAL AND DENTAL | Master's Degree | 100 |
| | Doctoral Degree | |
| | Juris Doctor | |
| | Undergraduate | 50 |
| LIBRARY FEE | Master's Degree | 500/sem |
| | Doctoral Degree | 500/sem |
| | Juris Doctor | 500/sem |
| | Undergraduate | 100/sem |
| LIBRARY CARD | | 100 |
| ATHLETIC FEE | | 150 |
| STUDENTS MANUAL | | 35 |
| MAINTENANCE FEE | | 200 |
| JOURNAL FEE | | 300 |
| COMPUTER LABORATORY FEES | Elementary | 200/year |
| | High School | 300/year |
| | College | 150/unit |
| KEYBOARDING FEES | | 150/unit |
| LAMINATION FEES | | 10 |
| AUDIO VISUAL DEVELOPMENT FEE | Master's Degree | 50 |
| | Doctoral Degree | 50 |
| | Juris Doctor | 50 |
| | Undergraduate | 20 |

| SCHOOL FEES | | RATE (in Philippine Peso) |
|---|---|---|
| SCIENCE LABORATORY FEE | | 50/subject |
| PHYSICAL AND MAINTENANCE FEE | Master's Degree | 200 |
| | Doctoral Degree | 200 |
| | Undergraduate | 100 |
| SHOP WORK FEE | CIT Incoming 1st Year Students | 50/subject |
| RELATED LEARNING EXPERIENCES (RLE) FEE | | May vary depending on the number of students |
| TRANSCRIPT OF RECORDS FEE | | 100/sheet |
| CERTIFICATE OF TRANSFER | | 50 |
| DIPLOMA FEE | | 100 |
| SCAN FEE | | 20 |
| GRADUATION FEE | | Depends on the number of students |
| RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA | | 150/page |
| RE-ISSUANCE OF CERTIFICATE OF ENROLLMENT (COE) | | 20 |
| PENALTY OF LATE ENROLMENT | | 50/day |
| REMOVAL FEE | Master's Degree | 100/subject |
| | Doctoral Degree | 100/subject |
| | Juris Doctor | 100/subject |
| | Undergraduate | 30/subject |
| ID FEE (Alumni and Freshmen) | | 150 |
| ADDING/CHANGING/DROPPING OF SUBJECTS | Master's Degree | 50/subject |
| | Doctoral Degree | 50/subject |
| | Juris Doctor | 50/subject |
| | Undergraduate | 30/subject |
| SIT-IN-FEE | | 100/subject |
| CERTIFICATION FEE | Master's Degree | 50 |
| | Doctoral Degree | 50 |
| | Juris Doctor | 50 |
| | Undergraduate | 30 |
| AUTHENTICATION FEE | | 5/page |
| THESIS FEE | | 700 |
| MICROSOFT TESTING FEE | | 1,300 |
| CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE | | 150/page |
| IGP book sale, tela uniform, polo shirt, PE Uniform | | may vary depending on the book, size of tela uniform and polo shirt |
| RENTAL OF CATSU AUDITORIUM/ GYM | | 18,000 |
| REFUNDABLE DEPOSIT (CATSU AUDITORIUM) | | 3,000 |
| GATE PASS | | 50 |
| DORMITORY | Ladies' Dormitory | 1,000/monthly |
| | Men's Dormitory | 1,200/monthly |
| OVERDUE BOOKS | | 50 |
| DOCUMENTARY STAMP | | 30 |
| AFFIDAVIT OF LOSS | | 50 |
| ENTRANCE EXAMINATION FEE | | 200 |
| VALIDATION EXAMINATION FEE | | 100/subject |

| SCHOOL FEES | | RATE (in Philippine Peso) |
|---|---|---|
| COMPREHENSIVE EXAMINATION FEE | | 1,000 |
| STUDENT TEACHING | | 400 |
| STUDENT PUBLICATION | | 30 |
| FEDERATED COLLEGE STUDENT COUNCIL (FCSC) | | 30 |
| FSSA | | 5 |
| NSTP | CWTS | 150 |
| | ROTC | 150 |
| | LTS | 150 |
| STALL RENTAL | | *payment varies* |
| COMMERCIAL BUILDING RENTAL | | 84,700.00 |
| COMMERCIAL BUILDING RENTAL – LBP | | 165,000.00 |
| BIDDING PROCEEDS | | *payment varies* |
| WATER BILL/ ELECTRIC BILL | | *payment varies* |
| IGP-POULTRY, LIVESTOCK | | *payment varies* |

## 2. Disbursement of Cash

Disbursement of cash benefits to employees who were separated from the agency through retirement, transfer, resignation or end-of-contract. This includes; Collective Negotiation Agreement benefits, Productivity Enhancement Incentives, Mid-year bonus, Year-end Bonus, etc. and disbursement of cash on payment of travel of students.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens<br>G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Outside Creditors, Students and Other Stakeholders |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. If claimant, Valid Identification Card (ID) (1 original) | Client |
| 2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Disbursing Officer/ Disbursing Clerk* Cash Unit |
| 2. Sign on the monitoring logbook and on the payroll | 2. Provide the logbook and present the payroll | None | 3 Minutes | *Disbursing Officer/ Disbursing Clerk* Cash Unit |
| 3. Receives and count the cash before leaving the counter | 3. Sees to it the amount if given to the client is correct | None | 1 Minute | *Disbursing Officer/ Disbursing Clerk* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | TOTAL | None | 5 Minutes | |

## 3. Disbursement of Check

This includes payments for goods delivered to the University by outside creditors and services rendered like FICELCO, ARDCI, PLDT bills and etc.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens<br>G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Outside Creditors, Students and Other Stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Client |
| 2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter (if needed) | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Administrative Officer V* Cash Unit |
| 2. Sign the Disbursement Voucher and the Columnar Book | 2. See to it that the Disbursement Voucher and Columnar Book was signed | None | 3 Minutes | *Administrative Officer V* Cash Unit |
| 3. Receive and review the Check for errors (if there is any) before leaving the counter<br>*Note: Official Receipt is issued as a proof of payment for the goods and services rendered* | 3. Issue the Check and receive the Official Receipt | None | 1 Minute | *Administrative Officer V* Cash Unit |
| | TOTAL | None | 5 Minutes | |

## GENERAL SERVICES UNIT

### 1. Request for Installation of Tarpaulin

The installation of tarpaulin service ensures the proper setup and secure placement of tarpaulins for official announcements, event, or informational displays. This service covers the mounting, positioning, and securing of tarpaulins in designated areas to ensure visibility and durability.

| Office: | General Services Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens<br>G2B – Government to Business |
| Who may avail: | CatSU Students, Organizations outside CatSU<br>Establishments and Other Government Agencies |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Service Request Form (1 original) | General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and accomplish Service Request Form | 1. Instruct the client to provide the needed information in the Service Request Form | None | 3 Minutes | *Administrative Officer V* General Services Unit |
| 2. Fill out the Service Request Form | 2. Assist the client in filling out the Service Request Form | None | 4 Minutes | *Administrative Officer V* General Services Unit |
| 3. Submit the filled-out Service Request form and wait for the confirmation | 3.1 Receive and check the completeness of filled-out service request form | None | 3 Minutes | *Administrative Officer V* General Services Unit |
| | 3.2 Forward the service request form to Carpenter Foreman for order confirmation | None | 2 Minutes | *Administrative Officer V* General Services Unit |
| | 3.3 Sign the Order Confirmation and forward to the Unit Head for recommending approval | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | 3.4 Sign the recommending approval in the | None | 5 Minutes | *Administrative Officer V* General Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Service Request form and forward to CAO-Admin for approval | | | Unit |
| | 3.5 Sign and approve the Service request form | None | 5 Minutes | *Chief Administrative Officer* Office of the Chief Administrative Officer for Administration |
| | 3.6 Installation of tarpaulin/ streamer/ banner | None | 20 Minutes | *Administrative Officer V* General Services Unit |
| 4. Acceptance of work done, signing of Service Request Form | 4. Receive accomplished Service Request Form | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | **TOTAL** | **None** | **52 Minutes** | |

## HEALTH SERVICES

### 1. Consultation and Treatment of Minor Ailment/Follow -Up

Medical consultation is done to work out whether the patient is ill for the physician to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Currently-enrolled Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 Minute | *Medical Officer III* Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing out the Medical Patient Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs and conduct interview | None | 5 Minutes | *Medical Officer III* Health Services |
|  | 3.2 Perform Physical exam/issue prescription if needed | None | 22 Minutes | *Medical Officer III* Health Services |
| 4. Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicine | 4. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
|  | **TOTAL** | **None** | **33 Minutes (if with medicines** |  |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | dispensed) | |
| | | | 31 minutes (if no medicines dispensed) | |

## 2. Dental Consultation/Dental Curative Services/Dental Follow-Up

Dental consultation is done to work out whether the patient has dental problems for the dentist to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Currently-enrolled Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Office of Admission and Registration Services (OARS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 Minute | *Dentist II* Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing out the Medical Patient Form | None | 2 Minutes | *Dentist II* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs and conduct interview | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2. Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3. Perform Physical exam | None | 15 Minutes | *Dentist II* Health Services |
| 4. Submit self for diagnosis and dental treatment/ management | 4. Provide diagnosis and dental treatment/ management a. Do oral | None | 15 Minutes – Minor oral surgery 15 Minutes – Control | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | surgery<br>b. Provide prescription<br>c. Do appropriate intervention | | Secondary Infection<br><br>15 Minutes – Other Emergency Cases | |
| 5. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 5. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Dentist II*<br>Health Services |
| 6. Sign the logbook | 6. Assist in signing the logbook | None | 1 Minute | *Dentist II*<br>Health Services |
| | **TOTAL** | **None** | **41 Minutes (if with medicines dispensed)**<br><br>**39 Minutes (if no medicines dispensed)** | |

## 3. Examination of Physical Fitness and Issuance of Medical Certificate

Physical examination is done to evaluate the overall health of a patient so that appropriate medical certificate can be issued.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Currently-enrolled Students, Incoming Freshmen and Transferee Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card for currently-enrolled students (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment for currently-enrolled students (1 original) | Admission and Registration Services |
| 4. Shall have passed the Entrance Examination for incoming freshmen/transferees | Guidance, Counseling and Testing Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check | None | 1 Minute | *Medical Officer III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | ID/COE | | | Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Medical Officer III* Health Services |
| | 3.3 Perform Physical exam | None | 22 Minutes | *Medical Officer III* Health Services |
| 4. Wait for the release of Medical Certificate | 4. Prepare, sign and issue Medical Certificate | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook upon receipt of Medical Certificate | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **33 Minutes** | |

## 4. Oral Screening

Oral screening is a visual and manual inspection of the mouth that is conducted to identify oral conditions that may require treatment by a dentist.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Currently-enrolled Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 Minute | *Dentist II* Health Services |
| 2**. FOR NEW PATIENT**, fill-out Medical Patient Form | 2. Retrieve record / Assist in filing-up the Medical | None | 2 Minutes | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **FOR FORMER PATIENT**, records are retrieved | Patient Form | | | |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3 Perform Physical examination | None | 15 Minutes | *Dentist II* Health Services |
| 4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 4. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Dentist II* Health Services |
| | **TOTAL** | **None** | **26 Minutes (if with medicines dispensed)**<br><br>**24 minutes (if no medicines dispensed)** | |

## 5. Promotion of Oral Health/Specific Protection and Counseling Certificate

This is to improve the oral health and general wellbeing of a patient. It is done by encouraging them to carry out oral hygiene instructions while also addressing any dental problems present.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Currently-enrolled Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 minute | *Medical Officer III* Health Services |
| 2**. FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct Interview | None | 2 minutes | *Medical Officer III* Health Services |
| | 3.3 Perform Physical exam | None | 15 minutes | *Medical Officer III* Health Services |
| 4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 4. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **26 Minutes (if with medicines dispensed)**<br><br>**24 Minutes (if no medicines dispensed)** | |

## 6. Referral of Dental Care

This is a written order from the primary dentist to another health professional or health service to get expert help with the diagnosis and treatment.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Currently-enrolled Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 Minute | *Dentist II* Health Services |
| **2. FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Dentist II* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3 Perform Physical examination | None | 15 Minutes | *Dentist II* Health Services |
| 4. Wait for the issuance of Referral Form | 4. Issue Referral Form | None | 3 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Dentist II* Health Services |
| 6. Bring back return slip to the Dental Services for record purposes | 6. Get return slip | None | 1 Minute | *Dentist II* Health Services |
| **TOTAL** | | **None** | **28 Minutes** | |

## 7. Referral of Medical Cases

This is a written order from the primary physician to another health professional or health service to get expert help with the diagnosis and treatment.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Currently-enrolled Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |
| 3. Certificate of Enrollment (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID/COE | 1. Check ID/COE | None | 1 Minute | *Medical Officer III* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Medical Officer III* Health Services |
| | 3.3 Perform Physical examination | None | 22 Minutes | *Medical Officer III* Health Services |
| 4. Wait for the issuance of Referral Form | 4. Issue Referral Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
| 6. Bring back return slip to the Health Services for record purposes | 6. Get return slip | None | 1 Minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **34 Minutes** | |

## HUMAN RESOURCE MANAGEMENT UNIT

### 1. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for certified true copies of their 201 Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen<br>G2G – Government to Government |
| Who may avail: | Inactive/separated CatSU employee or any requesting party as it pertains to his/her personnel records; Courts and other Administrative Bodies with quasi-judicial investigative functions |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Slip (1 original) | Human Resource Management Unit |
| 2. Official Receipt of Payment (1 original) | Cash Unit |
| 3. Valid identification card (1 original) | Requesting Party |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorization | 1.1 Validate identity of the client and the authenticity of the authorization letter (if needed) | None | 7 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 1.2 Advise client to pay Authentication Fee at the Cash Unit | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| 2. Pay the corresponding fee at the Cash Unit | 2. Process payment and issue Official Receipt | PHP 5.00 per page | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Accomplish and submit request form together with the Official Receipt | 3.1 Receive accomplished request form and evaluate completeness of information and the Official | None | 12 Minutes | *Administrative Officer V* Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Receipt | | | |
| | 3.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer V* Human Resource Management Unit |
| | 3.3 Retrieve the 201 files, search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document | None | 7 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 3.4 Review, sign, secure approval of the authorized signatory | None | 7 Hours | *Administrative Officer V* Human Resource Management Unit |
| 4. Receive the documents requested | 4. Release the requested document and have the client sign in the logbook | None | 7 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | **TOTAL** | **PHP 5.00 per page** | **2 Days\*\*** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

## 2. Issuance of Personnel Records

Inactive/separated employees of the University may request for their 201 Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |

| Type of Transaction: | G2C – Government to Citizen |
|---|---|
| | G2G – Government to Government |
| Who may avail: | Inactive/separated CatSU employee or any requesting party as it pertains to his/her personnel records; Courts and other Administrative Bodies with quasi-judicial investigative functions |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Slip (1 original) | Human Resource Management Unit |
| 2. Official Receipt of Payment (1 original) | Cash Unit |
| 3. Valid Identification Card (1 original) | Requesting Party |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorizatio n | 1.1 Validate identity of the client and the authenticity of the authorization letter (if needed) | None | 7 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 1.2 Advise client to pay Certification at the Cash Unit | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| 2. Pay the correspondi ng fee at the Cash Unit | 2. Process payment and issue Official Receipt | PHP 30.00 per document | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Accomplish and submit request form together with the Official Receipt | 3.1 Receive accomplishe d request form and evaluate completenes s of information and the Official Receipt | None | 12 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 3.2 Forward the request form and supporting documents to the Unit Head for | None | 1 Hour | *Administrative Officer V* Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | information and assignment to the responsible personnel | | | |
| | 3.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document | None | 14 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 3.4 Review, sign, secure approval of the authorized signatory | None | 8 Hours | *Administrative Officer V* Human Resource Management Unit |
| 4. Receive the documents requested | 4. Release the requested document and have the client sign in the logbook | None | 7 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | **TOTAL** | **PHP 30.00 per document** | **3 Days \*\*** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

## 3. Processing of Request for Employment Verification
Any requesting party may request for employment verification of CatSU employees (current and separated), subject to the guidelines and other conditions that the government and the University may prescribe.

### A. Walk-In

| Office: | Human Resource Management Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government G2B – Government to Business |
| **Who may avail:** | Government Institutions, BPOs, Financial Institutions, Non-Government Organization |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Request Slip (1 original) | Human Resource Management Unit |

| | |
|---|---|
| 2. Letter of Request (1 original) | Requesting Party |
| 3. Valid identification card (1 original) | Requesting Party |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorizatio n | 1. Validate identity of the client and the authenticity of the authorization letter | None | 15 Minutes | *Administrative Officer V* Human Resource Management Unit |
| 2. Accomplish and submit request form | 2.1 Receive accomplishe d request and evaluate completenes s of information | None | 15 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer V* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information | None | 4 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 2 Hours | *Administrative Officer V* Human Resource Management Unit |
| 3. Receive the documents/ information | 3. Release the requested document | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| requested | and have the client sign in the logbook | | | |
| | **TOTAL** | **None** | **1 Day\*\*** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

### B. Online

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Government Institutions, BPOs, Financial Institutions, Non-Government Organization |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Letter of Request (1 original) | Requesting Party |
| 2. Valid identification card (1 original) | Requesting Party |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit thru email the following:<br>a. letter of request<br>b. Valid Identification Card<br>c. Letter of authorizatio n | 1.1 Receive and acknowledge email | None | 1 Hour | *Administrative Officer V* Human Resource Management Unit |
| | 1.2 Forward the request to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer V* Human Resource Management Unit |
| | 1.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information | None | 12 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 1.4 Review, | None | 8 Hours | *Administrative* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | sign, secure approval of the authorized signatory | | | *Officer V* Human Resource Management Unit |
| 2. Receive the reply | 2. Send email reply | None | 2 Hours | *Administrative Officer V* Human Resource Management Unit |
| | **TOTAL** | **None** | **4 Days**\*\* | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

## PROCUREMENT UNIT

### 1. Sale of Bidding Documents

The Bidding Documents are issued by the Catanduanes State University as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects and/or Consulting Services. As provided in Section 17.4 of the IRR of RA 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development.

| Office: | Procurement Unit (Bids and Awards Committee Secretariat) | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2B – Government to Business | |
| Who may avail: | Prospective Bidders | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| Intent to Purchase Form (1 original) | | Procurement Unit (BAC Secretariat) |
| Order of Payment Form (1 original) | | Procurement Unit (BAC Secretariat) |
| Official Receipt (1 original) | | Cash Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the Intent to Purchase Form provided by the BAC Secretariat | 1.1 Review if the form is filled out correctly | None | 5 Minutes | Administrative Officer V *Procurement Unit (BAC Secretariat)* |
| | 1.2 Issue the Order of Payment to the interested bidder | None | 5 Minutes | Administrative Officer V *Procurement Unit (BAC Secretariat)* |
| 2. Proceed to the Cash Unit and pay the bidding documents fee indicated in the Order of Payment Form | 2. Receives payment and issues Official Receipt | See table of bidding documents fee | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present original copy of Official Receipt to the BAC Secretariat | 3.1 Photocopy the OR and record it in the logbook | None | 5 Minutes | Administrative Officer V *Procurement Unit (BAC Secretariat)* |
| | 3.2 Issue a copy of the bidding documents | None | 30 Minutes | Administrative Officer V *Procurement Unit (BAC Secretariat)* |
| | 3.3 Let the prospective bidder sign the logbook acknowledging receipt of bidding documents | None | 2 minutes | Administrative Officer V *Procurement Unit (BAC Secretariat)* |
| | | **TOTAL** | **51 Minutes** | |

| BIDDING DOCUMENTS FEE | |
|---|---|
| **Approved Budget for the Contract** | **Maximum Cost of Bidding Documents (PHP)** |
| 500,000 and below | 500.00 |
| More than 500,000 up to 1 Million | 1,000.00 |
| More than 1 Million up to 5 Million | 5,000.00 |
| More than 5 Million up to 10 Million | 10,000.00 |
| More than 10 Million up to 50 Million | 25,000.00 |
| More than 50 Million to 500 Million | 50,000.00 |
| More than 500 Million | 75,000.00 |

*Cost of Bidding Documents based on Section 5.0, Appendix of the 2016 Revised Implementing Rules and Regulations of RA 9184.*

## SECURITY SERVICES

### 1. Issuance of Vehicle Gate Pass

This allows authorized individuals to bring a vehicle inside the University campus. This pass serves as an official permit to ensure security, regulate vehicle movement, and maintain proper documentation of entries and exits.

| Office: | Security Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Students, Parent/Guardians of the Students, Drivers of Hired Vehicle Service |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Driver's License ID (1 photocopy and original ID must be presented upon application) | Land Transportation Office |
| 2. OR/CR of the Vehicle (1 photocopy) | Land Transportation Office |
| 3. Application for Vehicle Gate Pass (1 original) | Security Services |
| 4. Valid Identification Card of the Student (1 photocopy) | Corporate Business Operations |
| 5. Valid ID of Parent/Guardian (1 photocopy) | Parent/Guardian of the Student |
| 6. Authorization letter from the letter parent/guardian to ferry the student to and from the campus (1 original) | Parent/Guardian of the Student |
| 7. Official Receipt (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the requirement at the Security Services | 1.1 Check for the completeness of the requirements and the vehicle | None | 10 Minutes | *Security Officer III* Security Services |
| | 1.2 If complete, issue application form and advise client to fill out the form and pay the Gate Pass Fee at the Cash Unit<br><br>If incomplete, advise client to ensure the | None | 5 Minutes | *Security Officer III* Security Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | completenes s of the requirements before applying for the issuance of gate pass | | | |
| 2. Pay the correspondi ng fee at the Cash Unit | 2. Process payment and issue Official Receipt | PHP 50.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Submit filled out application form together with all the required documents | 3. Receive and record entry in the logbook and encode in the database: <br>• Name of Applicant <br>• O.R. No. <br>• Type of Vehicle <br>• Vehicle Plate Number | None | 5 Minutes | *Security Officer III* Security Services |
| 4. Claim the applicant's copy and the OR | 4.1 Issue the applicant's copy and OR | None | 5 Minutes | *Security Officer III* Security Services |
| | 4.2. Affix the gate pass stickers to the vehicle | None | 1 Minute | *Security Officer III* Security Services |
| | **TOTAL** | **PHP 50.00** | **30 Minutes** | |

*Note: The amount of vehicle gate pass depends on the Bid price of the lowest bidder.*

# C. Academic Division

## GUIDANCE COUNSELING AND TESTING SERVICES

### 1. Application for College Entrance Examination

Submission of College Entrance Examination Application Form of college-applicant to Guidance Counseling and Testing Office.

| Office: | Guidance Counseling and Testing Office (GCTO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU College Student-Applicant |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Graduating Senior High Students:<br>• College Entrance Examination Application Form (1 original)<br>• Individual Student Profile Form (1 original copy)<br>• Certificate of Good Moral Character Form (1 original)<br>• First Semester Grade (SF10) (1 original)<br>• One (1) long white folder<br>• Two (2) Passport size ID pictures | • CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php<br><br>• Previous school attended<br><br>• Previous school attended<br>• Client<br>• Client |
| 2. Senior High School Graduates:<br>• College Entrance Examination Application Form (1 original)<br>• Individual Student Profile Form (1 original)<br>• Certificate of Good Moral Character Form (1 original)<br>• Second Semester Grade (SF10) (1 original)<br>• One (1) long white folder<br>• Two (2) passport size ID pictures | • CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php<br><br>• Previous school attended<br><br>• Previous school attended<br><br>• Client<br>• Client |
| 3. Transferee from other HEIs/SUCs:<br>• College Entrance Examination Application Form (1 original)<br>• Individual Student Profile Form (1 original)<br>• Certificate of Good Moral Character Form (1 original)<br>• Updated Transcript of Records (1 original)<br>• One (1) long white folder<br>• Two (2) passport size ID pictures | • CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php<br><br>• Previous school attended<br><br>• Previous school attended<br>• Client<br>• Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the required documents to and fill out the Logbook for CEE Applicants | 1.1 Receive the compiled document | None | 7 Minutes | *Guidance Counselor* GCTO |
| | 1.2 Verification of documents | None | 10 Minutes | *Guidance Counselor* GCTO |
| 2. Receive the College | 2. Print the College Entrance | None | 3 Minutes | *Guidance Counselor* GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Entrance Examination Permit (CEEP) | Examination Permit (CEEP) | | | |
| 3. Fill out the "TIME-FINISHED" in the Logbook for CEE Applicants | 3. Ensure that college-applicants fill-out the logbook correctly | None | 3 Minutes | *Guidance Counselor* GCTO |
| **TOTAL** | | **None** | **23 Minutes** | |

## 2. Conduct of College Entrance Examination

College Entrance Examination (CEE) of verified college-applicant with duly CEE Permit.

| Office: | Guidance Counseling and Testing Office (GCTO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU College Student-Applicant |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. College Entrance Examination (CEE) Permit (1 original) | GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the CEE Permit | 1. Present the CEE Permit | None | 1 Minute | *Guidance Counselor* GCTO |
| 2. Fill out the Attendance Sheet for the College Entrance Examination | 2. Instruct the college-applicant | None | 1 Minute | *Guidance Counselor* GCTO |
| 3. Find their assigned seats. | 3. Instruct the college-applicant | None | 1 Minute | *Guidance Counselor* GCTO |
| 4. Receive the College Entrance Examination materials | 4. Distribute the CEE materials | None | 1 Minute | *Guidance Counselor* GCTO |
| 5. Listen to the test instructions of the proctor/psycho metrician/ guidance counselor | 5. Discuss the test instructions | None | 5 Minutes | *Guidance Counselor* GCTO |
| 6. Fill out the | 6. Discuss the test | None | 10 Minutes | *Guidance Counselor* GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| information in the answer sheet | instructions | | | |
| 7. Take the College Entrance Examination | 7. Administer the CEE | None | 3 Hours | *Guidance Counselor* GCTO |
| 8. Submit the CEE answer sheet and testing materials | 8. Accept the submitted CEE answer sheet and testing materials | None | 10 Minutes | *Guidance Counselor* GCTO |
| | **TOTAL** | **None** | **3 Hours, 29 Minutes** | |

## 3. Provision of Counseling Service

Provide counseling service to enrolled students of Catanduanes State University. Student clients may be classified as walk-in, referred, and counselor initiated.

| Office: | Guidance Counseling and Testing Office (GCTO) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CatSU Undergraduate Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Walk-In Clients<br>• Informed Consent | GCTO |
| 1. Referred Clients<br>• Referral Form (1 original) | GCTO |
| 2. Counselor's Initiated Clients<br>• Call Slip (1 original)<br>• Informed Consent | GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the Student ID | 1. Verify the Student ID | None | 1 Minute | *Guidance Counselor* GCTO |
| 2. Fill-out the Students' Logbook | 2. Instruct the students | None | 1 Minute | *Guidance Counselor* GCTO |
| 3. Fill-out the Counseling Informed Consent | 3. Provide the Counseling Informed Consent | None | 3 Minutes | *Guidance Counselor* GCTO |
| 4. Submit the Counseling Informed Consent | 4. Discuss the content of the Counseling Informed Consent | None | 3 Minutes | *Guidance Counselor* GCTO |
| 5. Answer the Intake Interview | 5. Ask the questions in Intake Interview | None | 1 Hour | *Guidance Counselor* GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Form | | | |
| 6. Attend and participate in the initial counseling session to assess the client | 6. Conduct the counseling session and assess the client | None | 1 Hour | *Guidance Counselor* GCTO |
| 7. When case do not require further intervention and management, receive and sign terminal report of the case | 7. Discuss the terminal report | None | 5 Minutes | *Guidance Counselor* GCTO |
| 8. When case require further intervention and management from other professionals, receive, fill-out and sign the Referral to Network Institutions Form. | 8. Discuss the Referral to Network Institutions Form | None | 10 Minutes | *Guidance Counselor* GCTO |
| 9. When case require further counseling intervention and management, proceed for counseling proper. | 9. Identify the counseling goals, prepare for counseling intervention plan | None | 30 Minutes | *Guidance Counselor* GCTO |
| 10. Identify and agree with the counseling goals and counseling intervention plan | 10. Finalize the counseling goals and counseling intervention plan | None | 10 Minutes | *Guidance Counselor* GCTO |
| 11. Schedule for the next counseling schedule | 11. Confirm the counseling appointment | None | 3 Minutes | *Guidance Counselor* GCTO |
| 12. Attend the counseling session | 12. Evaluate the counseling goals if it is achieved | None | 30 Minutes | *Guidance Counselor* GCTO |
| 13. If the | 13. Prepare the | None | 30 Minutes | *Guidance Counselor* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| counseling goals were achieved, prepare for the Termination Report | Termination Report | | | GCTO |
| 14. Sign the Termination Report Form | 14. Discuss and sign the Termination Report | None | 15 Minutes | *Guidance Counselor* GCTO |
| | **TOTAL** | **None** | **4 Hours, 21 Minutes** | |

## 4. Provision of Information and Orientation Service

Catanduanes State University (CatSU) Guidance Counseling and Testing Office provide information and orientation CatSU students.

| Office: | Guidance Counseling and Testing Office (GCTO) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CatSU Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.  Student I.D. (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.  Received the communication on *Pagtalubo* Growth and Wellness Needs Assessment Survey | 1.   Distribute the communication to College Deans | None | 1 Hour | *Guidance Counselor* GCTO |
| 2.  Fill-out the *Pagtalubo* Growth and Wellness Needs Assessment Survey | 2. Conduct the Pagtalubo Growth and Wellness Needs Assessment Survey | None | 25 Minutes | *Guidance Counselor* GCTO |
| 3.  Submit the answered *Pagtalubo* Growth and Wellness Needs Assessment Survey | 3. Collect the answered Pagtalubo Growth and Wellness Needs Assessment Survey | None | 5 Minutes | *Guidance Counselor* GCTO |
| 4.  Wait for the schedule of *Pagtalubo* | 4. Summarize the survey result; propose the | None | 5 Days | *Guidance Counselor* GCTO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Growth and Wellness Seminar/Webinar | necessary documents; and, prepare the schedule and other logistics needed for the seminar/webinar | | | |
| 5. Received the information regarding the schedule of the *Pagtalubo* Growth and Wellness Seminar/Webinar | 5. Posting of information on the social media; coordinate with the College Deans | None | 1 Hour | *Guidance Counselor* GCTO |
| 6. Fill-out the Attendance Sheet for *Pagtalubo* Growth and Wellness Seminar/Webinar | 6. Instruct the student-attendees | None | 2 Minutes | *Guidance Counselor* GCTO |
| 7. Attend and participate in *Pagtalubo* Growth and Wellness Seminar/Webinar | 7. Facilitate and discuss the *Pagtalubo* Growth and Wellness Seminar/Webinar | None | 3 Hours | *Guidance Counselor* GCTO |
| 8. Evaluate the *Pagtalubo* Growth and Wellness Seminar/Webinar | 8. Distribute the Evaluation Form | None | 5 Minutes | *Guidance Counselor* GCTO |
| 9. Submit the Evaluation Form of *Pagtalubo* Growth and Wellness Seminar/ Webinar | 9. Collect the Evaluation Form | None | 5 Minutes | *Guidance Counselor* GCTO |
| | TOTAL | None | 5 Days, 5 Hours, 37 Minutes | |

## 5. Psychological Test Administration

Target enrolled students-applicants or employee-applicants in Catanduanes State University take the psychological test as per request.

| Office: | Guidance Counseling and Testing Office (GCTO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU College Student-Applicant<br>CatSU Employee-Applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. College Students<br>• Certificate of Enrollment (1 original)<br>• Student ID (1 original) | Office of Admissions and Registration Services (OARS)/ Corporate Business Operations (CBO) |
| 2. Employee Applicants<br>• List of employee-applicants (1 original copy or 1 photocopy)<br>• Valid ID (1 original) | Human Resource and Management Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the Certificate of Enrolment and/or Student ID (for students); Check the list of employee-applicants (for employee-applicants) | 1. Verify the Certificate of Enrolment and/or Student ID(for students); list of employee-applicants (for employee-applicants) | None | 1 Minute | *Guidance Counselor* GCTO |
| 2. Fill out the Attendance Sheet for the Psychological Test, then find assigned seats. | 2. Instruct the students; or employee-applicants | None | 2 Minutes | *Guidance Counselor* GCTO |
| 3. Receive the College Psychological Test materials | 3. Distribute the Psychological Test materials | None | 1 Minute | *Guidance Counselor* GCTO |
| 4. Listen to the test instructions of the proctor/psycho metrician/ guidance counselor | 4. Discuss the test instructions | None | 5 Minutes | *Guidance Counselor* GCTO |
| 5. Fill out the information in the answer sheet | 5. Discuss the test instructions | None | 10 Minutes | *Guidance Counselor* GCTO |
| 6. Take the | 6. Administer the | None | 2 Hours | *Guidance Counselor* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Psychological Test | Psychological Test | | | GCTO |
| 7. Submit the psychological test answer sheet and testing materials | 7. Accept the psychological test answer sheet and testing materials | None | 10 Minutes | *Guidance Counselor* GCTO |
| | **TOTAL** | **None** | **2 Hours, 29 Minutes** | |

## ADMISSION AND REGISTRATION SERVICES

### 1. Authentication of Student Credentials

Authentication serves to verify the legitimacy of student credentials. This process ensures that copies of an original document are genuine, valid, and have not been altered or fabricated.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Former and current Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Accomplished Transaction Slip (CatSU-F-OARS-10) (1 original) | Office of Admission and Registration Services (OARS) |
| 2. Official Receipt of payment of fees (1 original) | Cash Unit |
| 3. Photocopy of documents for authentication (along with the original copy) | Document owner |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Transaction Slip at Window 6 and fill out the required information. | 1. Provide Transaction Slip. | None | 2 Minutes | *Registrar III* OARS |
| 2. Pay required fees at the Cash Unit. | 2. Process payment and issue Official Receipt. | Authentication fee – PHP 5.00 per page | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present the filled-out Transaction Slip, Official Receipt, and photocopied documents (with the original copy) at Window 7. | 3. Receive the Transaction Slip, Official Receipt, and the documents for authentication. | None | 2 Minutes | *Registrar III* OARS |
| 4. Fill out required details in the Transaction Logbook. | 4. Provide the Transaction Logbook. | None | 2 Minutes | *Registrar III* OARS |
| 5. Wait for the release of claim stub. | 5.1 Release Claim Stub. | None | 2 Minutes | *Registrar III* OARS |
| | 5.2 Check the veracity of the documents; stamp and sign the copies as | None | 20 Minutes | *Registrar III* OARS |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | "Certified True Copy". | | | |
| 6. Claim authenticated document/s on the scheduled date indicated in the claim stub | 6. Release the authenticated document/s (together with the original copy). | None | 1 Day | *Registrar III* OARS |
| | TOTAL | **Authen tication Fee – PHP 5.00 / page** | **1 Day, 32 Minutes** | |

## 2. Enrolment and Registration Process for Undergraduate (Incoming Continuing and Transferee) Students

The University recognizes the right of each child to education according to the IRR of the RA 10931, thus the Universal Access to Quality Tertiary Education for Filipino students providing Tertiary Education Subsidy.

The OARS accept enrolment of students who are graduates in the Senior High School (Grade 11 and Grade 12) and those who passed the Alternative Learning System who are eligible for the Tertiary Level.

The OARS ensures to provide fast and efficient enrolment to students, systematized academic records of students and office procedures in full coordination with various departments and colleges through a database management system.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Undergraduate (Incoming, Continuing, and Transferee) Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original) | Office of Admission and Registration Services (OARS) |
| 2. SF 9 – SHS (1 original) | Previous School attended |
| 3. Certificate of Good Moral Character (1 original copy) | Previous School attended |
| 4. PSA Birth Certificate (1 photocopy) | Philippine Statistics Authority |
| 5. Medical/Health Certificate (1 original) | Government Physician |
| 6. Transfer Credentials (for transferees)<br>• Certificate of Transfer (1 original)<br>• Report of Grades/Transcript of Records (1 original)<br>• Result of Validation Examination (1 original) | <br>Previous School attended<br>Previous School attended<br><br>Concerned College/Department |
| 7. Passport-size ID pictures (3 original) | Photo studio |
| 8. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students) (1 original) | College Dean/ Department |
| 9. Must have taken and Passed the University | Guidance and Testing Services |

| | Entrance Examination and Qualifying Examination administered by the College. | | College/Program where the students took and passed the examination. | |
|---|---|---|---|---|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish a Student Admission Form | 1. Provide Student Admission Form | None | 2 Minutes | *Registrar III* Office of Admission and Registration Services (OARS) |
| 2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue. | 2. Checks and receive credentials attached | None | 2 Minutes | *Program Chairperson of College/Dean* Respective College |
| 3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser. | 3. Enrolling Adviser provides two (3) copies of TEF | None | 5 Minutes | *Program Chairperson of College/Dean* Respective College |
| 4. Copy schedules for courses posted at respective advising areas. | 4. Post schedule of courses at Advising Areas | None | 10 Minutes | *Program Chairperson of College/Dean* Respective College |
| 5. Present TEF to Enrolling Adviser for review and signature. | 5. Enrolling Adviser signs TEF | None | 5 Minutes | *Program Chairperson of College/Dean* Respective College |
| 6. Present signed TEF to Program Chairperson/College Dean for approval. | 6. Program Chairperson/College Dean Approves | None | 5 Minutes | *Program Chairperson of College/Dean* Respective College |
| 7. Scholars proceed to the respective College and present TEF to the college clerk for posting of courses. | 7. Post courses in the automated system | None | 3 Minutes | *Program Chairperson of College/Dean* Respective College |
| 8. *For UniFAST Scholars* present TEF to the college clerk for posting of courses. | 8. Tags UniFAST Scholars | None | 2 Minutes | *Program Chairperson of College/Dean* Respective College |
| 9. *For Non-UniFAST* | 9.1 Untag Non-UniFAST | None | 2 Minutes | *Program Chairperson of* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| *Scholars* proceed to cash unit for partial or full payment of tuition and other school fees. | Scholars | | | *College/Dean* Respective College |
| | 9.2 Process payment and issue official receipt | See Schedule of Fees | 4 Minutes | *Administrative Officer V* Cash Unit |
| 10. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards. | 10. Print COE and issue class cards | None | 6 Minutes | *Registrar III* OARS |
| | TOTAL | **UniFAST Scholars: None** **Non-UniFAST Scholars:** *See Schedule of Fees* | **UniFAST Scholars: 40 Minutes** **Non-UniFAST Scholars: 46 Minutes** | |

| SCHEDULE OF FEES (undergraduate students) | |
|---|---|
| **SCHOOL FEES** | **RATE (in Philippine Peso)** |
| Tuition Fee | PHP 100.00 per unit PHP 80 per unit for CAF students |
| Medical and Dental Fee | PHP 50.00 |
| Athletic Fee | PHP 150.00 |
| Library Fee | PHP 100.00 |
| Student ID Fee | PHP 100.00 |
| Student's Handbook Fee | PHP 35.00 |
| Maintenance Fee | PHP 100.00 |
| Journal Fee | PHP 300.00 |
| Audio Visual Development Fee | PHP 20.00 |
| Computer Laboratory Fees (for computer courses) | PHP 150.00 per unit |
| Keyboarding Fees (for computer courses) | PHP 150.00 per unit |
| Science Laboratory Fee | PHP 50.00 per subject |
| Shop Work Fee (for incoming CIT students) | PHP 50.00 per subject |
| NSTP | PHP 150.00 |

## 3. Enrolment and Registration Process for Graduate School (Incoming, Continuing, and Transferee) Students

The OARS ensures to provide fast and efficient enrolment to students, systematized academic records of students and office procedures in full coordination with various departments and colleges through a database management system.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Graduate (Incoming, Continuing, and Transferee) Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Transfer Credentials (for transferees) (1 original) | Previous School attended |
| 2. Approved Tentative Enrolment Form (CSU-F-ACAD-02B) (1 original) | Graduate School |
| 3. Passport size ID picture (3 original) | Photo Studio |
| 4. Letter of intent with two recommendations from former professors or head of agency (1 original) | Former Professor/Head of Agency |
| 5. Must have taken and passed the entrance examination (for MA/MS Programs) | Graduate School |
| 6. Partial or full payment of tuition fees | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish a Student Admission Form | 1. Provide Student Admission Form | None | 2 Minutes | *Registrar III* Office of Admission and Registration Services (OARS) |
| 2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue. | 2. Checks and receive credentials attached | None | 2 Minutes | *Dean* Graduate School |
| 3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser. | 3. Enrolling Adviser provides two (3) copies of TEF | None | 5 Minutes | *Dean* Graduate School |
| 4. Copy schedules for courses posted at respective advising areas. | 4. Post schedule of courses at Advising Areas | None | 10 Minutes | *Dean* Graduate School |
| 5. Present TEF to Enrolling Adviser for | 5. Enrolling Adviser signs TEF | None | 5 Minutes | *Dean* Graduate School |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| review and signature. | | | | |
| 6. Present signed TEF to Chairperson/ Dean for approval. | 6. Program Chairperson/College Dean Approves | None | 5 Minutes | *Registrar III* OARS |
| 7. Present TEF | 7. Post courses | None | 5 Minutes | *Registrar III* OARS |
| 8. Pay fees | 8. Process payment and issues official receipt | See Schedule of Fees | 4 Minutes | *Administrative Officer V* Cash Unit |
| 9. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards. | 9. Print COE and issue class cards | None | 6 Minutes | *Registrar III* OARS |
| | TOTAL | See Schedule of Fees | 44 Minutes | |

| SCHEDULE OF FEES (graduate students) | |
|---|---|
| SCHOOL FEES | RATE (in Philippine Peso) |
| Tuition Fee | Master's: PHP 700.00 per unit Doctoral: PHP 800 per unit Juris Doctor: PHP 700.00 per unit |
| Medical Fee | PHP 100.00 |
| Athletic Fee | PHP 150.00 |
| Library Fee | PHP 500.00 |
| Student ID Fee | PHP 100.00 |
| Handbook Fee | PHP 35.00 |
| Maintenance Fee | PHP 200.00 |
| Journal Fee | PHP 300.00 |
| Audio Visual Development Fee | PHP 50.00 |

## 4. Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes

The CAV is issued to students who have graduated and require a document certifying that their Official Transcript of Records, Diploma, and Certified True Copy of the Summary of RLE (for BSN and Midwifery) are authentic upon verification.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|

| Classification: | Complex |
|---|---|
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Alumni |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Application for CAV Form/Transaction Slip (CSU-F-OARS-10) (1 original) | Office of Admission and Registration Services (OARS) |
| 2. Official Receipt of payment of CAV fees. (1 original) | Cash Unit |
| 3. 2x2 ID pictures with white background (2 original) | Photo Studio |
| 4. Documentary stamps (2 original) | Office of Admission and Registration Services (OARS) |
| 5. Diploma (1 original and/or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 6. Official and photocopy of Official Transcript of Records (1 original and/or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 7. Certified True Copy of Summary of RLE for BSN and Midwifery Graduates (1 original and/or 1 photocopy) | College of Health and Sciences |
| 8. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original and/or 1 photocopy) | Office of Admission and Registration Services (OARS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach OARS staff and request for a Transaction Slip. | 1. Provide Transaction Slip | None | 2 Minutes | *Registrar III* OARS |
| 2. Accomplish Transaction Slip and pay prescribed fees at Cash Unit to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 150.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff. | 3.1 Receive Official Receipt and other requirements | None | 2 Minutes | *Registrar III* OARS |
| | 3.2 Review and verify the submitted documents if authenticity is questionable or if client failed to present original credentials, file/record is retrieved from the archives | None | 1 Hour | *Registrar III* OARS |
| 4. Wait for the | 4.1 Provide Claim | None | 2 Minutes | *Registrar III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| issuance of claim stub and for the schedule date of release<br><br>NOTE: *CAVs are expected to be available at the DFA 10 days after application.* | Stub | | | OARS |
| | 4.2 Prepare, encode and print CAV, with Transmittal Letter and Master List of documents, then documents are forwarded to DFA via courier | None | 5 Days | *Registrar III* OARS |
| | **TOTAL** | **PHP 150.00** | **5 Days, 1 Hour, 10 Minutes** | |

## 5. Issuance/Re-Issuance of Student Credentials & Certifications Clearance

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) are issued to students and graduates needing these credentials that he/she is cleared of accountabilities and are issued to reflect their graduation for a certain Academic Year.

The OARS prepare and issue Official Transcript of Records, Diploma, and Certification for a second copy that may be needed in the professional advancement of graduates.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Former Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Approved Student Clearance Form (CSU-F-ACAD-14A) for OTR/Transfer Credentials/Certifications (1 original) | Office of Admission and Registration Services (OARS) |
| 2. Affidavit of Loss (for Lost Transfer Credentials) (1 original) | Law Practitioner |
| 3. Passport-size ID picture for OTR (1 original) | Photo Studio |
| 4. Documentary stamps (for OTR and Certifications) (2 original) | Office of Admission and Registration Services (OARS) |
| 5. Official Receipt of payment of fees for requested credentials (1 original) | Cash Unit |
| 6. Authenticated PSA Birth Certificate (1 photocopy) | Philippine Statistics Authority (PSA) |
| 7. Authorization Letter and proof of identification (1 original) | From credentials owner; ID Card of authorized person |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Clearance Form and Transaction Slip. | 1. OARS Staff provide Clearance Form & Transaction | None | 5 Minutes | *Registrar III* OARS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Slip | | | |
| 2. Accomplished Clearance Form. | 2. Respective signatories to sign and approve clearance | None | 15 Minutes | *College Librarian* Library Services; *Accounting III* Accounting Unit; *Director* OSADS*; Dormitory Representative; College Dean; Registrar III* OARS |
| 3. Pay required fees at the Cash Unit | 3. Process payment and issue Official Receipt | See Schedule of Fees | 4 Minutes | *Administrative Officer V* Cash Unit |
| 4. Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of payment for prescribed fees | 4. Accept Approved Student Clearance, Transaction Slip and Official Receipts | None | 2 Minutes | *Registrar III* OARS |
| 5. Wait for the release of claim stub. | 5.1 Release Claim Stub | None | 3 Minutes | *Registrar III* OARS |
| | 5.2 Prepare the credentials/ certifications requested: a. Official Transcript of records b. Diploma c. Certification | None | 2 Hours 2 Hours 1 Hour | *Registrar III* OARS |
| | 5.3 Review Credentials/ Certifications for possible errors and omissions: a. Official Transcript of Records b. Diploma c. Certification | None | 3 Hours 1 Hour 3 Hours | *Registrar III* OARS |
| | 5.4 Approve and sign the credentials/ certifications | None | 10 Minutes | *Registrar III* OARS |
| 6. Claim requested | 6. Release the credentials | None | In adherence to the directive | *Registrar III* OARS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| credentials on the scheduled date indicated in the claim stub | | | of the ARTA, processing and releasing of documents are shortened to: <br>• Credentials – within 5 days <br><br>• Certifications – within 3 days | |
| | TOTAL | See Schedule of Fees | **Transcript of Records – 5 days, 5 Hours, 39 Minutes** <br><br>**Diploma – 5 days, 3 Hours, 39 Minutes** <br><br>**Certification – 3 days, 4 Hours, 39 Minutes** | |

| SCHEDULE OF FEES | |
|---|---|
| **SCHOOL FEES** | **RATE (in Philippine Peso)** |
| TRANSCRIPT OF RECORDS FEE | PHP 100.00 per sheet |
| RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA | PHP 150.00 per sheet |
| CERTIFICATION FEE | Master's: PHP 50.00 <br>Doctoral: PHP 50.00 <br>Juris Doctor: PHP 50.00 <br>Undergraduate: PHP 30.00 |
| DOCUMENTARY STAMP | PHP 30.00 |
| SCAN FEE | PHP 20.00 |

## 6. Issuance of Certificate of Grades

Certificate of Grades (COG) provides students with an official document listing their enrolled courses and academic performance for a specific term or period. This certificate is issued upon request of students as often required for scholarship purposes.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Continuing Undergraduate Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Accomplished Transaction Slip (CatSU-F-OARS-10) (1 original) | Office of Admission and Registration Services (OARS) |

| 2. Official Receipt of payment of fees (1 original) | Cash Unit |
|---|---|
| 3. One (1) Documentary stamp per COG copy (1 original) | Cash Unit |
| 4. Certificate of Enrolment (COE) and Classcards for a particular semester and School Year (1 original) | Student requesting COG |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Transaction Slip at Window 6 and fill out the required information. | 1. Provide Transaction Slip. | None | 2 Minutes | *Registrar III* OARS |
| 2. Pay required fees at the Cash Unit. | 2. Process payment and issue Official Receipt | Certification – PHP 30.00<br><br>Documentary Stamp Fee – PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present the filled-out Transaction Slip, Official Receipt, COE and Classcards at Window 7. | 3. Receive the Transaction Slip, Official Receipt, COE and Classcards. | None | 2 Minutes | *Registrar III* OARS |
| 4. Fill out required details in the Transaction Logbook. | 4. Provide the Transaction Logbook. | None | 3 Minutes | *Registrar III* OARS |
| 5. Wait for the release of claim stub. | 5.1 Release claim stub. | None | 3 Minutes | *Registrar III* OARS |
| | 5.2 Prepare the COG requested. | None | 1 Hour | *Registrar III* OARS |
| | 5.3 Review COG for possible errors. | None | 1 Hour | *Registrar III* OARS |
| | 5.4 Approve and sign the COG. | None | 10 Minutes | *Registrar III* OARS |
| 6. Claim the COG on the scheduled date indicated in the claim stub at Window 8. | 6. Release the COG. | None | 3 Days | *Registrar III* OARS |
| | **TOTAL** | **Certification – PHP** | **3 Days, 2 Hours, 24 Minutes** | |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | 30.00<br><br>Docum entary Stamp Fee – PHP 30.00 | | |

## 7. Validation of Student ID

The Validation of Student ID serves to confirm the authenticity and current enrollment status of a student's identification card. This process ensures that the ID remains valid for student's various official transactions.

| Office: | Office of Admission and Registration Services (OARS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Currently Enrolled Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Student ID Card (1 original) | Student copy |
| 2. Certificate of Enrolment (COE) for the current semester and School Year (1 original) | Student copy |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the ID Card and COE for the current semester and SY. | 1. Receive the ID and COE. | None | 2 Minutes | *Registrar III* OARS |
| 2. Fill out required details in the Transaction Logbook. | 2. Provide the Transaction Logbook. | None | 3 Minutes | *Registrar III* OARS |
| 3. Wait for the release of claim stub. | 3.1 Release claim stub. | None | 2 Minutes | *Registrar III* OARS |
| | 3.2 Sign at the back of the ID Card corresponding to the semester and SY where the student is currently enrolled. | None | 10 Minutes | *Registrar III* OARS |
| 4. Claim the validated ID on the scheduled date indicated in the claim stub. | 4. Release the validated ID. | None | 1 Day | *Registrar III* OARS |
| | TOTAL | None | 1 Day, 17 Minutes | |

# STUDENT AFFAIRS AND DEVELOPMENT SERVICES

## 1. Application to Conduct Off-Campus Student Activities

Activities planned off-campus require approval from the Vice President for Academic Affairs. This approval should outline the necessary conditions to be followed before, during, and after the event.

| Office: | Office of Student Affairs and Development Services (OSADS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Permission to conduct off campus activity form (CSU-F-OSADS-01) (4 original) | Office of Student Affairs and Development Services (OSADS) |
| 2. Letter Request (3 original) | Client |
| 3. Parental Consent (CSU-F-OSADS-06) (1 original) | Office of Student Affairs and Development Services (OSADS) |
| 4. Project/Budget Proposal (1 original) | Client |
| 5. List of Students (1 original) | Client |
| 6. Proposed Program (1 original) | Client |
| 7. Approved Syllabus (1 original or 1 photocopy) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out application forms and secure a letter request and other required documents | 1. Provide the required forms to be filled out | None | 2 Minutes | *Director* Office of Student Affairs and Development Services (OSADS) |
| 2. Submit accomplished application form and other requirements | 2.1 Receives application form and other supporting documents | None | 2 Minutes | *Director* OSADS |
| | 2.2 Checks all attachments complaint to policy Guidelines in conducting local off campus activity – CMO No. 63, series of 2017 and CMO. 104, series of 2017. | None | 2 Minutes | *Director* OSADS |
| | 2.3 Forward the assessed/evaluated letter request with the required supporting | None | 2 Minutes | *Director* OSADS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | documents to the director for recommendation to VPAA | | | |
| | 2.4 Forward the recommended off campus student activity letter with the supporting documents to Vice President for Academic Affairs for Approval | None | 2 Minutes | *Director* OSADS |
| **TOTAL** | | **None** | **10 Minutes** | |

## 2. Recognition of Student Organization and Student Publications

Procedure for recognizing student organizations and student publications.

| Office: | Office of Student Affairs and Development Services (OSADS) | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CatSU Students | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Letter of Application (1 original, 1 photocopy) | | Client |
| 2. Application form (CSU-F-OSADS-02) (1 original, 1 photocopy) | | Office of Student Affairs and Development Services |
| 3. Approved Constitution and By-Laws of the Organization (1 original, 1 photocopy) | | Client |
| 4. Certification for Advisorship (CSU-F-OSADS-13) (1 original, 1 photocopy) | | Office of Student Affairs and Development Services |
| 5. Roster of Current officers (1 original, 1 photocopy) | | Client |
| 6. Program of Activities of the organization (1 original, 1 photocopy) | | Client |
| 7. Budget Proposal (1 original, 1 photocopy) | | Client |
| 8. Photocopy of Bankbook/Account (2 photocopies) | | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out application forms and secure a letter request and other required documents | 1. Provide the required forms to be filled out | None | 2 Minutes | *Director* OSADS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Submit accomplished application form and other requirements | 2.1 Receives application form and other supporting documents | None | 2 Minutes | *Director* OSADS |
| | 2.2 Checks, reviews and evaluates the attached documents in compliance to university policy. | None | 5 Minutes | *Director* OSADS |
| | 2.3 Submit assessed/evaluates forms with the required documents to the director of OSADS for approval | None | 5 Minutes | *Director* OSADS |
| | 2.4 Issue certificates of recognition to the newly recognized student organization and return the duly signed copies of their application and issue permit to collect membership fee for students | None | 3 Minutes | *Director* OSADS |
| | **TOTAL** | **None** | **17 Minutes** | |

# LIBRARY SERVICES

## 1. Circulation Service for CatSU Students, CatSU Alumni and Non-CatSU Users

Mode of borrowing and returning books and other library materials

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Students, CatSU Alumni and Non-CatSU Users |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Validated Library Card (1 original) *for students* | Library Services |
| 2. Alumni ID signed by the Alumni President for CatSU Alumni (1 original) | Alumni Services |
| 3. Temporary ID for Non-CatSU Users (1 original) | Library Services |
| 4. Valid ID with picture for Non-CatSU Users (1 original) | Client |
| 5. Official receipt for overdue fines if applicable (1 original) | Cash Unit |
| 6. Books borrowed | Client |

*Note:*
   1. ***CatSU Alumni*** *are allowed to use the University Library but are **not allowed to borrow books for home use.***
   2. ***Non-CatSU researchers*** *are allowed to use the University Library for research purposes but are **not allowed to bring books outside the library or for home use***.
   3. *Only a maximum of 5 outside researchers are allowed in a day.*

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. If for overnight use, indicate on the book card one's name, college, student number. | 1.1 Verify information on Alumni ID/ Temporary ID, valid ID and Library Information Sheet. | None | 2 Minutes | *College Librarian III* Library Services |
| 2. Hand in duly accomplished book card (if for overnight use), the book/s to be borrowed, and library card/alumni ID/temporary ID. | 2.1 Receive book, duly accomplished book card (if for overnight use), and library card/Alumni ID/temporary ID. | None | 1 Minute | *College Librarian III* Library Services |
| | 2.2 Scan the library card and verify the user's status at the integrated library system. | None | 1 Minute | *College Librarian III* Library Services |
| | 2.3 Scan barcode of | None | 1 Minute | *College Librarian III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | the book and check-out under the borrower's account | | | Library Services |
| | 2.4 Print receipt of book/s borrowed *(if books are for overnight use)* | None | 1 Minute | *College Librarian III* Library Services |
| 3. Receive book/s. | 3. Issue transaction receipt and book/s borrowed. | None | 1 Minute | *College Librarian III* Library Services |
| 4. Present book/s for return / check-in. | 4. Scan the barcode of the book/s for return. | None | 1 Minute | *College Librarian III* Library Services |
| 5. If the book is overdue, pay the corresponding fine | 5.1 Process payment and issue Official Receipt | P50.00/ day | 4 minutes | *College Librarian III* Library Services |
| | 5.2 Verify correctness and completeness of the materials returned, and clear from the borrower's account in the integrated library system. | None | 3 Minutes | *College Librarian III* Library Services |
| | 5.3 Print receipt of book/s returned | None | 1 Minute | *College Librarian III* Library Services |
| 6. Receive transaction receipt and library card. | 6. Hand over the client's library card/valid ID (for Non-CatSU Users) and alumni ID/temporary ID. | None | 1 Minute | *College Librarian III* Library Services |
| TOTAL | | None | 17 Minutes | |

## 2. Issuance / Re-Issuance of Library Card to Students

Issuance of Library Card to students to enable them to utilize the library resources and facilities.

| Office or Division: | Library Services | |
|---|---|---|
| Classification: | Highly Technical | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who May Avail: | CatSU Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Accomplished Library Information Sheet (CatSU-F-LIB-05) (1 original) | | Library Services |

| | | Office of the Admission and Registration Services |
|---|---|---|
| 2. Certificate of Enrolment for current semester (1 original) | | |
| 3. 1 x 1 ID picture (2 original) | | Client |
| 4. Official Receipt for Library Card Fee (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Certificate of Enrolment and accomplished Library Information Sheet with attached ID pictures. | 1. Verify accuracy of information in the Certificate of Enrolment and Library Information Sheet. | None | 5 Minutes | *College Librarian III* Library Services |
| 2. Pay Library Card Fee | 2. Process payment and issue Official Receipt | PHP 100.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Official Receipt. | 3. Receive Payment Receipt. | None | 2 Minutes | *College Librarian III* Library Services |
| 4. Receive Claim Slip. | 4.1 Issue Claim Slip | None | 1 Minute | *College Librarian III* Library Services |
| | 4.2 Process library card | None | 7 Days | *College Librarian III* Library Services |
| 5. On the scheduled date of release, present Certificate of Enrolment and Claim Slip. | 5. Stamp the Certificate of enrolment with "Library Card Issued". File the Claim Slip. | None | 1 Minute | *College Librarian III* Library Services |
| 6. Receive Library Card and sign in issuance logbook. | 6. Issue Library Card and instruct student to sign in the issuance logbook. | None | 1 Minute | *College Librarian III* Library Services |
| TOTAL | | PHP 100.00 | 7 Days, 14 Minutes | |

## 3. Validation of Library Card

Validation of Library Card of students to enable them to continue utilizing the library resources and facilities.

| Office or Division: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who May Avail: | CatSU Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Certificate of Enrolment for current semester (1 original) | Office of the Admission and Registration Services (OARS) |
| 2. Library Card (1 original) | Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Certificate of Enrolment for the current semester and Library Card for validation. | 1.1 Receive Certificate of Enrolment and Library Card. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.2 Verify accuracy and validity of information on Certificate of Enrolment and Library Card. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.2. Validate library card for current semester. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.3. Stamp "Library Card Validated" on Certificate of Enrolment. | None | 1 Minute | *College Librarian III* Library Services |
| 2. Receive validated library card and sign in logbook. | 2. Issue validated Library Card and instruct student to sign in validation logbook. | None | 1 Minute | *College Librarian III* Library Services |
| | | **TOTAL** | **5 Minutes** | |

## 4. Registration for Library Access

The CatSU University Library accepts visitors/non-CatSU researchers including students from other schools; government and private researchers.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Non-CatSU Users |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Referral or request letter from the Dean/Chief Librarian/Head of Office of your school (1 original) containing the following: <br> a. Name of School <br> b. Name of Researcher <br> c. Topic of Research | Dean/Chief Librarian/Research Adviser of School/College/University/Head of Office of Sending Agency |
| 2. Valid ID with picture (1 original) | Client |
| 3. Official Receipt of payment for Library Research Fee (1 original) | Cash Unit |
| *Note: 1. Non-CatSU researchers are allowed to use the University Library for research* | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID with picture and referral/request letter. | 1.1 Verify identity of client and validity of ID and referral/ request letter. | None | 3 Minutes | *College Librarian III* Library Services |
| | 1.2 Review and approve the referral request. | None | 5 Minutes | *College Librarian III* Library Services |
| 2. Present approved letter request and pay Library Research Fee. | 2. Process payment and issue Official Receipt | Library Research Fee – PHP 100/ day | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Accomplish Library Information Sheet. Present along with Official Receipt and approved letter request. | 3.1 Receive Official Receipt, approved letter request, accomplished Library Information Sheet. | None | 5 Minutes | *College Librarian III* Library Services |
| | 3.2 Encode temporary ID/library permit with client's information and validity date. File Library Information Sheet and letter request. | None | 2 Minutes | *College Librarian III* Library Services |
| 4. Receive temporary ID / permit. | 4. Issue temporary ID | None | 2 Minutes | *College Librarian III* Library Services |
| | **TOTAL** | **Library Research Fee – PHP 100/ day** | **21 Minutes** | |

## 5. Processing of Request for Use of Facility (Little Theater)

Allows other users/agencies to use the facility (Little Theater) under certain limitations and subject to the approval of the Head of Agency.

| Office: | Library Services |
|---|---|
| **Classification:** | Simple |

| Type of Transaction: | G2C – Government to Citizen |
| --- | --- |
| Who may avail: | Non-CatSU Organizations/Agencies |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| 1. Approved letter of request (1 original) | Requesting Party |
| 2. Official Receipt of payment of fees (1 original) | Cash Unit |
| *Note: Reservations must be done Monday-Friday, 8:00AM – 5:00PM, at least a week prior to requested date of use.* | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Inquire availability of Little Theater on requested schedule. | 1. Check availability of facility on requested schedule. Verify requirements of activity being requested.<br><br>If available, reserve facility for requested dates in the calendar. | None | 10 Minutes | *College Librarian III* Library Services |
| 2. Submit Letter Request to use facility to the Office of the University President for approval. | 2.1 Receive Letter Request | None | 1 Minute | *SUC President III* Office of the President |
| | 2.2 Affix signature by signatories. | None | 1 Minute | *SUC President III* Office of the President |
| 3. Upon approval of request, pay prescribed fees and obtain an Official Receipt. | 3. Process payment and issue Official Receipt | PHP 2,500.00/ day | 4 Minutes | *Administrative Officer V* Cash Unit |
| 4. Proceed to the University Library to confirm schedule. Present approved letter request. | 4.1 Receive approved letter request. | None | 5 Minutes | *College Librarian III* Library Services |
| | 4.2 Confirm reservation in the schedule. | None | 5 Minutes | *College Librarian III* Library Services |
| 5. Proceed to the facility on the scheduled date. | 5. Set-up facility | None | 10 Minutes | *College Librarian III* Library Services |
| | TOTAL | PHP 2,500.00/ day | 36 Minutes | |

## COLLEGE OF AGRICULTURE AND FISHERIES

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Agriculture and Fisheries (CAF) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CAF Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Agriculture and Fisheries (CAF) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Agriculture and Fisheries (CAF) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CAF |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CAF |
| | TOTAL | None | 13 Minutes | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Agriculture and Fisheries (CAF) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CAF alumni and students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Agriculture and Fisheries (CAF) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 Minutes | *Dean* College of Agriculture and |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | | Fisheries (CAF) |
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CAF |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CAF |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CAF |
| | TOTAL | PHP 30.00 | 12 Minutes | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Agriculture and Fisheries (CAF) | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CAF Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | | College of Agriculture and Fisheries (CAF) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | | College of Agriculture and Fisheries (CAF) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CAF |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CAF |
| 2. Submit accomplished CSU-F-ACAD- | 2.1 Receive and check the accomplished | None | 2 Minutes | *Dean* CAF |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 04 Form | CSU-F-ACAD-04 Form | | | |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CAF |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CAF |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Agriculture and Fisheries (CAF) | |
|---|---|---|
| Classification: | Complex | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CAF Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Removal of Incomplete Grades Form (1 original) | | College of Agriculture and Fisheries (CAF) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V Cash Unit* |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of | 4.1 Receive Official Receipt and check the accomplished | None | 2 Minutes | *Dean* College of Agriculture and Fisheries (CAF) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Incomplete Grades Form | Removal of Incomplete Grades Form | | | |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CAF |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CAF |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CAF |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Agriculture and Fisheries (CAF) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CAF Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Agriculture and Fisheries (CAF) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Agriculture and Fisheries (CAF) |
| | 1.2 Provide assistance and instructions in | None | 5 Minutes | *Dean* CAF |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | accomplishing the form | | | |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CAF |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CAF |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CAF |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Humanities and Social Sciences (CHUMSS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHUMSS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Humanities and Social Sciences (CHUMSS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Humanities and Social Sciences (CHUMSS) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CHUMSS |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CHUMSS |
| | TOTAL | None | 13 Minutes | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Humanities and Social Sciences (CHUMSS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHUMSS alumni and students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Humanities and Social Sciences (CHUMSS) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the | 1. Provide the | None | 2 Minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| request form for Certification | request form for Certification | | | College of Humanities and Social Sciences (CHUMSS) |
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CHUMSS |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CHUMSS |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CHUMSS |
| | **TOTAL** | **PHP 30.00** | **12 Minutes** | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Humanities and Social Sciences (CHUMSS) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CHUMSS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Humanities and Social Sciences (CHUMSS) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Humanities and Social Sciences (CHUMSS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Humanities and Social Sciences (CHUMSS) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CHUMSS |
| 2. Submit | 2.1 Receive and | None | 2 Minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| accomplished CSU-F-ACAD-04 Form | check the accomplished CSU-F-ACAD-04 Form | | | CHUMSS |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CHUMSS |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CHUMSS |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Humanities and Social Sciences (CHUMSS) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHUMSS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | College of Humanities and Social Sciences (CHUMSS) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and | 4.1 Receive Official Receipt and | None | 2 Minutes | *Dean* College of Humanities and |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| accomplished Removal of Incomplete Grades Form | check the accomplished Removal of Incomplete Grades Form | | | Social Sciences (CHUMSS) |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CHUMSS |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CHUMSS |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CHUMSS |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Humanities and Social Sciences (CHUMSS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHUMSS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Humanities and Social Sciences (CHUMSS) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Humanities and Social Sciences (CHUMSS) |
| | 1.2 Provide | None | 5 Minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | assistance and instructions in accomplishing the form | | | CHUMSS |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CHUMSS |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CHUMSS |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CHUMSS |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

# COLLEGE OF SCIENCE

## 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Science (COS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COS Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Science (COS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Science (COS) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* COS |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* COS |
| | TOTAL | **None** | **13 Minutes** | |

## 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Science (COS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COS alumni and students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Science (COS) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 minutes | *Dean* College of Science (COS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 minutes | *Dean* COS |
| | 3.2 Approve the request | None | 2 minutes | *Dean* COS |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 minutes | *Dean* COS |
| | **TOTAL** | **PHP 30.00** | **12 Minutes** | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Science (COS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Science (COS) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Science (COS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Science (COS) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* COS |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Dean* COS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* COS |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* COS |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Science (COS) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | College of Science (COS) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete | None | 2 Minutes | *Dean* College of Science (COS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Grades Form | | | |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* COS |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* COS |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* COS |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Science (COS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Science (COS) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Science (COS) |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* COS |
| 2. Pay prescribed fees to obtain | 2. Process payment and | PHP 30.00/ | 4 Minutes | *Administrative Officer V* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| an Official Receipt | issue Official Receipt | subject | | Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* COS |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* COS |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* COS |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## COLLEGE OF BUSINESS AND ACCOUNTANCY

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Business and Accountancy (CBA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CBA Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Business and Accountancy (CBA) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Business and Accountancy (CBA) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CBA |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CBA |
| | **TOTAL** | **None** | **13 Minutes** | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Business and Accountancy (CBA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CBA alumni and students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Business and Accountancy (CBA) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the | 1. Provide the | None | 2 minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| request form for Certification | request form for Certification | | | College of Business and Accountancy (CBA) |
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 minutes | *Dean* CBA |
| | 3.2 Approve the request | None | 2 minutes | *Dean* CBA |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 minutes | *Dean* CBA |
| | TOTAL | PHP 30.00 | 12 Minutes | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Business and Accountancy (CBA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CBA Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Business and Accountancy (CBA) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Business and Accountancy (CBA) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Business and Accountancy (CBA) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CBA |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Dean* CBA |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CBA |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CBA |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Business and Accountancy (CBA) | |
|---|---|---|
| Classification: | Complex | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CBA Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Removal of Incomplete Grades Form (1 original) | | College of Business and Accountancy (CBA) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Dean* College of Business and Accountancy (CBA) |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CBA |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CBA |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CBA |
| | TOTAL | PHP 30.00/ subject | 5 Days, 23 Minutes | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Business and Accountancy (CBA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CBA Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Business and Accountancy (CBA) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD- | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Business and Accountancy |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 06 Form | | | | (CBA) |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* CBA |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CBA |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CBA |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CBA |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## COLLEGE OF EDUCATION

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Education (CoEd) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CoEd Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Education (CoEd) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Education (CoEd) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CoEd |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CoEd |
| | TOTAL | **None** | **13 Minutes** | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Education (CoEd) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CoEd alumni and students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Education (CoEd) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 Minutes | *Dean* College of Education (CoEd) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CoEd |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CoEd |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CoEd |
| | **TOTAL** | **PHP 30.00** | **12 Minutes** | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Education (CoEd) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CoEd Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Education (CoEd) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Education (CoEd) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Education (CoEd) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CoEd |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Dean* CoEd |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CoEd |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CoEd |
| **TOTAL** | | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Education (CoEd) |
|---|---|
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CoEd Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | College of Education (CoEd) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete | None | 2 Minutes | *Dean* College of Education (CoEd) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Grades Form | | | |
| | 4.1 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CoEd |
| | 4.2 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CoEd |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CoEd |
| | **TOTAL** | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Education (CoEd) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CoEd Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Education (CoEd) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Education (CoEd) |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* CoEd |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| verification | | | | |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CoEd |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CoEd |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CoEd |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## COLLEGE OF HEALTH SCIENCES

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Health Sciences (CHS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHS Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Health Sciences (CHS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Health Sciences (CHS) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CHS |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CHS |
| | TOTAL | **None** | **13 Minutes** | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Health Sciences (CHS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CHS alumni and students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Health Sciences (CHS) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 Minutes | *Dean* College of Health Sciences (CHS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CHS |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CHS |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CHS |
| | TOTAL | PHP 30.00 | 12 Minutes | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Health Sciences (CHS) | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CHS Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | | College of Health Sciences (CHS) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | | College of Health Sciences (CHS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Health Sciences (CHS) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CHS |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Dean* CHS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CHS |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CHS |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Health Sciences (CHS) |
|---|---|
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CHS Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Removal of Incomplete Grades Form (1 original) | College of Health Sciences (CHS) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete | None | 2 Minutes | *Dean* College of Health Sciences (CHS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Grades Form | | | |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CHS |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CHS |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CHS |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| | |
|---|---|
| **Office:** | College of Health Sciences (CHS) |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CHS Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Health Sciences (CHS) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Health Sciences (CHS) |
| | 1.2 Provide assistance and instructions in accomplishing | None | 5 Minutes | *Dean* CHS |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | the form | | | |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CHS |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CHS |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CHS |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Industrial Technology (CIT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CIT Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Industrial Technology (CIT) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Industrial Technology (CIT) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CIT |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CIT |
| | **TOTAL** | **None** | **13 Minutes** | |

## 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Industrial Technology (CIT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CIT alumni and students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Industrial Technology (CIT) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 Minutes | *Dean* College of Industrial |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | | Technology (CIT) |
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CIT |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CIT |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CIT |
| | **TOTAL** | **PHP 30.00** | **12 Minutes** | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Industrial Technology (CIT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CIT Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Industrial Technology (CIT) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Industrial Technology (CIT) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Industrial Technology (CIT) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CIT |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 | None | 2 Minutes | *Dean* CIT |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Form | | | |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CIT |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CIT |
| | **TOTAL** | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Industrial Technology (CIT) | |
|---|---|---|
| Classification: | Complex | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CIT Students | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Removal of Incomplete Grades Form (1 original) | | College of Industrial Technology (CIT) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete | 4.1 Receive Official Receipt and check the accomplished Removal of | None | 2 Minutes | *Dean* College of Industrial Technology (CIT) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Grades Form | Incomplete Grades Form | | | |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CIT |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CIT |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CIT |
| | **TOTAL** | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Industrial Technology (CIT) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CIT Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Industrial Technology (CIT) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Administrative Officer V* |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | Cash Unit |
| 2. Pay prescribed | 2. Process payment | PHP | 4 Minutes | *Administrative* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| fees to obtain an Official Receipt | and issue Official Receipt | 30.00/ subject | | *Officer V* |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | Cash Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CIT |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CIT |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CIT |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## COLLEGE OF ENGINEERING AND ARCHITECTURE

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Engineering and Architecture (CEA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CEA Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Engineering and Architecture (CEA) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Engineering and Architecture (CEA) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CEA |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CEA |
| | **TOTAL** | **None** | **13 Minutes** | |

### 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Engineering and Architecture (CEA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CEA alumni and students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Engineering and Architecture (CEA) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the | 1. Provide the | None | 2 Minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| request form for Certification | request form for Certification | | | College of Engineering and Architecture (CEA) |
| 2. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CEA |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CEA |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CEA |
| | TOTAL | PHP 30.00 | 12 Minutes | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Engineering and Architecture (CEA) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CEA Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Engineering and Architecture (CEA) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Engineering and Architecture (CEA) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Engineering and Architecture (CEA) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CEA |
| 2. Submit | 2.1 Receive and | None | 2 Minutes | *Dean* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| accomplished CSU-F-ACAD-04 Form | check the accomplished CSU-F-ACAD-04 Form | | | CEA |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CEA |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CEA |
| TOTAL | | None | 17 Minutes | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Engineering and Architecture (CEA) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CEA Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | College of Engineering and Architecture (CEA) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and | 4.1 Receive Official Receipt and | None | 2 Minutes | *Dean* College of |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| accomplished Removal of Incomplete Grades Form | check the accomplished Removal of Incomplete Grades Form | | | Engineering and Architecture (CEA) |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CEA |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CEA |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CEA |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 23 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Engineering and Architecture (CEA) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CEA Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Engineering and Architecture (CEA) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Engineering and Architecture (CEA) |
| | 1.2 Provide assistance and | None | 5 Minutes | *Dean* CEA |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | instructions in accomplishing the form | | | |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CEA |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CEA |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CEA |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

# COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

## 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Information and Communications Technology (CICT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CICT Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Information and Communications Technology (CICT) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Information and Communications Technology (CICT) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* CICT |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* CICT |
| | **TOTAL** | **None** | **13 Minutes** | |

## 2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

| Office: | College of Information and Communications Technology (CICT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CICT alumni and students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Transcript of Records/Diploma (1 original or 1 photocopy) | Office of Admission and Registration Services (OARS) |
| 2. Request Form (1 original) | College of Information and Communications Technology (CICT) |
| 3. Official Receipt of payment of Certification Fees (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the request form for Certification | 1. Provide the request form for Certification | None | 2 Minutes | *Dean* College of Information and Communications Technology (CICT) |
| 1. Pay prescribed fees and obtain official receipt | 2. Process payment and Issue official receipt | PHP 30.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification | 3.1 Check and review the student's information | None | 2 Minutes | *Dean* CICT |
| | 3.2 Approve the request | None | 2 Minutes | *Dean* CICT |
| 4. Receive the Certificate of Good Moral Character | 4. Print Good Moral Certification | None | 2 Minutes | *Dean* CICT |
| | **TOTAL** | **PHP 30.00** | **12 Minutes** | |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | College of Information and Communications Technology (CICT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CICT Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | College of Information and Communications Technology (CICT) |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | College of Information and Communications Technology (CICT) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* College of Information and Communications Technology (CICT) |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Dean* CICT |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Dean* CICT |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Dean* CICT |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Dean* CICT |
| TOTAL | | **None** | **17 Minutes** | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Information and Communications Technology (CICT) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CICT Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Removal of Incomplete Grades Form (1 original) | College of Information and Communications Technology (CICT) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Dean* College of Information and Communications Technology (CICT) |
| | 4.1 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* CICT |
| | 4.2 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* CICT |
| | 4.3 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* CICT |
| | TOTAL | PHP 30.00/ subject | 5 Days, 23 Minutes | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Information and Communications Technology (CICT) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CICT Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | College of Information and Communications Technology (CICT) |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Information and Communications |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | | Technology (CICT) |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* CICT |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* CICT |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* CICT |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* CICT |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 30.00/ subject** | **27 Minutes** | |

## LABORATORY SCHOOLS

### 1. Enrollment Procedures

Enrolment is the process of putting a student onto the official list of students in a particular grade/year level after completing the requirements and settling all the fees needed to be paid. This process provides the procedures from accomplishing enrolment forms and personal data sheet, up to the issuance of the certificate of enrolment.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Incoming and New Students (All year level, Kindergarten to Grade 12) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Enrolment Forms (for all) (2 original) | Principal's Office or Download a Copy from CatSU-LS Official Facebook Page |
| 2. Accomplished Personal Data Sheet (for Incoming Kindergarten, Grade 1, 7 & 11) (1 original) | |
| 3. ID Application Form (if applicable) (1 original) | Enrolling Teacher |
| 4. Certificate of Completion/Moving Up (for Incoming Grade 1) (1 Photocopy) | Previous School |
| 5. ECCD Checklist (for Incoming Grade 1) (1 Photocopy) | |
| 6. Certificate of Good Moral Character (for Incoming Grades 7 & 11) (1 Original) | |
| 7. Form 138/Form 9/Report Card (for Incoming Grades 2 to 12) – (1 Original) | Previous School – for new students Advisers of CatSU-LS – for returning students |
| 8. Official Receipt for ID Fee (1 original) | Cash Unit |
| 9. Official Receipt for PTA Fee (1 original) | Principal's Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Get two (2) copies of Enrolment Form (all students), one (1) of Personal Data Sheet (new students), and ID Application Form (*if applicable)* from the enrolling teacher. *(These forms may also be downloaded from the CatSU Laboratory School's FB page.)* | 1. Provide Enrolment Forms, blank Personal Data Sheet and ID Application form | None | 5 Minutes | *Principal & Head Teacher* Laboratory Schools |
| 2. Pay prescribed I.D. fee | 2. Issue an official receipt upon | PHP 100.00 | 4 Minutes | *Administrative Officer V* |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | payment of the client. | | | Cash Unit |
| 3. Submit accomplished prescribed forms together with other requirements needed. | 3. Receive accomplished prescribed forms together with other requirements needed. | None | 5 Minutes | *Principal* Laboratory Schools |
| 4. Proceed to the Principal's Office (Window 1) for Posting. Then, Fill out new student number on Personal Data Sheet and enrolment forms. | 4. Enroll the student in the system and release the student number; issue a certificate of enrolment. | None | 5 Minutes | *Principal & Head Teacher* Laboratory Schools |
| 5. Submit all documents and the official receipt of the I.D. | 5. Collect all requirements, compile and sign the enrolment forms. | None | 2 Minutes | *Principal & Head Teacher* Laboratory Schools |
| 6. Pay P100.00 for the PTA fee *(for Taxable only)*. | 6. Receive the PTA Fee and issue original receipt. | PHP 100.00/ taxable student | 2 Minutes | *Principal & Head Teacher* Laboratory Schools |
| 7. Receive documents and proceed to CBO Office for ID Processing. | 7. Release one (1) student's copy of the official enrolment form, ID Application form, and ID Payment Official Receipt; Advise student to proceed to CBO Office for ID Processing | None | 2 Minutes | *Principal & Head Teacher* Laboratory Schools |
| | **TOTAL:** | **PHP 120.00/ non-taxable student** **PHP 220.00/ taxable student** | **25 Minutes** | |

## 2. Issuance of Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)

A certification (enrolment, class ranking, good moral and medium of instruction) is issued to confirm attendance, awarded degrees, class/batch standing, current and past enrolment, if a student/alumna has shown exemplary behavior during the time of his/her enrolment, or to verify the language in which a student completed his/her degree education. These are commonly requested as a relevant requirement in applying for financial assistance, in pursuing education or work in other institutions or country, in a seek of a transfer, or sometimes, to verify a particular student's data. This process provides the procedures from the receipt of request for certifications (certificate of enrolment, certificate of class ranking, good moral certificate and certificate for medium of instruction), payment, preparation of the document up to its issuance.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU – Laboratory School alumni, transferees and students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request Form (for Credentials) (1 original) | Principal's Office |
| 2. Official Receipt (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. | 1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party. | None | 3 Minutes | *Principal* Laboratory Schools |
| 2. Pay for the cost of the document being requested. | 2. Issue an official receipt upon payment of the client. | PHP 30.00/ document | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the principal's office with the issued official receipt attached to the *Request Form (for Credentials).* | 3. Receive the *Request Form (for Credentials)* with the attached official receipt and release to client his/her claim stub; Prepare the document requested by the client and have it be signed by the principal. | None | 1 Day | *Principal* Laboratory Schools |
| 4. Present the stub issued to | 4. Issue the requested, | None | 3 Minutes | *Principal* Laboratory |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| claim the requested, signed document. | signed document. | | | Schools |
| 5. Sign the logbook of request as a proof of document issuance. | 5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| | **TOTAL:** | **PHP 30.00/ document** | **1 Day, 13 Minutes** | |

### 3. Processing of Request for Document Authentication

Document authentication involves the process of verifying the legitimacy of a document, including its origin, contents, and signatures. This is done to ensure that the copy needed to be signed is verified and certified as a true copy of a particular original document. This process provides the procedures from the receipt of request for document authentication, payment, preparation of the authenticated document up to its issuance.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU – Laboratory School Alumni and Transferring Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request Form (for Credentials) (1 original) | Principal's Office |
| 2. Official Receipt (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. | 1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party. | None | 3 Minutes | *Principal* Laboratory Schools |
| 2. Pay for the cost of the document being requested. | 2. Issue an official receipt upon payment of the client. | PHP 5.00/ copy | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the principal's office with the issued official | 3. Receive the *Request Form (for Credentials)* | None | 1 Day | *Principal* Laboratory Schools |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| receipt attached to the *Request Form (for Credentials).* | with the attached official receipt and release the clients' claim stub; prepare the document requested by the client and have it signed by the principal. | | | |
| 4. Present the stub issued to claim the requested, signed document. | 4. Issue the requested, signed document. | None | 3 Minutes | *Principal* Laboratory Schools |
| 5. Sign the logbook of request as a proof of document issuance. | 5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| | TOTAL: | PHP 5.00/ copy | 1 Day, 13 Minutes | |

## 4. Processing of Request for Form 137 (Student's Permanent Record)

Form 137 or SF10 is a learner's permanent academic record. This form reflects an individual record of a learner's academic achievement per level, per quarter and school year. It is used for job applications, scholarship opportunities and other educational purposes. This process provides the procedures from the receipt of request for student's permanent record, payment, preparation of the document up to its issuance.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU – Laboratory School Alumni, Transferring Students, and Requesting School |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Accomplished Request Form (for Credentials); or Signed Request (from the requesting school) (1 original) | Principal's Office -- requesting school -- |
| 2. Official Receipt (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. (If there's a received request, there's no need to fill out a form.) | 1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party. | None | 3 Minutes | *Principal* Laboratory Schools |
| 2. Pay for the cost of the document being requested. (If there's a received request, there's no need to pay for the cost.) | 2. Issue an official receipt upon payment of the client. | PHP 100.00/ document | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the principal's office the *Request Form (for Credentials)* with the issued official receipt. | 3. Receive the *Request Form (for Credentials)* with the attached official receipt and release to client his/her claim stub; prepare the document requested by the client and have it signed by the principal. | None | 2 Days | *Principal* Laboratory Schools |
| 4. Present the stub issued to claim the requested, signed document. | 4. Issue the requested, signed document. (If there's a received request, and it needs to be mailed, it will be sealed in a mailing envelope and will be transmitted to the Records | None | 3 Minutes | *Principal* Laboratory Schools |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Services.) | | | |
| 5. Sign the logbook of request as a proof of document issuance. | 5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| **TOTAL:** | | **PHP 100.00/ document** | **2 Days, 13 Minutes** | |

## 5. Registration and Admission Procedures for Incoming Students (Entry Level)

Registration and admission procedures for incoming students or student enrollment is the act of signing up for school and/or specific classes at that particular school. Various requirements must be complied with, such as admission documents. The enrollment process is completed after a student is granted admission to a particular school. This process provides the procedures of the registration and admission of new students (entry level – Kinder, Grade 1 & 7).

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Incoming/New Students (Kinder, Grade 1, 7 & 11) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Admission Form (for all) (1 original) | Principal's Office or Download a Copy from CatSU-LS Official Facebook Page |
| 2. Official Receipt (for all) (1 original) | Cash Unit |
| 3. PSA Birth Certificate (for all) (1 original) | Philippine Statistics Authority (PSA) |
| 4. 2x2 ID Photo (for all) (4 original) | Photo studio |
| 5. Form 138/SF9 (Report Card) with ratings in the first 3 quarters (1 Certified True Copy) | School where the student is currently enrolled |
| 6. Certificate as currently enrolled and as a candidate for Moving Up (for Incoming Kinder) (1 original)  Certificate as currently enrolled and as a candidate for Completion/Graduation (for Incoming Grade 1, 7 & 11) (1 original) | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out the | 1. Provide the Admission Form | None | 3 Minutes | *Principal* Laboratory |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Admission Form. | to be filled out by the client/requesting party. | | | Schools |
| 2. Pay the testing fee. | 2. Issue an official receipt upon payment of the client. | PHP 200.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the Principal's Office with the issued official receipt with all the other needed requirements. | 3. Receive and check the completeness of all the needed requirements and record the necessary data of the applicant; Release the admission slip and the schedule of the admission test. | None | 5 Minutes | *Principal* Laboratory Schools |
| 4. Go back to the testing venue on the given schedule of admission test. | 4. Administer the admission test. | None | Kinder (30 Minutes)  Grade 1 (2 Hours)  Grade 7 (1 Hour, 30 Minutes) | *Principal* Laboratory Schools |
| 5. Wait for the results of the admission test to be announced and posted on CatSU-LS official Facebook page. | 5. Check the admission test papers, consolidate the results, post the results of the admission test and the schedule for qualifying exam (for qualified applicants/ admission test passers). | None | 3 Days | *Principal* Laboratory Schools |
| 6. Go back for qualifying exam (for qualified applicants only) and orientation proper. | 6.1 Administer the qualifying exam *No qualifying exams for Kinder.* | None | 2 Hours | *Principal* Laboratory Schools |
| | 6.2 Check the qualifying exam, consolidate and | None | 3 Days | *Principal* Laboratory Schools |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | post the results. | | | |
| | TOTAL: | PHP 200.00 | Kinder* **(6 Days, 42 Minutes)** Grade 1 **(6 Days, 4 Hours, 12 Minutes)** Grade 7 **(6 Days, 3 Hrs, 42 Minutes)** | |

## 6. Processing of Request of Diploma (2nd Copy)

A diploma is awarded to a student for the successful completion of a course of study. The diploma is issued only once. Graduates who have lost or damaged copies of their diplomas maybe issued a second copy upon request by the graduate from the Office of the Principal. This process provides the procedures from the receipt of request for student's Second (2nd) Copy of Diploma, payment, preparation of the document up to its issuance.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Alumni |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request Form (for Credentials) (1 Original) | Principal's Office |
| 2. Official Receipt (1 Original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. | 1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party. | None | 3 minutes | *Principal* Laboratory Schools |
| 2. Pay for the cost of the document being requested. | 2. Issue an official receipt upon payment of the client. | PHP 100.00/ document | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the principal's office with the issued official receipt | 3. Receive the *Request Form (for Credentials)* | None | 7 days | *Principal* Laboratory Schools |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| attached to the *Request Form (for Credentials)*. | with the attached official receipt and release claim stub to client; prepare the document requested by the client and have it signed by the principal, by the dean and by the president of the university. | | | |
| 4. Present the stub issued to claim the requested, signed document. | 4. Issue the requested, signed document. | None | 3 Minutes | *Principal* Laboratory Schools |
| 5. Sign the logbook of request as a proof of document issuance. | 5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| | TOTAL: | PHP 100.00/ document | 7 Days, 13 Minutes | |

## 7. Processing of Request of Form 138/Report Card (2nd Copy)

A report card is a detailed account showing the student's progress in the classroom, and display the grade that a student has earned in each subject. This has long been a standard communication between school and home. Students who may have lost or damaged copies of their card maybe issued a second copy upon request. This process provides the procedures from the receipt of request for student's Second (2nd) Copy Form 138/Report Card, payment, preparation of the document up to its issuance.

| Office or Division: | College of Education – Laboratory Schools |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Currently Enrolled Students Only |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Accomplished Request Form (for Credentials) (1 original) | Principal's Office |

| 2. Official Receipt (1 original) | Cash Unit |
|---|---|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. | 1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party. | None | 3 Minutes | *Principal* Laboratory Schools |
| 2. Pay for the cost of the document being requested. | 2. Issue an official receipt upon payment of the client. | PHP 100.00/ document | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Return to the principal's office with the issued official receipt attached to the *Request Form (for Credentials).* | 3. Receive the *Request Form (for Credentials)* with the attached official receipt and release claim stub; prepare and print the document requested by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| 4. Wait for the issuance of the document and sign the logbook of request. | 4. Recheck the entries to verify the correctness of the data written (in the logbook) by the client. | None | 3 Minutes | *Principal* Laboratory Schools |
| | TOTAL: | PHP 100.00/ document | 13 Minutes | |

## COLLEGE OF LAW

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | College of Law (COL) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COL Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | College of Law (COL) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* College of Law (COL) |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* COL |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* COL |
| | TOTAL | None | 13 Minutes | |

### 2. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | College of Law (COL) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | COL Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Removal of Incomplete Grades Form (1 original) | College of Law (COL) |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and | 1. Provide Removal | None | 2 Minutes | *Registrar III* Office of the |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Accomplish the Removal of Incomplete Grades Form | of Incomplete Grades Form | | | Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 100.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Dean* College of Law (COL) |
| | 4.1 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* COL |
| | 4.2 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* COL |
| | 4.3 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* COL |
| **TOTAL** | | **PHP 100.00/ subject** | **5 Days, 23 Minutes** | |

## 3. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | College of Law (COL) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | COL Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing | College of Law (COL) |

| | | | | |
|---|---|---|---|---|
| Subjects Form) (1 original) | | | | |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | | Cash Unit | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* College of Law (COL) |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* COL |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 50.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* COL |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* COL |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* COL |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 50.00/ subject** | **27 Minutes** | |

## GRADUATE SCHOOL

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | Graduate School |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Graduate School Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | Graduate School |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Dean* Graduate School |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Dean* Graduate School |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Dean* Graduate School |
| | TOTAL | None | 13 Minutes | |

### 2. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | Graduate School |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Graduate School Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | Graduate School |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and | 1. Provide Removal | None | 2 Minutes | *Registrar III* Office of the |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Accomplish the Removal of Incomplete Grades Form | of Incomplete Grades Form | | | Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 100.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Dean* Graduate School |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Dean* Graduate School |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Dean* Graduate School |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Dean* Graduate School |
| | **TOTAL** | **PHP 100.00/ subject** | **5 Days, 23 Minutes** | |

## 3. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | Graduate School |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Graduate School Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-ACAD-06 | Graduate School |

| | (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original) | | |
| | 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* Graduate School |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Dean* Graduate School |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 50.00/ subject | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Dean* Graduate School |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Dean* Graduate School |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Dean* Graduate School |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | **TOTAL** | **PHP 50.00/ subject** | **27 Minutes** | |

# D. Research, Extension and Production Division

# RESEARCH AND DEVELOPMENT SERVICES

## 1. Consultancy/Assistance in the Conduct of Research

This service provides instructions for the process of assisting students in the conduct of their research.

| Office: | Research and Development Services (RDS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Research Consultation Form (CatSU-F-RDS-21) (1 original) | College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Request Form | 1. Provide the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 2. Fill out and submit the Request Form | 2. Receive, check the completeness of the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 3. Submit the signed Request Form to the Concerned R&DS Personnel | 3. Conduct consultation and provide assistance | None | 1 Day | *Director* Research and Development Services |
| | TOTAL | **None** | **1 Day, 2 Minutes** | |

*Note: Schedule and duration of actual consultancy depends on the scope/topic, requirements, and/or availability of assigned staff among others.*

## 2. Acts on Requests for Records/Documents of Research Activities

This service provides instructions for the obtaining forms, records, or documents necessary in the submission of research, accreditation, and administrative purposes.

| Office: | Research and Development Services (RDS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Research Consultation Form (CatSU-F-RDS-24a) (1 original) | College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Request Form | 1. Provide the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 2. Fill out and submit the Request Form | 2.1 Receive, check the completeness of the Request Form | None | 2 Minutes | *Director* Research and Development Services |
| | 2.2 Approve and sign the Request Form | None | 15 Minutes | *Director* Research and Development Services |
| 3. Submit the signed Request Form to the Concerned R&DS Personnel | 3. Release the requested forms and/or documents (in hardcopy or send the softcopy through email or save in the flash drive or hard drive provided by the client) | None | 3 Minutes | *Director* Research and Development Services |
| | **TOTAL** | **None** | **21 Minutes** | |

# EXTENSION SERVICES

## 1. Processing of Request for Extension Services

The services offered by the Office of the Extension Services are, but not limited to, technical assistance through consultation and/or trainings/seminars/workshops, transfer of knowledge and/or technology, professional assistance through coaching/mentoring, and community outreach and advocacy promotion activities.

| Office: | Extension Services |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business |
| Who may avail: | Civil Society Organizations (CSOs), Peoples Organizations (POs), Marginalized Sector, Local Government Units (LGU), Small Medium Enterprises (SMEs) and the like |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Form for Extension Services (1 original) | Extension Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Visit Extension Services and fill-out Request Form for Extension Services | 1. Provide form and assist client in filling-out Request for Technical Assistance/ Advisory Consultancy | None | 3 Minutes | *Director* Extension Services |
| 2. Submit filled-out Request Form for Extension Services | 2.1 Receive and review completion of details | None | 10 Minutes | *Director* Extension Services |
| | 2.2 Assign control number and forward to ES Director for evaluation | None | 2 Minutes | *Director* Extension Services |
| | 2.3 Evaluate request and refer to appropriate college | None | 1 Day | *Director* Extension Services |
| | 2.4 Assess feasibility of requested extension service/s, fill-out required fields, sign Request Form and send to | | 2 Days | *Extension Coordinator* Concerned College *Dean* Concerned College |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Office of the Extension Services | | | |
| | 2.5 Review remarks from concerned college and sign to recommend approval to the VP-REPA | None | 10 Minutes | *Director* Extension Services |
| | 2.6 Evaluate request and sign to recommend approval to the SUC President | None | 1 Day | *Vice President for Research, Extension and Production Affairs* Office of the Research, Extension & Production Affairs |
| | 2.7 Approve request | None | 1 Day | *SUC President III* Office of the President |
| 3. Receive copy of approved Request Form for Extension Services | 3. Release copy of approved Request Form for Extension Services to requesting party and concerned college/s | None | 5 Minutes | *Director* Extension Services |
| | **TOTAL** | **None** | **5 Days, 30 Minutes** | |

# CatSU Main Campus
## II. Internal Services

# A. Central Management

## OFFICE OF THE UNIVERSITY BOARD SECRETARY

### 1. Processing of Request for Board Resolution Excerpt/Minutes/ Attachments

This provides the procedure from the receipt of request for excerpts of board resolution/minutes/copy of attachments, endorsement and approval of the request, preparation of the requested document/s up to release of the requested document/s. Board resolutions and discussions are confidential in nature and any requests for excerpts/minutes/attachments must be approved by the Governing Board Vice-Chair/SUC President III.

| Office: | Office of the University Board Secretary |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Document Request Form (1 original) | Office of the University Board Secretary |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill out the Document Request Form | 1.1 Receive the form, check the availability of the requested document/s and forward to the Acting Board Secretary for endorsement. | None | 1 Hour | *Administrative Assistant III* Office of the University Board Secretary |
| | 1.2 Review and sign the form for endorsement. | None | 4 Hours | *Administrative Assistant III* Office of the University Board Secretary |
| | 1.3 Forward to the SUC President III for approval. | None | 30 Minutes | *Administrative Assistant III* Office of the University Board Secretary |
| | 1.4 Sign the form for approval/disapproval. | None | 1 Day | *Administrative Assistant III* Office of the University Board Secretary |
| | 1.5 Prepare the document/s requested once request is approved. | None | 1 Hour | *Administrative Assistant III* Office of the University Board Secretary |
| 2. Receive the requested document/s | 2. Release the document/s to the client. | None | 30 Minutes | *Administrative Assistant III* Office of the University Board |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | | Secretary |
| 3. Sign the Document Request Form and logbook to acknowledge receipt of the requested document/s | 3. Have the client sign the Document Request Form and Monitoring Logbook | None | 5 Minutes | *Administrative Assistant III* Office of the University Board Secretary |
| | **TOTAL** | **None** | **1 Day, 7 Hours, 5 Minutes** | |

## INFORMATION UNIT

### 1. Processing of Request for Digital Visual Materials and Tarpaulin Layout

This service provides the units and offices for Digital Visual Materials and Tarpaulin Layout.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request letter and/or Request for Technical Assistance Form (RTAF) with complete details of the Digital Visual Materials or tarpaulin (1 original) | Information Unit |
| 2. Attachment (images in JPEG/PNG format, with at least 150 dpi) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for layout of tarpaulin addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request for tarpaulin layout | None | 15 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3.1 Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, assigned to artist | None | 25 Minutes | *Information Officer III* Information Unit |
| | 3.2 The layout artist conceptualizes the design and prepare the requested digital materials | None | 3 Days | *Information Officer III* Information Unit |
| | 3.3 Check/ review | None | 30 Minutes | *Information* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | and approve the layout prepared by the layout artist | | | *Officer III* Information Unit |
| 4. Receive file of completed digital visual materials | 4. Send files through the email address provided by the client | None | 15 Minutes | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **3 Days, 1 Hour, 30 Minutes** | |

## 2. Processing of Request for Event Coverage

This service provides the units and offices for features, photo and/or video event coverage.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for event coverage or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment and details | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on the availability of writer, photographer and videographer; non-conflict of event to other coverage requests; schedule of event/s (weekends and holidays are not included except | None | 10 Minutes | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | if the client provides approved request to render overtime services) | | | |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, assigned staff will be present on the day of the event | None | 25 Minutes | *Information Officer III*<br>Information Unit |
| | **TOTAL** | **None** | **40 Minutes** | |

### 3. Processing of request for information made through the official social media accounts of the University

Respond to inquiries made on the Catanduanes State University's institutional social media accounts.

| Office: | Information Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government; |
| **Who may avail:** | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Direct message to institutional accounts | Client sends inquiries to the University's official social media account managed by Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Send private/direct message the CatSU Facebook page account https://www.facebook.com/ | 1. Acknowledge receipt of the message | None | 5 Minutes | *Information Officer III*<br>Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| CatanduanesState University2012 | | | | |
| 2. Wait for the Information Unit Action | 2. Evaluate request and formulate appropriate reply | None | 1 Hour | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Respond to inquiry if information is readily available. If not, refer to the concerned offices/units | None | 2 Hours | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **3 Hours, 5 Minutes** | |

## 4. Processing of Request for Information Unit Materials

This service provides the units and offices for recent and archival files.

| Office: | Information Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1.Request letter and/or Request for Technical Assistance Form (RTAF) indicating the following: c) Purpose of request d) Date when article or image was published; or when the event was covered by the Information Unit (1 Original) | Information Unit |
| 2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for recent and archival files addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on intended use and availability of materials | None | 15 Minutes | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 3. Receive response from Information Unit | 3.1 Inform the client whether the request is approved or denied<br><br>If denied, communicate the reason for regrets<br><br>If approved, assigned staff to access the archive, search for, and compile materials needed | None | 25 Minutes | *Information Officer III* Information Unit |
| | 3.2 Access the archive, search for, and compile materials needed | None | 2 Days | *Information Officer III* Information Unit |
| 4. Receive file of completed recent and archival files | 4. Send files through the email address provided by the client or save files to the flash drive or hard drive when files are too large to be sent online | None | 15 Minutes | *Information Officer III* Information Unit |
| | **TOTAL** | **None** | **2 Days, 1 Hour** | |

## 5. Processing of Request for Posting/Uploading to Social Media and Official Portal

This service provides the units and offices for posting and uploading on official portal and social media sites of the University.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request for posting/uploading addressed to Information Officer III or fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on content which must be CatSU-related | None | 15 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied  If denied, communicate the reason for regrets  If approved, the request will be posted 1WD after the approval of the request | None | 25 Minutes | *Information Officer III* Information Unit |
| | TOTAL | None | 45 Minutes | |

## 6. Request for inclusion in the "Announcement"

Request for inclusion in the university's announcement through CatSU's official social media platforms.

| Office: | Information Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1.Request letter and/or Request for Technical Assistance Form (RTAF) (1 original) | Information Unit |
| 2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group, and ticket price (if applicable). | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter addressed to Information Officer III with attached endorsement letter or approved request letter from the SUC President III and fill-out RTAF | 1. Receive letter of request/RTAF with complete attachment | None | 5 Minutes | *Information Officer III* Information Unit |
| 2. Wait for the Information Unit Action | 2. Evaluate request based on content which must be CatSU-related/ endorsed/ approved by the SUC President III | None | 10 Minutes | *Information Officer III* Information Unit |
| 3. Receive response from Information Unit | 3. Inform the client whether the request is approved or denied | None | 1 Day | *Information Officer III* Information Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | If denied, communicate the reason for regrets | | | |
| | If approved, the requested announceme nt will be included/ posted in CatSU's official social media platforms | | | |
| | **TOTAL** | **None** | **1 Day, 15 Minutes** | |

# INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

## 1. Processing of Request for Technical Assistance

Provides technical support for the different units/offices in the University. Information and Communications Technology Unit was tasked to handle various IT related tasks and activities. A need to evaluate, give merit, prioritize and define requisites is needed to undertaking. Further, the resulting document will serve as a means to monitor and track pending and served tasks and activities.

| Office: | Information and Communications Technology Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Technical Support Request Form (TSRF) (1 original) | Information and Communications Technology Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and fill-out TSRF | 1. Provide TSRF and state the service and support requirements | None | 5 Minutes | *Information Technology Officer I* Information and Communications Technology Unit |
| 2. Submit the accomplished and signed TSRF | 2.1 Receive the TSRF and indicate on the form the actual date and time of tracking delivery cycle time | None | 10 Minutes | *Information Technology Officer I* Information and Communications Technology Unit |
| | 2.2 Assess the severity and urgency of the reported problem and forward to the Director for concurrence and approval | None | 10 Minutes | *Information Technology Officer I* Information and Communications Technology Unit |
| | 2.3 Approve TSRF and assign personnel for the task | None | 10 Minutes | *Information Technology Officer I* Information and Communications Technology Unit |
| | 2.4 Troubleshoot and perform necessary repair | None | 2 Hours – minor repair 8 Hours – major repair | *Information Technology Officer I* Information and Communications Technology Unit |
| 3. Review if requested satisfactorily | 3. If no, recommend additional action; evaluate and | None | 10 Minutes | *Information Technology Officer I* Information and |

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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| complete | indicate further action required to complete the requested task<br><br>If yes, indicate delivery date and time on TSRF | | | Communications Technology Unit |
| 4. Acknowledge delivery of the requested task | 4. Solicit acknowledgement and acceptance of the job rendered from client | None | 10 Minutes | *Information Technology Officer I* Information and Communications Technology Unit |
| | **TOTAL** | **None** | **2 Hours, 55 Minutes – Minor repair**<br><br>**8 Hours, 55 Minutes – Major repair** | |

## PLANNING UNIT

### 1. Processing of Request for Technical Assistance

A. The Office aims to provide instructions for the process of providing technical planning services such as Technical Drawing/Layout, Program of Works (POW), Detailed Unit Price Analysis (DUPA) of the different units/offices in the University.

| Office: | Planning Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original copy) | Planning Unit or Official Facebook Page: CATSU Planning Unit https://www.facebook.com/catsuplanningunit/ |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Technical Assistance Form | 1. Provide Technical Assistance Request Form | None | 3 Minutes | *Planning Officer III* Planning Unit |
| 2. Submit the accomplished Technical Assistance Form | 2.1 Receive and check the completeness of the form and forwarded to the Planning Officer III for approval | None | 2 Minutes | *Planning Officer III* Planning Unit |
| | 2.2 Approve the request and forwarded to Administrative Aide | None | 5 Minutes | *Planning Officer III* Planning Unit |
| | 2.3 Conduct site or ocular inspection to offices/units concerned | None | 4 Hours | *Planning Officer III* Planning Unit |
| | 2.4 Prepare preliminary drawings and budget estimates | None | 6 Days – minor repairs/ rehabilitation/ improvement or fabrication<br><br>17 Days - major repairs/ rehabilitation/ improvement or fabrication | *Planning Officer III* Planning Unit |
| | 2.5 Canvass | None | 1 Day | *Planning Officer III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | materials needed in the plan | | | Planning Unit |
| | 2.6 Check/ review the preliminary drawings and budget estimates | None | 1 Day – minor repairs/ rehabilitation/ improvement or fabrication<br><br>3 Days - major repairs/ rehabilitation/ improvement or fabrication | *Planning Officer II* Planning Unit |
| | 2.7 Release the preliminary drawings and budget estimates to end-user for comment/ revision | None | 5 Minutes | *Planning Officer III* Planning Unit |
| 3. Receive the preliminary drawings and budget estimates for comment/ recommendation and send back to Planning Unit | 3.1 Revise the drawings according to the comment of end-user/s | None | 5 Days – minor repairs/ rehabilitation/ improvement or fabrication<br><br>10 Days - major repairs/ rehabilitation/ improvement or fabrication | *Planning Officer III* Planning Unit |
| | 3.2 Check/review the final drawings and budget estimates | None | 1 Day – minor repairs/ rehabilitation/ improvement or fabrication<br><br>3 Days - major repairs/ rehabilitation/ improvement or fabrication | *Planning Officer III* Planning Unit |
| | 3.3 Sign the Final Drawings and Budget Estimates | None | 1 Day – minor repairs/ rehabilitation/ improvement or fabrication<br><br>2 Days - major repairs/ rehabilitation/ | *Planning Officer III* Planning Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | improvement or fabrication | |
| | 3.4 Release to the end-user/s for initial if okay | None | 5 Minutes | *Planning Officer III* Planning Unit |
| 4. Receive and initial to the Final Copy of Drawings and Budget Estimates, if okay and send back to Planning Unit. Wait for the approval of the SUC President III | 4.1 Receive and release the Final Drawings and Budget Estimates to the VP-AFA for recommending approval | None | 5 Minutes | *Planning Officer III* Planning Unit |
| | 4.2 Sign recommending approval of the Final Drawings and Budget Estimates and release to the Office of the President | None | 5 Minutes | *Vice President for Administrative and Financial Affairs* Office of the VP-AFA |
| | 4.3 Release to the Office of the President for approval | None | 5 Minutes | *Vice President for Administrative and Financial Affairs* Office of the VP-AFA |
| | 4.4 Sign/Approve the Final Drawings and Budget Estimates and release to the Planning Unit | None | 5 Minutes | *SUC President III* Office of the President |
| | 4.5 Release to the Planning Unit | None | 5 Minutes | *SUC President III* Office of the President |
| 5. Receive the approved Final Drawings and Budget Estimates | 5. Release the approved Final Drawings and Budget Estimates | None | 5 Minutes | *Planning Officer III* Planning Unit |
| | **TOTAL** | **None** | **With no revision: 10 Days, 4 Hours and 50 Minutes – minor repairs/ rehabilitation/ improvement or fabrication**<br><br>**26 Days, 4 Hours and 50** | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | **minutes – minor repairs/ rehabilitation/ improvement or fabrication** | |
| | | | **With revision: 15 Days, 4 Hours and 50 minutes – minor repairs/ rehabilitation/ improvement or fabrication with revision** | |
| | | | **36 Days, 4 Hours and 50 Minutes – minor repairs/ rehabilitation/ improvement or fabrication with revision** | |

B. This service provides instructions for the process of providing technical assistance services such as requesting for statistical data, documents needed in the accreditation and the like.

| Office: | Planning Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original) | Planning Unit or Official Facebook Page: CatSU PDS https://www.facebook.com/catsuplanningunit/ |
| 2. Email address where the files will be sent or flash drive/hard drive when files are too large to be sent online | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Technical | 1. Provide Technical Assistance | None | 3 Minutes | *Planning Officer III* Planning Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Assistance Form | Request Form | | | |
| 2. Submit the accomplished Technical Assistance Form | 2.1 Receive and check the completeness of the form | None | 2 Minutes | *Planning Officer III* Planning Unit |
| | 2.2 Check the availability of the data/documents being requested. If available, forward to the Planning Officer III for approval | None | 10 Minutes | *Planning Officer III* Planning Unit |
| | 2.3 Approve the request and forwarded to Administrative Aide | None | 3 Minutes | *Planning Officer III* Planning Unit |
| 3. Wait for the release of the requested data/document as stated in the agreed target date of completion | 3.1 Forward the request form to area-in-charge | None | 2 Minutes | *Planning Officer III* Planning Unit |
| | 3.2 Prepare the needed data/documents | None | 1 Day | *Planning Officer III* Planning Unit |
| | 3.3 Send the files to the email provided of the client or save in the flash drive or hard drive if the file is too large to be sent online | None | 5 Minutes | *Planning Officer III* Planning Unit |
| | **TOTAL** | **None** | **1 Day, 25 Minutes** | |

# CORPORATE BUSINESS OPERATIONS

## 1. Processing of Identification Cards (IDs)

This provides the process on ID requests of newly hired regular employees and job order/contract of service employees.

### A. Regular Employees (Temporary and Permanent)

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Government |
| Who may avail: | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. ID Application Form (1 Original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO | 1. Provide client with the ID Application Form | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 2. Proceed to Information Unit | 2. Take a photo for the ID | None | 1 Minute | *Information Officer III* Information Unit |
| 3. Fill-out and submit Application Form | 3. Input data in the system, transfer and save ID photo taken by Information Unit and print ID | None | 10 Minutes | *CBO Director* CBO |
| 4. Check the encoded data in the system | 4. Let the client check the data encoded in the system | None | 3 Minutes | *CBO Director* CBO |
| 5. Fill out the logbook and wait for your name to be called | 5. Release ID | None | 2 Minutes | *CBO Director* CBO |
| | TOTAL | None ** | 17 Minutes | |

*Note: PHP 70.00 per ID will be charged accordingly to respective colleges/units.*

### B. Job Order and Contract of Service Employees

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Government |
| Who may avail: | Job Order and Contract of Service Employees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. ID Application Form (1 Original) | Corporate Business Operations |

| 2. Official Receipt (1 Original) | Cash Unit (Windows 1, 2 and 3) |
|---|---|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Pay ID Fee at Cash Unit | 1. Collect payment and issue an official receipt for ID Fee | PHP 150.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 2. Proceed to Information Unit | 2 Take a photo for the ID | None | 1 Minute | *Administrative Officer V* Information Unit |
| 3. Proceed to CBO and present the Official Receipt | 3. Check Official Receipt | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 4. Fill-out and submit Application Form | 4. Input data in the system, transfer and save ID photo taken by Information Unit and print ID | None | 10 Minutes | *CBO Director* CBO |
| 5. Check the encoded data in the system | 5. Let the client check the data encoded in the system | None | 3 Minutes | *CBO Director* CBO |
| 6. Fill out the logbook and wait for your name to be called | 6. Release ID card | None | 2 Minutes | *CBO Director* CBO |
| | **TOTAL** | **PHP 150.00** | **21 Minutes** | |

## 2. Claiming of Identification Cards (IDs)

This provides the process on claiming of ID cards requested by the new students, newly hired regular employees and job order/contract of service employees.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Claim Stub (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO and present the claim stub | 1. Verify the validity of claim stub | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 2. Wait for your name to be called | 2. Look for the ID Card of claimant | None | 2 Minutes | *CBO Director* Corporate Business Operations |
| 3. Fill out the logbook and receive ID Card | 3. Release ID Card | None | 2 Minutes | *CBO Director* Corporate Business Operations |
| TOTAL | | **None** | **5 Minutes** | |

## 3. Processing of Lost Identification Cards (IDs)

This provides the process on ID requests for lost ID cards of employees and students.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Affidavit of Loss (1 Original) | Attorney's Office |
| 2. Certificate of Enrolment (1 Original) | Admission and Registration Office/Client |
| 3. Payment (Official Receipt) (1 Original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and Affidavit of Loss and submit to the CBO Office | 1.1 Verify the validity of the Affidavit and instruct client to proceed to the Cashier for payment | None | 1 Minute | *CBO Director* Corporate Business Operations |
| | 1.2 Check client's name and information against the database | None | 1 Minute | *CBO Director* Corporate Business Operations |
| 2. Proceed to the Cashiering Services for payment | 2. Receive payment and release Official Receipt | PHP 150.00 | 4 Minutes | *Administrative Officer V* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 3. Proceed to CBO and present the Official Receipt | 3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2 | None | 5 Minutes for new photos | *CBO Director* Corporate Business Operations |
| | 3.2 Print ID Card | None | 5 Minutes | *CBO Director* Corporate Business Operations |
| 4. Fill out the logbook and wait for your name to be called. | 4. Release ID Card | None | 1 Minutes | *CBO Director* Corporate Business Operations |
| | **TOTAL** | **PHP 150.00** | **17 Minutes** | |

## 4. Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change

This provides the process on ID re-issuance requests for damaged ID cards and ID Cards with data change.

| Office: | Corporate Business Operations (CBO) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. ID Application Form (1 Original) | Corporate Business Operations |
| 2. Old ID Card (1 Original) | Client |
| 3. Official Receipt (OR) (1 Original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Proceed to CBO Office to request for re-issuance of new ID and surrender the old ID. | 1.1. Verify validity of request for re-issuance and instruct client to proceed to the Cashier for payment. | None | 1 Minute | *CBO Director* Corporate Business Operations |
| | 1.2 Check client's name and information against the database and | None | 5 Minutes | *CBO Director* Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | encode the necessary changes, if any. | | | |
| 2. Proceed to the Cashiering Services for payment | 2. Receive payment and release Official Receipt | P150 per ID | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to CBO and present the Official Receipt. | 3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2. | None | 5 Minutes for new photos | *CBO Director* Corporate Business Operations |
| | 3.2 Print ID | None | 5 Minutes | *CBO Director* Corporate Business Operations |
| 4. Fill out the logbook and wait for your name to be called. | 4. Release ID | None | 1 Minutes | *CBO Director* Corporate Business Operations |
| | **TOTAL** | **PHP 150.00** | **21 Minutes** | |

## GENDER AND DEVELOPMENT SERVICES

### 1. GAD Related Complaints/ Cases

Allegations of unfair treatment by staff members and students. Allegations of inadequate teaching, advice, assessment and evaluation.

| Office: | Gender and Development Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Employee ID (1 original) | Corporate Business Operations |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire and present the requirements to the information desk. | 1. Verify the validity of the ID and COE | None | 2 Minutes | *Gender and Development Focal Person* Gender and Development Services |
| 2. Detailed the Complaints in privacy | 2. The GAD Focal Person gives brief advice about her rights in privacy | None | 1 Hour | *GAD Focal Person* GAD Services |
| 3. Request to have a copy of IEC Materials related to the Complaints/ Case | 3. Assist the client; then give to the client the IEC Materials that he/she want to read | None | 3 Minutes | *GAD Focal Person* GAD Services |
| 4. Fill out the logbook for Complaints/ Cases | 4. Provide a client a Logbook | None | 3 Minutes | *GAD Focal Person* GAD Services |
| | | TOTAL | 1 Hour, 7 Minutes | |

### 2. Lactation Service

Lactation services encompass a range of support and assistance provided to breastfeeding mothers and their infants. The goal of lactation services is to promote successful breastfeeding experiences by providing education and guidance. This support may include help with breastfeeding techniques, addressing common challenges such as latch difficulties or low milk supply, guidance on breast pumping and milk storage, and assistance with breastfeeding positions. Lactation services also play a crucial role in addressing concerns related to infant nutrition, maternal health, and overall well-being during the breastfeeding journey.

| Office: | Gender and Development Services |
|---------|----------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order, Part-timer) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------|-----------------|
| 1. Employee ID (1 Original) | Corporate Business Operations |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---------------|---------------|-----------------|----------------|--------------------|
| 1. Inquire and present the requirements to the information desk. | 1. Verify the validity of the Employee ID | None | 2 minutes | *Gender and Development Focal Person* Gender and Development Services |
| 2. Fill out the lactation logbook | 2. Guide the client to the Lactation Room; then prepare the breastpump device and breastmilk storage bag or ziplocks. | None | 5 minutes | *GAD Focal Person* GAD Services |
| 3. Lactate in the Lactation Room | 3. Give the client a privacy inside the Lactation Room. | None | 30 minutes | Client |
| 4. Storing the milk in a refrigerator. | 4. Help the client to store the milk in a refrigerator. | None | 5 minutes | *GAD Focal Person* GAD Services Client |
| 5. Completion of transaction | 5. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student/employee. | None | 10 minutes | *GAD Focal Person* GAD Services |
| | | TOTAL | 52 minutes | |

## LEGAL UNIT

### 1. Issuance of Certificate/Affidavit of No Pending Administrative Case

Issuance of Certificate/Affidavit of No Pending Administrative Case to the requesting employees upon accomplishment of the Request Form.

| Office: | Legal Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Duly accomplished Request Form (1 original) | Legal Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit duly accomplished Request Form | 1.1 Receive the Request Form | None | 10 Minutes | *Attorney* Legal Unit |
| | 1.2 Check and verify records if employee has pending administrative case/case status | None | 1 Hour | *Attorney* Legal Unit |
| | 1.3 Draft certification/ affidavit of no pending administrative case | None | 1 Minute | *Attorney* Legal Unit |
| | 1.4 Review and sign the certificate/ affidavit | None | 5 Minutes | *Attorney* Legal Unit |
| 2. Release 9the requesting employee and receive the signed certificate | 2. Release the signed Certificate and scan/file receiving copy | None | 30 Minutes | *Attorney* Legal Unit |
| | TOTAL | None | 1 Hour, 40 Minutes | |

## 2. Processing of Request for Formal Written Legal Advice and Opinion

Issuance of written legal advice, opinion, comment and/or recommendation to the University President, colleges/units, committees, employees (on work-related matters) and students (for academic and other concerns relative to their stay in the University) regarding legal matters.

| Office: | Legal Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Referral Letter (1 original) | Requesting party |
| 2. Pertinent Supporting Documents | Requesting party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit referral | 1.1 Receive referral, check attachments, records and endorses | None | 10 Minutes | *Attorney IV* Legal Unit |
| | 1.2 Refer for initial review, studies and research applicable policy/law | None | 3 Days for simple matters; 7 Days for complex matters | *Attorney IV* Legal Unit |
| | 1.3 Drafting initial comment and recommenda-tions | None | | *Attorney IV* Legal Unit |
| | 1.4 Final review, revise and sign draft legal opinion, advices, comments/ recommenda-tions | None | 4 Days for simple not requiring extensive research 8 Days for complex matters | *Attorney IV* Legal Unit |
| 2. Receive the signed legal advice, opinion, comments/ recommenda-tions | 2. Release to the concerned unit/office and scans/files the receiving copy | None | 30 Minutes | *Attorney IV* Legal Unit |
| | TOTAL | None | 7 Days and 40 Minutes – Simple Matters 15 Days and 40 Minutes – Complex Matters | |

## 3. Document Drafting and/or Review

Drafting or review of legal and administrative documents to the requesting unit/offices.

| Office: | Legal Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees |
| | (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Referral Letter (1 original) | Requesting party |
| 2. Pertinent Supporting Documents | Requesting party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submits referral | 1.1 Receives referral, check attachments, recorded and endorse | None | 10 Minutes | *Attorney IV* Legal Unit |
| | 1.2 Refers for initial review, studies and researches applicable policy/law | None | 2 Days for standard

5 Days for documents without draft or requiring major revision

7 Days for non-standard, complex and voluminous documents | *Attorney IV* Legal Unit |
| | 1.3 Drafting/ revising of the documents and the transmittal letter | None | | *Attorney IV* Legal Unit |
| | 1.4 Final review, revises and signs initial on draft MOAs, MOUs and other undertaking | None | 3 Days for standard

5 Days for documents without draft or requiring major revision

8 Days for non-standard, complex, and voluminous documents | *Attorney IV* Legal Unit |
| 2. Receives the initialed legal documents | 2. Releases to the concerned unit/office and scans/files the receiving copy | None | 30 Minutes | *Attorney IV* Legal Unit |
| | **TOTAL** | **None** | **5 Days and 40 Minutes for standard** | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | **10 Days and 40 Minutes for documents without draft or requiring major revision**<br><br>**15 Days and 40 Minutes for non-standard, complex and voluminous documents** | |

## 4. Legal Advisory and Counseling Services to Walk-in Clients

Legal advisory and counseling services to walk-in clients with simple legal queries regarding work-related issues.

| Office: | Legal Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Logbook Entry (CatSU-LB-LEG-03) | Legal Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Register in the logbook (CSU-LB-LEG-03) | 1.1 Assist the client to register in the logbook | None | 5 Minutes | *Attorney IV* Legal Unit |
| | 1.2 Render legal advisory and counselling services to walk-in clients with simple queries | None | * | *Attorney IV* Legal Unit |
| | 1.3 Assist the client to accomplish log-out in the logbook after the services rendered | None | 5 Minutes | *Attorney IV* Legal Unit |
| | **TOTAL** | **None** | **10 Minutes** | |

*\*Note – Processing time does not include actual performance of actual legal advisory and counseling which may vary depending on the query of the client*

# QUALITY ASSURANCE UNIT

## 1. Request for Use of Accreditation Room

Clients may request the use of the Accreditation Room for university-related activities, including student-initiated events, free of charge. Request submission is available online or through walk-in service. The Accreditation Room is offered for free access to university-related activities, including student-initiated activities, from Monday through Friday, 8:00am to 5:00pm depending on its availability. However, priority is given to the conduct of Quality Assurance activities like ISO, AACCUP, RQAT, and the like.

In case the time of use of Accreditation Room is beyond 5:00 PM on weekdays, please notify the Quality Assurance Unit (QAU). For weekends, the requesting unit/college/group must request Compensatory Time-Off for one (1) QAU personnel, if needed. The Guidelines in the Use of Accreditation Room is incorporated in the Google Form, for online request, and at the back of hard copy of the request for walk in request.

### A. Online Request

| Office: | Quality Assurance Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G- Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. For Online Reservation, Accomplished Request Form in Google Form – Request for Use of Accreditation (1 response) The request form is available through this link: https://forms.gle/FfR9jUpEqQDS6tsz7 Or by scanning this QR code: | Quality Assurance Unit |
| 2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy) | Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Access the link or the QR Code to know the availability of the Accreditation Room and accomplish the google | 1. Check the Online Calendar of Accreditation Room if the clients already booked the requested date and time | None | 30 Minutes | *Administrative Officer V* Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| form to book an appointment for the use of Accreditation Room. | of use. Review the responses on the google form for the Request of Use of Accreditation Room if the request have been recorded. Receive and designate request number for the request. | | | |
| 2. Wait for QAU Action (approved or denied) | 2.1 Evaluate request | None | 25 Minutes | *Administrative Officer V* QA Unit |
| | 2.2 Approve or deny the request | None | 5 Minutes | *Administrative Officer V* QA Unit |
| 3. Receive response from QAU | 3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, send an email of confirmation to the email provided in the google form* | None | 30 Minutes | *Administrative Officer V* QA Unit |
| | **TOTAL** | **None** | **1 Hour, 30 Minutes** | |

**B. Walk-in Request**

| Office: | Quality Assurance Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G- Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job-Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request Form – Request for Use of Accreditation Room (CatSU-F-QAU-07) (1 original) | Quality Assurance Unit |
| 2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy) | Quality Assurance Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire the availability of Accreditation Room for the schedule to be requested and accomplish the form for Request for Use of Accreditation Room (CatSU-F-QAU-07) | 1. Check availability of Accreditation Room and review all fields are properly filled-out. Receive, record and designate request number for the accomplished form for the Request for Use of Accreditation Room. | None | 30 Minutes | *Administrative Officer V* Quality Assurance Unit |
| 2. Wait for QAU Action (approved or denied) | 2.1 Evaluate request | None | 25 Minutes | *Administrative Officer V* QA Unit |
| | 2.2 Approve or deny the request | None | 5 Minutes | *Administrative Officer V* QA Unit |
| 3. Receive response from QAU | 3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved,* | None | 30 Minutes | *Administrative Officer V* QA Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | *furnish a soft copy of approved Request for Use of Accreditation Room (CatSU-F-QAU-07) via email provided in the form.* | | | |
| | **TOTAL** | **None** | **1 Hour, 30 Minutes** | |

# B. Administrative and Finance Division

## ACCOUNTING UNIT

### 1. Issuance of Certification for Contributions and Loan Remittances

The Issuance of Certification for Contributions and Loan Remittances provides an official document verifying an employee's remitted contributions and loan payments. This certification serves as proof of compliance and may be required for various purposes, including employment, financial transactions, loans applications, and other transactions.

| Office: | Accounting Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Form (1 original) | Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill out and submit Request Form | 1.1 Receive accomplished request form and evaluate completeness of information | None | 5 Minutes | *Accountant III* Accounting Unit |
| | 1.2 Prepare Certification | None | 4 Hours | *Accountant III* Accounting Unit |
| | 1.3 Check/ review and sign the Certification | None | 10 Minutes | *Accountant III* Accounting Unit |
| 2. Receive the Certification and sign in the logbook | 2. Record the transaction and release the Certification | None | 10 Minutes | *Accountant III* Accounting Unit |
| **TOTAL** | | | **4 Hours, 25 Minutes** | |

### 2. Issuance of Certification for PhilHealth Contributions and Claims

The Issuance of Certification for PhilHealth Contributions and Claims provides members with an official document verifying their premium contributions and claims history. This certification serves as proof of PhilHealth coverage and may be required for various purposes, such as employment, hospitalization, reimbursement, or other official transactions.

| Office: | Accounting Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service |

| | and Job Order) |
|---|---|

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. PhilHealth Claim Form 1 (CF-1) (1 original) | PhilHealth Website (www.philhealth.gov.ph) |
| 2. Request Form (1 original) | Accounting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill out and submit Request Form together with the CF 1 | 1.1 Receive accomplished request form and CF-1 and evaluate completeness of information | None | 5 Minutes | *Accountant III* Accounting Unit |
| | 1.2 Prepare Certification of PhilHealth remittance | None | 4 Hours | *Accountant III* Accounting Unit |
| | 1.3 Fill-out or check the Employer Information and sign the CF-1 and the Certification | None | 10 Minutes | *Accountant III* Accounting Unit |
| 2. Receive the CF-1 and Certification and sign in the logbook | 2. Record the transaction and release the CF-1 and Certification | None | 10 Minutes | *Accountant III* Accounting Unit |
| TOTAL | | | **4 Hours, 25 Minutes** | |

## CASH UNIT

### 1. Collection of Payment and Issuance of Official Receipt

This includes collection from payments of fees from employees.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Corporate Business Operations (CBO) and Office of Admission and Registration Services (OARS) |
| 2. Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees) | Colleges/Servicing Unit/Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the needed requirement to the Collecting Clerk for review and verification | 1. Input data on the system | None | 30 Seconds | *Administrative Officer V* Cash Unit |
| 2. Fill out the logbook placed in the window (Name, External/ Internal and Time Started) | 2. Assist client in filling out the logbook | None | 30 seconds | *Administrative Officer V* Cash Unit |
| 2. Pay the amount indicated in the assessment form/order of payment slip. | 2. Receive cash as payment | Certification fees Undergraduate: PHP 30.00 Graduate: PHP 50.00 Authentication fee PHP 5.00/page Auditorium/Gym Rental PHP 18,000.00/day Gate pass PHP 50.00 | 1 Minute | *Administrative Officer V* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | and other related fees | | |
| 3. Wait until your transaction has been generated on the system and while the Official Receipt is being printed. | 3. Issue the Official Receipt | None | 1 Minute | *Administrative Officer V* Cash Unit |
| 4. Receive and review the Official Receipt and count the change (if there is any) before leaving the counter | 4. Ask the client if the printed O.R. and the change (if there is any) is correct, before he/she leaves the counter | None | 1 Minute | *Administrative Officer V* Cash Unit |
| | **TOTAL** | **Certification fees Undergraduate: PHP 30.00 Graduate: PHP 50.00**<br><br>**Authentication fee PHP 5.00/page**<br><br>**Auditorium/Gym Rental PHP 18,000.00/day**<br><br>**Gate pass PHP 50.00**<br><br>**and other related fees** | **4 Minutes** | |

## 2. Disbursement of Cash

To provide instruction on the disbursement of cash. This process includes payments of cash to employees in lieu of their services rendered to the University.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |

| Type of Transaction: | G2G – Government to Government |
|---|---|
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Client |
| 2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Disbursing Officer/ Disbursing Clerk* Cash Unit |
| 2. Sign on the monitoring logbook and on the payroll | 2. Provide the logbook and present the payroll | None | 3 Minutes | *Disbursing Officer/ Disbursing Clerk* Cash Unit |
| 3. Receives and count the cash before leaving the counter | 3. Sees to it the amount if given to the client is correct | None | 1 Minute | *Disbursing Officer/ Disbursing Clerk* Cash Unit |
| | TOTAL | None | 5 Minutes | |

## 3. Disbursement of Check

Disbursement of check on payment of travel of employees.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Casual, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) - if claimant (1 original) | Client |
| 2. Authorization Letter and Valid of Identification - if claimant is not the direct client (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter (if needed) | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Administrative Officer V* Cash Unit |
| 2. Sign the Disbursement Voucher and the Columnar | 2. Sees to it that the Disbursement Voucher and | None | 3 Minutes | *Administrative Officer V* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Book | Columnar Book was signed | | | |
| 3. Receive and review the Check for errors (if there is any) before leaving the counter | 3. Issue the Check | None | 1 Minute | *Administrative Officer V* Cash Unit |
| | **TOTAL** | **None** | **5 Minutes** | |

## 4. Disbursement of Petty Cash

This provides information on disbursement of pretty cash from different funds.

| Office: | Cash Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Employees (Permanent and Temporary) |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Valid Identification Card (ID) (1 original) | Client |
| 2. Petty Cash Voucher (CSU-F-CASH-14)<br>• Inspection and Acceptance Report<br>• Certification (Lowest Price)<br>• Certification – Emergency Purchase<br>• Official Receipt or Sales Invoice or CENRR or RER<br>*CENRR (PHP 1 to PHP 300)*<br>*RER (PHP 301 to PHP 1000)*<br>Additional requirements for replacement of item<br>• Pre-Inspection Report<br>• Waste Materials Report<br>• Post-Inspection Report<br>Additional Requirements for New Item and Replacement (PHP 1,000 – PHP 7500)<br>• Canvass Forms<br>Additional Requirements for New Item and Replacement (PHP 2,000 – PHP 7,500)<br>• Purchase Request | Cash Unit |
| 3. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Administrative Officer V* Cash Unit |
| 2. Present the Petty Cash Voucher with the complete documents | 2. Check the petty cash vouchers as to completeness of the required documents and signatures | None | 3 Minutes | *Administrative Officer V* Cash Unit |
| 3. Sign on the Cash Book | 3. Make sure that the client has signed the Cash Book | None | 30 Seconds | *Administrative Officer V* Cash Unit |
| 4. Receives and count the cash before leaving the counter | 4. Sees to it the amount if given to the client is correct | None | 30 Seconds | *Administrative Officer V* Cash Unit |
| | **TOTAL** | **None** | **5 Minutes** | |

# DOCUMENT CONTROL CENTER (ISO CENTER)

## 1. Registration and Control of Documented Information

This procedure covers the registration and control of documented information affecting the Quality Management System (QMS) of the Catanduanes State University in compliance with the ISO 9001:2015 requirements.

| Office: | Document Control Center (ISO Center) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Documented information (e.g. procedure manual, work instruction, quality objective, process FMEA, and forms) (1 original) | Requesting party |
| 2. Document Registration Form (1 original copy per type of document to be registered) | ISO Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the Document Registration Form and submit with the attached documented information. | 1.1 Receive and review the completeness of the filled-out Document Registration Form | None | 5 Minutes | *Document Controller* Document Control Center |
| | 1.2 Review the documented information against the Document Master List and the correctness of its document identification<br><br>If correct/ complete, proceed to the next step.<br><br>If incomplete/ incorrect, return the documents to the client for revision. | None | 35 Minutes | *Document Controller* Document Control Center |
| | 1.3 Submit the accomplished Document Registration form with the attached | None | 4 Hours | *Document Controller* Document Control Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | documented information to the ISO Chairperson for approval | | | |
| | 1.4 Once approved, reproduce the documented information and stamp "CONTROLLE D" on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp "ISSUED" (first page only) with affixed signature and date of issue of the Document Controller | None | 8 Hours | *Document Controller* Document Control Center |
| 2. Receive the CONTROLL ED documented information | 2.1 Issue the CONTROLLED documented information to the requesting office/unit as indicated in the Distribution Form. | None | 3 Hours | *Document Controller* Document Control Center |
| | 2.2 The new and original documented information shall be stamped with "MASTER COPY" before filling. | None | 20 Minutes | *Document Controller* Document Control Center |
| | TOTAL | None | 2 Days, 1 Hour | |

## 2. Request for Documented Information

Request of Catanduanes State University units and offices for documented information affecting the Quality Management System (QMS) of the university.

| Office: | Document Control Center (ISO Center) |
|---|---|
| Classification: | Simple |

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| Type of Transaction: | G2G – Government to Government |
|---|---|
| Who may avail: | CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request for Document Form (1 original) | ISO Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill and submit the Request for Document Form | 1.1. Receive the accomplished Request for Document Form | None | 15 Minutes | *Document Controller* Document Control Center |
| | 1.2 Look for the requested documented information | None | 1 Hour | *Document Controller* Document Control Center |
| | 1.3 Submit the accomplished Request for Document Form, attached with the requested documented information to the ISO Chairperson for approval. | None | 45 Minutes | *Document Controller* Document Control Center |
| 2. Receive the requested documented information. | 2.1 Reproduce the documented information and stamp "CONTROLLED" on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp "ISSUED" (first page only) with affixed signature and date of issue of the Document Controller. | None | 1 Hour | *Document Controller* Document Control Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
|  | 2.2 Issue the CONTROLLED documented information to the requesting office/unit. | None | 1 Hour | *Document Controller* Document Control Center |
| | **TOTAL** | **None** | **4 Hours** | |

### 3. Revision of Controlled Documented Information

This procedure covers the revision of controlled documented information affecting the Quality Management System (QMS) of the Catanduanes State University in compliance with the ISO 9001:2015 requirements.

| Office: | Document Control Center (ISO Center) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Revised documented information (e.g. procedure manual, work instruction, quality objective, process FMEA, and forms) (1 original) | Requesting party |
| 2. Document Change Notice Form (1 copy per documented information to be revised) | ISO Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the Document Registration Form and submit with the attached documented information. | 1.1 Receive and review the completeness of the filled-out Document Registration Form | None | 5 Minutes | *Document Controller* Document Control Center |
|  | 1.2 Review the documented information against the Document Master List and the correctness of its document identification<br><br>If correct/ complete, proceed to | None | 35 Minutes | *Document Controller* Document Control Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
|  | the next step.<br><br>If incomplete/ incorrect, return the documents to the client for revision. |  |  |  |
|  | 1.3 Submit the accomplished Document Change Notice Form, attached with the revised documented information to the ISO Chairperson for approval. | None | 4 Hours | *Document Controller* Document Control Center |
|  | 1.4 Reproduce the revised documented information and stamp "CONTROLL ED" on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp "ISSUED" (first page only) with affixed signature and date of issue of the Document Controller. | None | 8 Hours | *Document Controller* Document Control Center |
| 2. Receive the CONTROLL ED revised documented information and turn over the previous version of the | 2.1 Issue the CONTROLLE D revised documented information to the requesting office/unit as indicated in the | None | 4 Hours | *Document Controller* Document Control Center |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| CONTROLLED documented information. | Distribution Form. | | | |
| | 2.2 Retrieve the obsolete documents (i.e., previous version of the CONTROLLED documented information). | None | 1 Hour | *Document Controller* Document Control Center |
| | 2.3 Indicate and record the revisions in the Document Revision Record for its revision description history. | None | 1 Hour | *Document Controller* Document Control Center |
| | 2.4 The new and original documented information shall be stamped with "MASTER COPY" before filling. | None | 20 Minutes | *Document Controller* Document Control Center |
| | **TOTAL** | **None** | **2 Days, 3 Hours** | |

## GENERAL SERVICES UNIT

### 1. Request for Fabrication

This allows employees to request the custom creation or modification of office tables, shelves, cabinets and others that require carpentry works with available needed materials. This service ensures that fabricated items meet specific requirements, quality standards and operational needs.

| Office: | General Services Unit |
|---|---|
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G – Government-to-Government |
| **Who may avail:** | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Service Request Form (1 original) | General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure a Service Request form from the GSU Office | 1. Release a Service Request Form. | None | 1 Minute | *Administrative Officer V* General Services Unit |
| 2. Fill out the Service Request Form | 2. Assist the client in filling out the Service Request Form | None | 4 Minutes | *Administrative Officer V* General Services Unit |
| 3. Submit the filled-out Service Request form and wait for the confirmation | 3.1 Receive and check the completeness of filled-out service request form | None | 3 Minutes | *Administrative Officer V* General Services Unit |
| | 3.2 Forward the service request form to Carpenter Foreman for Assessment | None | 2 Minutes | *Administrative Officer V* General Services Unit |
| | 3.3 Assess the type of work being requested and check the availability of materials. Sign the Order Confirmation and forward to the Unit Head for recommending approval | None | 10 Minutes | *Administrative Officer V* General Services Unit |
| | 3.4 Sign the recommending | None | 5 Minutes | *Administrative Officer V* |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | approval in the Service Request form and forward to CAO-Admin for approval | | | General Services Unit |
| | 3.5 Sign and approve the Service request form | None | 5 Minutes | *Chief Administrative Officer* Office of the Chief Administrative Officer for Administration |
| | 3.6 Inform the client for the delivery schedule of the fabricated furniture | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| 4. Wait for the delivery of the fabricated furniture | 4.1 Schedule and designate personnel to fabricate the requested furniture | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | 4.2 Fabricate the requested furniture | None | Door Jamb – 3 Days<br><br>Table – 5 Days<br><br>Chair – 5 Days<br><br>Flash Door – 5 Days<br><br>Shelves – 10 Days<br><br>Cabinet – 10 Days | *Administrative Officer V* General Services Unit |
| | 4.3 Check and Inspect the fabricated furniture | None | 15 Minutes | *Administrative Officer V* General Services Unit |
| | 4.4 Prepare and submit Manufacturing Cost Sheet to SPMU | None | 15 Minutes | *Administrative Officer V* General Services Unit |
| 5. Acceptance of fabricated furniture and signing of "completed work checked by" | 5. Deliver the fabricated furniture and receive the signed Service request form | None | 30 Minutes | *Administrative Officer V* General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| portion on the Service Request | | | | |
| | TOTAL | None | **Door Jamb – 3 Days, 1 Hour, 40 Minutes**<br><br>**Table – 5 Days, 1 Hour, 40 Minutes**<br><br>**Chair – 5 Days, 1 Hour, 40 Minutes**<br><br>**Flash Door – 5 Days, 1 Hour, 40 Minutes**<br><br>**Shelves – 10 Days, 1 Hour, 40 Minutes**<br><br>**Cabinet – 10 Days, 1 Hour, 40 Minutes** | |

## 2. Request for Installation of Tarpaulin

The installation of tarpaulin service ensures the proper setup and secure placement of tarpaulins for official announcements, event, or informational displays. This service covers the mounting, positioning, and securing of tarpaulins in designated areas to ensure visibility and durability.

| Office: | General Services Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Service Request Form (1 original) | General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure and accomplish Service Request Form | 1. Instruct the client to provide the needed information in | None | 3 Minutes | *Administrative Officer V* General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | the Service Request Form | | | |
| 2. Fill out the Service Request Form | 2. Assist the client in filling out the Service Request Form | None | 4 Minutes | *Administrative Officer V* General Services Unit |
| 3. Submit the filled-out Service Request form and wait for the confirmation | 3.1 Receive and check the completeness of filled-out service request form | None | 3 Minutes | *Administrative Officer V* General Services Unit |
| | 3.2 Forward the service request form to Carpenter Foreman for order confirmation | None | 2 Minutes | *Administrative Officer V* General Services Unit |
| | 3.3 Sign the Order Confirmation and forward to the Unit Head for recommending approval | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | 3.4 Sign the recommending approval in the Service Request form and forward to CAO-Admin for approval | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | 3.5 Sign and approve the Service request form | None | 5 Minutes | *Chief Administrative Officer* Office of the Chief Administrative Officer for Administration |
| | 3.6 Installation of tarpaulin/ streamer/ banner | None | 20 Minutes | *Administrative Officer V* General Services Unit |
| 4. Acceptance of work done, signing of Service Request Form | 4. Receive signed Service Request Form | None | 5 Minutes | *Administrative Officer V* General Services Unit |
| | **TOTAL** | **None** | **52 minutes** | |

## 3. Request for Repair and Maintenance

This Repair and Maintenance Service ensures the proper upkeep, functionality and safety of facilities as carpentry, masonry, electrical and plumbing within the University. This service includes routine repairs, and corrective actions to address wear and tear, technical issues or operational inefficiencies.

| Office: | General Services Unit |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Service Request Form (1 original) | General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure a Service Request form from the GSU Office | 1. Release a Service Request Form. | None | 1 Minute | *Administrative Officer V* General Services Unit |
| 2. Fill out the Service Request Form | 2. Assist the client in filling out the Service Request Form. | None | 4 Minutes | *Administrative Officer V* General Services Unit |
| 3. Submit the filled-out Service Request form and wait for the confirmation | 3.1 Receive and check the filled-out service request form. | None | 3 Minutes | *Administrative Officer V* General Services Unit |
| | 3.2 Forward the service request form to Foreman for Assessment | None | 2 Minutes | *Administrative Officer V* General Services Unit |
| | 3.3 Assess the type of work being requested and check the availability of materials. Sign the Order Confirmation and forward to the Unit Head for recommending approval | None | 10 Minutes | *Administrative Officer V* General Services Unit |
| | 3.4 Sign the recommending approval in the Service Request form and forward to CAO-Admin | None | 5 Minutes | *Administrative Officer V* General Services Unit |

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| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | for approval | | | |
| | 3.5 Sign and approve the Service request form | None | 5 Minutes | *Chief Administrative Officer* Office of the Chief Administrative Officer for Administration |
| 4. Wait for the GSU personnel to check/inspect/ work on the requested service | 4.1 Conduct of repair and maintenance | None | 10 Days | *Administrative Officer V* General Services Unit |
| | 4.2 Checking and Inspection of work done | None | 15 Minutes | *Administrative Officer V* General Services Unit |
| 5. Acceptance of work done and signing of Service Request Form for completion of work | 5. Turn-over of work/service done and accept the signed Service request form | None | 15 Minutes | *Administrative Officer V* General Services Unit |
| | **TOTAL** | **None** | **10 Days, 1 Hour** | |

# HEALTH SERVICES

## 1. Consultation and Treatment of Minor Ailment/Follow -Up

Medical consultation is done to work out whether the patient is ill for the physician to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 Minute | *Medical Officer III* Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form <br><br> **FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing out the Medical Patient Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs and conduct interview | None | 5 Minutes | *Medical Officer III* Health Services |
| | 3.2 Perform Physical exam/issue prescription if needed | None | 22 Minutes | *Medical Officer III* Health Services |
| 4. Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicine | 4. Provide medicine if there is prescription <br><br> If none, proceed to next step | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
| | TOTAL | None | 33 Minutes (if with medicines dispensed) | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | **31 minutes (if no medicines dispensed)** | |

## 2. Dental Consultation/Dental Curative Services/Dental Follow-Up

Dental consultation is done to work out whether the patient has dental problems for the dentist to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 Minute | *Dentist II* Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing out the Medical Patient Form | None | 2 Minutes | *Dentist II* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs and conduct interview | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2. Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3. Perform Physical exam | None | 15 Minutes | *Dentist II* Health Services |
| 4. Submit self for diagnosis and dental treatment/ management | 4. Provide diagnosis and dental treatment/ management<br>a. Do oral surgery<br>b. Provide | None | 15 Minutes – Minor oral surgery<br><br>15 Minutes – Control Secondary Infection | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | prescription<br>c. Do appropriate intervention | | 15 Minutes – Other Emergency Cases | |
| 5. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 5. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Dentist II*<br>Health Services |
| 6. Sign the logbook | 6. Assist in signing the logbook | None | 1 Minute | *Dentist II*<br>Health Services |
| | **TOTAL** | **None** | **41 Minutes (if with medicines dispensed)**<br><br>**39 Minutes (if no medicines dispensed)** | |

## 3. Examination of Physical Fitness and Issuance of Medical Certificate

Physical examination is done to evaluate the overall health of a patient so that appropriate medical certificate can be issued.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present I | 1. Check ID | None | 1 Minute | *Medical Officer III*<br>Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER** | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Medical Officer III*<br>Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **PATIENT**, records are retrieved | | | | |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Medical Officer III* Health Services |
| | 3.3 Perform Physical exam | None | 22 Minutes | *Medical Officer III* Health Services |
| 4. Wait for the release of Medical Certificate | 4. Prepare, sign and issue Medical Certificate | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook upon receipt of Medical Certificate | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **33 Minutes** | |

## 4. Oral Screening

Oral screening is a visual and manual inspection of the mouth that is conducted to identify oral conditions that may require treatment by a dentist.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 Minute | *Dentist II* Health Services |
| **2. FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Dentist II* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3 Perform Physical examination | None | 15 Minutes | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 4. Provide medicine if there is prescription<br><br>If none, proceed to next step | None | 2 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Dentist II* Health Services |
| | **TOTAL** | **None** | **26 Minutes (if with medicines dispensed)**<br><br>**24 minutes (if no medicines dispensed)** | |

## 5. Promotion of Oral Health/Specific Protection and Counseling Certificate

This is to improve the oral health and general wellbeing of a patient. It is done by encouraging them to carry out oral hygiene instructions while also addressing any dental problems present.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 minute | *Medical Officer III* Health Services |
| 2. **FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct | None | 2 minutes | *Medical Officer III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Interview | | | Health Services |
| | 3.3 Perform Physical exam | None | 15 minutes | *Medical Officer III* Health Services |
| 4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine | 4. Provide medicine if there is prescription If none, proceed to next step | None | 2 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **26 Minutes (if with medicines dispensed)** **24 Minutes (if no medicines dispensed)** | |

## 6. Referral of Dental Care

This is a written order from the primary dentist to another health professional or health service to get expert help with the diagnosis and treatment.

| | |
|---|---|
| **Office:** | Health Services |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Employees (Permanent, Temporary, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 Minute | *Dentist II* Health Services |
| **2. FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| are retrieved | | | | |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Dentist II* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Dentist II* Health Services |
| | 3.3 Perform Physical examination | None | 15 Minutes | *Dentist II* Health Services |
| 4. Wait for the issuance of Referral Form | 4. Issue Referral Form | None | 3 Minutes | *Dentist II* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Dentist II* Health Services |
| 6. Bring back return slip to the Dental Services for record purposes | 6. Get return slip | None | 1 Minute | *Dentist II* Health Services |
| **TOTAL** | | **None** | **28 Minutes** | |

## 7. Referral of Medical Cases

This is a written order from the primary physician to another health professional or health service to get expert help with the diagnosis and treatment.

| | |
|---|---|
| **Office:** | Health Services |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Employees (Permanent, Temporary, Contract of Service and Job Order) |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Medical Patient Form (if new patient) (1 original) | Health Services |
| 2. Valid Identification Card (1 original) | Corporate Business Operations |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present ID | 1. Check ID | None | 1 Minute | *Medical Officer III* Health Services |
| **2. FOR NEW PATIENT**, fill-out Medical Patient Form<br><br>**FOR FORMER PATIENT**, records are retrieved | 2. Retrieve record / Assist in filing-up the Medical Patient Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 3. Submit self for taking of vital signs | 3.1 Get vital signs | None | 3 Minutes | *Medical Officer III* Health Services |
| | 3.2 Conduct Interview | None | 2 Minutes | *Medical Officer III* Health Services |
| | 3.3 Perform | None | 22 Minutes | *Medical Officer III* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Physical examination | | | Health Services |
| 4. Wait for the issuance of Referral Form | 4. Issue Referral Form | None | 2 Minutes | *Medical Officer III* Health Services |
| 5. Sign the logbook | 5. Assist in signing the logbook | None | 1 Minute | *Medical Officer III* Health Services |
| 6. Bring back return slip to the Health Services for record purposes | 6. Get return slip | None | 1 Minute | *Medical Officer III* Health Services |
| | **TOTAL** | **None** | **34 Minutes** | |

## HUMAN RESOURCE MANAGEMENT UNIT

### 1. Issuance of Certified Copy of Document from 201 Files

Eligible employees in the University may request for certified true copy of their Service Record, Certificate of Employment and other Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Slip (1 original) | Human Resource Management Unit |
| 2. Valid identification card (1 original) | Requesting Party |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorization | 1. Validate identity of the client and the authenticity of the authorization letter (if needed) | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| 2. Accomplish and submit request form together with the Official Receipt | 2.1 Receive accomplished request form and evaluate completeness of information and the Official Receipt | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible | None | 2 Hours | *Administrative Officer V* Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | personnel | | | |
| | 2.2 Retrieve the 201 files, search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document | None | 8 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 6 Hours | *Administrative Officer V* Human Resource Management Unit |
| 4. Receive the documents requested | 4. Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | **TOTAL** | **None** | **2 Days, 1 Hours, 30 Minutes**\*\* | |

**\*\*Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 2(b) of JMC No. 2019-001 on the IRR of RA 11022
**\*\*Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

## 2. Issuance of Personnel Records

Eligible employees in the University may request for their Service Record, Certificate of Employment and other Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request Slip (1 original) | Human Resource Management Unit |
| 2. Valid Identification Card (1 original) | Requesting Party |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Requesting Party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorization | 1. Validate identity of the client and the authenticity of the authorization letter (if needed) | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| 2. Accomplish and submit request form | 2.1 Receive accomplished request form and evaluate completeness of information | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 4 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document | None | 12 Hours | *Administrative Officer V* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 6 Hours | *Administrative Officer V* Human Resource Management Unit |
| 3. Receive the documents requested | 3. Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer V* Human Resource Management Unit |
| | **TOTAL** | **None** | **2 Days, 7 Hours, 30 Minutes** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 2(b) of JMC No. 2019-001 on the IRR of RA 11022
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

## MOTOR POOL SERVICES

### 1. Request for Transportation Services

The request for transportation services provides employees with official transport arrangements for work-related travel. This service ensures safe, efficient, and well-coordinated transportation for official duties, fieldwork, training or other approved activities.

| Office: | Motor Pool Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Vehicle Trip Tickets Form (1 original) | Motor Pool Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire about the availability of vehicles and drivers based on their requested schedule | 1. Check the availability of vehicles and drivers and inform the requesting unit regarding the availability of vehicle<br><br>If available, inform the requesting unit and provide Vehicle Trip Tickets Form<br><br>If not available, inform the requesting unit the reason of unavailability. | None | 10 Minutes | *Officer-In-Charge* Motor Pool Services |
| 2. Fill out the Vehicle Trip Tickets Form | 2. Assist the client in filling out the Vehicle Trip Tickets Form | None | 5 Minutes | *Officer-In-Charge* Motor Pool Services |
| 3. Submit the filled-out Vehicle Trip Tickets Form | 3.1 Receive and check the completeness of filled-out Vehicle Trip Tickets Form | None | 3 Minutes | *Officer-In-Charge* Motor Pool Services |
| | 3.2 Sign the Vehicle Trip Tickets Form and forward to | None | 10 Minutes | *Officer-In-Charge* Motor Pool Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Office of the CAO-Administration for approval | | | |
| | 3.3 Approve the Vehicle Trip Tickets Form | None | 5 Minutes | *Chief Administrative Officer* Office of the Chief Administrative Officer for Administration |
| | 3.4 Issue approved Vehicle Trip Tickets to the driver | None | 1 Hour | *Officer-In-Charge* Motor Pool Services |
| 4. Wait for the approval of the Vehicle Trip Tickets | 4.1 Inform the clients for the approval of the Vehicle Trip Tickets | None | 15 Minutes | *Officer-In-Charge* Motor Pool Services |
| | 4.2 Conduct trip to destination and provide safe transportation and assistance to the passenger | None | 8 Hours | *Officer-In-Charge* Motor Pool Services |
| 5. Upon completion of the trip, confirms the trip and signs in the vehicle trip ticket | 5. Fill out and sign the trip tickets. Trip tickets must have confirmation by passengers upon return to station | None | 5 Minutes | *Officer-In-Charge* Motor Pool Services |
| | **TOTAL** | **None** | **1 Day, 1 Hour, 53 Minutes** | |

*Note: The duration of trip depends on the destination of travel*

## RECORDS UNIT

### 1. Request for a Copy of Document/s

The request for a copy of documents provides employees with official copies of their records for personal or administrative use. This service ensures the timely and accurate issuance of employee-related documents.

| Office: | Records Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| None | Not Applicable |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the logbook | 1.1 Advise the requesting party to log in the logbook her/his name together with the kind of document/s and sign | None | 2 Minutes | *Administrative Officer V* Records Unit |
| | 1.2 Search where the documents filed through Electronics Records | None | 20 Minutes | *Administrative Officer V* Records Unit |
| | 1.3 Photocopy or print the scanned copy of the requested document/s | None | 4 Minutes | *Administrative Officer V* Records Unit |
| 2. Receive the requested document/s | 3. Release the authenticated document/s | None | 1 minute | *Administrative Officer V* Records Unit |
| | TOTAL | **None** | **27 Minutes** | |

### 2. Request for Authentication of Documents

The request for authentication of documents service verifies the authenticity of employee records and certifications. This ensures that document issued by organization are valid and accurate.

**A. Regular Employees**

| Office: | Records Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Document to be authenticated (original and photocopy) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the original and photocopy of document/s | 1.1 Receive the document/s from the client | None | 2 Minutes | *Administrative Officer V* Records Unit |
| | 1.2. Advise the client to log in the logbook her/his name together with the number of copies of the documents and sign | None | 2 Minutes | *Administrative Officer V* Records Unit |
| 2. Wait for the release of authenticated document/s | 2.1 Check and stamps the document/s | None | 5 Minutes (1-10 documents)<br><br>10 Minutes (11-20 documents)<br><br>1 Hour (More than 20 documents) | *Administrative Officer V* Records Unit |
| | 2.2 Review and sign the document/s | None | 5 Minutes (1-10 documents)<br><br>10 Minutes (11-20 documents)<br><br>1 Hour (More than 20 documents) | *Administrative Officer V* Records Unit |
| 3. Receive the authenticated document/s | 3. Release the authenticated document/s | None | 1 minute | *Administrative Officer V* Records Unit |
| | **TOTAL** | **None** | **15 Minutes (1-10 documents)**<br><br>**25 Minutes (11-20 documents)**<br><br>**2 Hours, 5 Minutes (More than 20** | |

**B. Non-Regular Employees**

| Office: | Records Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Document to be authenticated (original and photocopy) | Client |
| 2. Official Receipt (1 original) | Cash Unit (Windows 1,2 and 3) |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Pay authentication fee at Cash Unit | 1. Collect payment and issue an Official Receipt for Authentication Fee | PHP 5.00 per copy | 4 Minutes | *Administrative Officer V* Cash Unit |
| 2. Present the original and photocopy of document/s and OR | 2.1 Receive the document/s and official receipt from the client | None | 2 Minutes | *Administrative Officer V* Records Unit |
| | 2.2 Advise the client to log in the logbook her/his name together with the number of copies of the documents and sign | None | 2 Minutes | *Administrative Officer V* Records Unit |
| 2. Wait for the release of authenticated document/s | 2.1 Check and stamps the document/s | None | 5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour (More than 20 documents) | *Administrative Officer V* Records Unit |
| | 2.2 Review and sign the document/s | None | 5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour | *Administrative Officer V* Records Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | (More than 20 documents) | |
| 3. Receive the authenticated document/s | 3. Release the authenticated document/s | None | 1 minute | *Administrative Officer V* Records Unit |
| | **TOTAL** | **None** | **19 Minutes (1-10 documents)** **29 Minutes (11-20 documents)** **2 Hours, 9 Minutes (More than 20 documents)** | |

## SECURITY SERVICES

### 1. Issuance of Vehicle Gate Pass

This allows employees to bring a vehicle inside the University campus. This pass serves as an official permit to ensure security, regulate vehicle movement, and maintain proper documentation of entries and exits.

| Office: | Security Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Contract of Service, Job Order and Part-Timer) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Driver's License ID (1 photocopy and original ID must be presented upon application) | Land Transportation Office |
| 2. OR/CR of the Vehicle (1 photocopy) | Land Transportation Office |
| 2. Application for Vehicle Gate Pass (1 original) | Security Services |
| 4. Official Receipt (1 original) | Cash Unit (Windows 1, 2 and 2) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the requirement at the Security Services | 1.1 Check for the completeness of the requirements and the vehicle | None | 10 Minutes | *Security Officer III* Security Services |
| | 1.2 If complete, issue application form and advise client to fill out the form and pay the Gate Pass Fee at the Cash Unit<br><br>If incomplete, advise client to ensure the completeness of the requirements before applying for the issuance of gate pass | None | 5 Minutes | *Security Officer III* Security Services |
| 2. Pay the corresponding fee at the Cash Unit | 2. Process payment and issue Official Receipt | PHP 50.00 | 4 Minutes | *Administrative Officer V* Cash Unit |
| 3. Submit filled out | 3. Receive and record entry in | None | 5 Minutes | *Security Officer III* Security Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| application form together with all the required documents | the logbook and encode in the database: <br> • Name of Applicant <br> • O.R. No. <br> • Type of Vehicle <br> • Vehicle Plate Number | | | |
| 4. Claim the applicant's copy and the OR | 4.1 Issue the applicant's copy and OR | None | 5 Minutes | *Security Officer III* Security Services |
| | 4.2. Affix the gate pass stickers to the vehicle | None | 1 Minute | *Security Officer III* Security Services |
| | **TOTAL** | **PHP 50.00** | **20 Minutes** | |

*Note: The amount of vehicle gate pass depends on the Bid price of the lowest bidder.*

## SUPPLY AND PROPERTY MANAGEMENT UNIT

### 1. Request for the Issuance of Office, IT, Janitorial, Electrical and Hardware Supplies and Materials

This ensures the efficient distribution of essential supplies and materials to support daily operations and maintenance within the University. This service provides authorized personnel with the necessary items needed for administrative work, IT functions, facility, and technical repairs.

| Office: | Supply and Property Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government-to-Government |
| Who may avail: | Employees (Permanent and Temporary) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Requisition Issue Slip (1 original) | Supply and Property Management Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the Requisition Issue Slip | 1.1 Receive the RIS and check the availability of supplies based on the list submitted<br><br>If the supply is available, check the available column<br><br>If not available, advise the end-user to prepare Purchase Request | None | 5 Minutes | *Administrative Officer V* Supply and Property Management Unit |
|  | 1.2 Prepare the available supplies/items | None | 5 Minutes | *Administrative Officer V* Supply and Property Management Unit |
| 2. Receive the requested supplies/items | 2. Release the available supplies/items | None | 30 Minutes | *Administrative Officer V* Supply and Property Management Unit |
| 3. Sign and acknowledge the receipt of the items in the RIS | 3. Receive and file the signed RIS for recording and monitoring purposes | None | 5 Minutes | *Administrative Officer V* Supply and Property Management Unit |
| | TOTAL | None | 45 Minutes | |

# C. Academic Division

## LIBRARY SERVICES

### 1. Circulation Service for CatSU Faculty (Permanent, Contract of Service, Part Time)

Mode of borrowing and returning books and other library materials

| Office: | Library Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers) |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
|---|---|---|
| 1. Library Card (1 original) | | Library Services |
| 2. Employee ID (1 original) | | Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Hand in duly accomplished book card, the book/s to be borrowed, and library card/employee ID. | 1.1 Receive book, duly accomplished book card, and library card/employee ID. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.2 Scan the library card and verify borrower's status at the integrated library system. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.3 Scan barcode of book and check-out under the borrower's account. | None | 1 Minute | *College Librarian III* Library Services |
| | 1.4 Print receipt of book/s borrowed *(if books are for overnight use)* | None | 1 Minute | *College Librarian III* Library Services |
| 2. Receive book/s and transaction receipt | 2. Issue transaction receipt and book/s borrowed. | None | 1 Minute | *College Librarian III* Library Services |
| 3. Present book/s for return / check-in. | 3. Scan the barcode of the book/s for return. | None | 1 Minute | *College Librarian III* Library Services |
| 4. If the book is overdue, pay the corresponding fine | 4.1 Process payment and issue Official Receipt | PHP 50.00/ day | 4 Minutes | *Administrative Assistant V* Cash Unit |
| | 4.2 Verify correctness and completeness of the materials | None | 3 Minutes | *College Librarian III* Library Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | returned, and clear from the borrower's account in the integrated library system. | | | |
| 5. Receive transaction receipt and library card/employee ID. | 5. Hand over the client's library card/employee ID. | | 1 Minute | *College Librarian III* Library Services |
| | TOTAL | PHP 50.00/ day | 14 Minutes | |

## 2. Issuance of Library Card to Faculty (Part-Time and Contract of Service)

Issuance of Library Card to students to enable them to utilize the library resources and facilities.

| Office or Division: | Library Services | |
|---|---|---|
| Classification: | Highly Technical | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who May Avail: | CatSU Faculty (Part-Time and Contract of Service only) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Accomplished Library Information Sheet (CatSU-F-LIB-05) (1 original) | | Library Services |
| 2. 1 x 1 ID picture (2 original) | | Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present accomplished Library Information Sheet with attached ID pictures. | 1. Verify accuracy of information in the Library Information Sheet. | None | 5 Minutes | *College Librarian III* Library Services |
| 2. Receive Claim Slip. | 2.1 Issue Claim Slip. | None | 1 Minute | *College Librarian III* Library Services |
| | 2.2 Process library card | None | 7 Days | *College Librarian III* Library Services |
| 3. On the scheduled date of release, present Claim Slip. | 3. File the Claim Slip. | None | 1 Minute | *College Librarian III* Library Services |
| 4. Receive Library Card and sign in issuance logbook. | 4. Issue Library Card and instruct student to sign in the | None | 1 Minute | *College Librarian III* Library Services |

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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | issuance logbook. | | | |
| | **TOTAL** | **None** | **7 Days, 8 Minutes** | |

## 3. Processing of Request for Bookbinding Service

CatSU offices/units may request bookbinding services for their official reports and documents.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU Teaching and Non-Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Request for Book Binding Services (CSU-F-LIB-07) (1 original) | Library Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure Binding Request Form and accomplish. Present materials to be bound. | 1. Receive materials for binding and accomplished request form. Check for completeness of information. | None | 5 Minutes | *College Librarian III* Library Services |
| 2. Come on scheduled date of release, and sign in Release logbook. | 2. Retrieve bound materials and instruct client to sign in Release logbook. | None | 2 Minutes | *College Librarian III* Library Services |
| 3. Receive bound materials. | 3. Issue bound materials. | None | 1 Minute | *College Librarian III* Library Services |
| | **TOTAL** | **None** | **8 Minutes** | |

## 4. Processing of Request for Use of Facilities (Little Theater, Discussion Room)

This service allows CatSU faculty to secure the use of facilities (Little Theater and Discussion Room) for their academic activities.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

| Who may avail: | CatSU Teaching and Non-Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers, Casual) |
|---|---|
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. CSU-F-LIB-06 Form (Application for Use of AudioVisual Equipment, Facilities and Services) (1 original) | Library Services |
| 2. Letter Request (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present request letter and/or Inquire availability of Little Theater, or Discussion Room. | 1.1 Receive request/inquiry | None | 3 Minutes | *College Librarian III* Library Services |
| | 1.2 Check the availability of the facility. | None | 10 Minutes | *College Librarian III* Library Services |
| 2. Accomplish Request Form for Use of Facilities (CSU-F-LIB-06) | 2.0 Instruct client to accomplish the Request Form | None | 5 Minutes | *College Librarian III* Library Services |
| | 2.1 Approve request | None | 2 Minutes | *College Librarian III* Library Services |
| 3. Proceed to the facility on schedule. | 3. Set-up facility | None | 10 Minutes | *College Librarian III* Library Services |
| | **TOTAL** | **None** | **30 Minutes** | |

# D. Research, Extension and Production Division

# RESEARCH AND DEVELOPMENT SERVICES

## 1. Consultancy/Assistance in the Conduct of Research

This service provides instructions for the process of assisting students in the conduct of their research.

| Office: | Research and Development Services (RDS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Faculty and Non-Teaching Personnel |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Research Consultation Form (CatSU-F-RDS-21) (1 original) | College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Request Form | 1. Provide the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 2. Fill out and submit the Request Form | 2. Receive, check the completeness of the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 3. Submit the signed Request Form to the Concerned R&DS Personnel | 3. Conduct consultation and provide assistance | None | 1 Day | *Director* Research and Development Services |
| | **TOTAL** | **None** | **1 Day, 2 Minutes** | |

*Note: Schedule and duration of actual consultancy depends on the scope/topic, requirements, and/or availability of assigned staff among others.*

## 2. Acts on Requests for Records/Documents of Research Activities

This service provides instructions for the obtaining forms, records, or documents necessary in the submission of research, accreditation, and administrative purposes.

| Office: | Research and Development Services (RDS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Faculty and Non-Teaching Personnel |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Research Consultation Form (CatSU-F-RDS-24a) (1 original) | College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish Request Form | 1. Provide the Request Form | None | 1 Minute | *Director* Research and Development Services |
| 2. Fill out and submit the Request Form | 2.1 Receive, check the completeness of the Request Form | None | 2 Minutes | *Director* Research and Development Services |
|  | 2.2 Approve and sign the Request Form | None | 15 Minutes | *Director* Research and Development Services |
| 3. Submit the signed Request Form to the Concerned R&DS Personnel | 3. Release the requested forms and/or documents (in hardcopy or send the softcopy through email or save in the flash drive or hard drive provided by the client) | None | 3 Minutes | *Director* Research and Development Services |
| **TOTAL** | | **None** | **21 Minutes** | |

## EXTENSION SERVICES

### 1. Processing of Application for Reservation for the Utilization of the CatSU-Extension Services Training Hall

Request for utilization of the CatSU-Extension Services Training Hall is coursed through the office of the Extension Services. The training hall is primarily used for extension activities of the University. However, other CatSU units/offices/colleges may utilize the venue for other university-related activities, excluding student-initiated events.

| Office: | Extension Services (ES) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Heads of Offices/Units/Colleges |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Application for Reservation for the Utilization of the CatSU-Extension Services Training Hall Form (1 original) | Extension Services |
| 2. Signed Guidelines in the Use of the CatSU-Extension Services Training Hall (1 original) | Extension Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Visit Extension Services and inquire on availability of training hall | 1. Check availability of training hall<br><br>If available, provide Application Form and Guidelines<br><br>If not, state reason of unavailability | None | 3 Minutes | *Director* Extension Services |
| 2. Receive and fill out Application Form, and read and sign Guidelines | 2. Assist client in filling-out Application Form and Guidelines | None | 5 Minutes | *Director* Extension Services |
| 3. Submit filled-out Application Form and Guidelines | 3.1. Receive and review completion of details | None | 2 Minutes | *Director* Extension Services |
| | 3.1 Review application and sign to recommend approval to | None | 5 Minutes | *Director* Extension Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | the VP-REPA | | | |
| | 3.2 Evaluate and sign Application Form | None | 1 Day | *VP for Research, Extension, Production Affairs* Office of the VP-REPA |
| | 3.3 Receive approved Application Form with attached Guidelines and inform client via email/text message | None | 5 Minutes | *Director* Extension Services |
| 4. Receive copy of Approved Application Form and Guidelines | 4. Release copy of Approved Application Form and Guidelines to client | None | 5 Minutes | *Director* Extension Services |
| | **TOTAL** | **None** | **1 Day, 25 Minutes** | |

# CatSU Panganiban Campus

## I. External Services

## OFFICE OF THE CAMPUS DIRECTOR

## 1. Issuance of Certificate of Appearance

Service offered to a client who needs a certificate of appearance as proof of visit at the campus during the specified date

| Office: | Office of the Campus Director |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | Visitors |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Identification Card (1 original) | Client |
| 2. Purpose of Visit | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request at the staff for a Certificate of Appearance | 1. Interview client and check ID. | None | 1 Minute | *Campus Director* Office of the Campus Director |
| 2. Fill-in the Visitor's Logbook the data required | 2. Validate the Name and purpose of visit provided by the client | None | 2 Minutes | *Campus Director* Office of the Campus Director |
| 3. Wait for the release of the requested document. | 3.1 Fill out the data in the Certificate of Appearance | None | 5 Minutes | *Campus Director* Office of the Campus Director |
| | 3.2. Review and sign the document requested. | None | 1 Minute | *Campus Director* Office of the Campus Director |
| 4. Receive the requested document. | 4. Let the Client sign the logbook for the release of the requested document. | None | 1 Minute | *Campus Director* Office of the Campus Director |
| TOTAL | | None | 10 Minutes | |

## ADMINISTRATIVE, FINANCE, AND PRODUCTION SERVICES

### 1. Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records.

Service offered to a client who needs a hard copy file of their service record, and other certifications from the CatSU-PC Records Office.

| Office: | Administrative, Finance, and Production Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Former CatSU PC employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 3. Identification Card (1 original) | Client |
| 4. CSU-F-HRM-19 Request Form (1 original) | Administrative, Finance, and Production Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure the CSU-F-HRM-19 Request Form from the AFS office and present ID. | 1. Interview client and check ID. Release CSU-F-HRM-19 Request Form | None | 1 Minute | *Administrative. Officer V* Administrative, Finance, and Production Services |
| 2. Fill up the CSU-F-HRM-19 Request Form and submit. | 2. Validate request form | None | 2 Minutes | *Administrative. Officer V* Administrative, Finance, and Production Services |
| 3. Wait for the release of the requested document. | 3.0 Collect data needed to prepare the document requested. | None | 5 Minutes | *Administrative. Officer V* Administrative, Finance, and Production Services |
| | 3.1. Review and sign the document requested. | None | 1 Minute | *Administrative. Officer V* Administrative, Finance, and Production Services |
| 4. Receive the requested document. | 4. Let the Client sign the logbook for the release of the requested document. | None | 1 Minute | *Administrative. Officer V* Administrative, Finance, and Production Services |
| | TOTAL | **None** | **10 Minutes** | |

## GUIDANCE COUNSELING OFFICE

## 1. Conducting College Entrance Examination

The College Entrance Examination is offered to incoming first-year students seeking admission to any of the curricular programs in the Colleges. They need to pass the admission examination conducted during the summer. It is also offered to other College students from other learning institutions who would like to transfer to Catanduanes State University – Panganiban Campus, as well as those who wish to shift to another course, may avail of this service.

| Office: | Guidance Counseling Office |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Incoming CatSU PC students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Birth Certificate (PSA) (1 Photocopy) | Philippine Statistics Authority (PSA) |
| 2. CSU-CEE Application Form (CSU-F-GCTO-02 (1 original) | CatSU-Guidance, Counseling & Testing Office www.catsu.edu.ph |
| **Additional Requirements:** | |
| **A. Graduating Senior High Students** | |
| 1. Certificate of Good Moral Character (1 photocopy) | Previous School Attended |
| 2. 2" x 2" ID pictures (2 original) | Client |
| 3. General Weighted Average (GWA) for G12 Senior High School for 1st Semester | Previous School Attended |
| 4. 1 piece long Brown envelope | Client |
| **B. Senior High School Graduates** | |
| 1. Student Report Card (Form 138) (1 photocopy) *The original copy is to be shown | Previous School Attended |
| 2. Certificate of Good Moral Character (1 photocopy) | Previous School Attended |
| 3. 1 piece long Brown envelope | Client |
| 4. 2" x 2" ID pictures (2 original) | Client |
| **C. Student Shifting Course** | |
| 1. Certificate of Grades/ Evaluation of the subjects from the previous course taken signed by the College Dean/ Program adviser (1 photocopy) *Original copy to be shown | Previous School Attended |
| 2. Endorsement from the Dean of the College where the student was formerly enrolled | Previous School Attended |
| 3. Certificate of Good Moral Character (1 photocopy) | F Previous School Attended |
| 4. 1 piece long Brown envelope | Client |
| 5. 1" x 1" ID pictures (2 original) | Client |
| Note: Students shifting courses within the same college do not need to take the CSU-College Entrance Examination. | |
| **D. Returnees/Transferees** | |
| 1. Transcript of Records or Certification of Grade from the previous course taken (1 photocopy) *Original copy to be shown | Previous School Attended |

| 2. Certificate of Good Moral Character (1 photocopy) | Previous School Attended |
|---|---|
| 3. 1 piece long Brown envelope | Client |
| 4. 1" x 1" ID pictures (2 original) | Client |
| 5. Honorable Dismissal (for transferees) (1 photocopy) | Previous School Attended |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Approach the Guidance Counselor I at the Guidance and Testing Office and inquire about how to apply for College Entrance Examination. | 1. Interview the applicant | None | 14 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| 2. Download the CSU_ CEE Application Form from the CSU website @ www.catsu.edu.ph or ask form from the guidance office. | 2. Issue CEE form to client. | None | 1 Minute | *Guidance Counselor I* Guidance Counseling Office |
| 3. Fill out the CEE application form and personal data sheet and submit to the Guidance Services together with the other required documents | 3.1 Release a copy of the College Entrance Exam application form and Individual Student Profile Form to Client. | None | 15 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| | 3.2 Let the client sign in the logbook for record purposes. | None | 5 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| | 3.3 Receive and validate fully accomplis hed CEE Form, Individual | None | 20 Minutes | *Guidance Counselor I* Guidance Counseling Office |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Student Profile Form, and other submitted requirements | | | |
| | 3.4 Release of Test Permit | None | 5 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| 4. Report to the Testing Center on the scheduled date of examination and present your test permit. | 4. Validate the Test permit and assist the examinee | None | 4 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| 5. After completion of the entrance examination, proceed to the Office of the ARES Director for the scheduling of your interview. (for specific courses only) | 5. Post-interview schedule of the client | None | 5 Minutes | *ARES Director* Office of the ARES Director |
| 6. Report for interview as scheduled by the ARES Director. Wait for your turn | 6. Interview incoming students. | None | 15 Minutes | *ARES Director* Office of the ARES Director

*Department Chairman* Education and Agriculture Department |
| 7. See bulletin boards at the Office of the ARES Director for the results of the Exam and Interview. For further queries on results approach the office desk. | 7. Posting of CEE and Interview Result in the Bulletin. | None | 5 Minutes | *ARES Director* Office of the ARES Director |
| *If qualified, report for enrolment as scheduled by the Registrar's Office. | | | | |
| | TOTAL | None | 1 Hour, 29 Minutes | |

## 2. Issuance of Certificate of Good Moral Character

Certificate of Good Moral Character is offered to CatSU PC students transferring to another school. This certification is issued to recognize the student's outstanding

character and is offered to facilitate their smooth transition to another esteemed educational institution.

| Office: | Guidance Counseling Office |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. School Identification Card (1 original) | Corporate Business Operations (CBO) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Pay the required fees at the Cash Unit. *Make sure to secure the Official Receipt that will be issued upon payment. | 1. Receive cash payment and Issue the Official Receipt | Certification Fee – PHP 30.00/page | 7 Minutes | *Administrative Officer III* Cash Unit |
| 2. Proceed to the Guidance Services and state your purpose. Present the Official Receipt | 2.1 Check the Official Receipt | None | 5 Minutes | Guidance Counselor I Guidance Counseling Office |
| | 2.2 Prepare the certificate. | None | 15 Minutes | Guidance Counselor I Guidance Counseling Office |
| | 2.3 Release the Certificate. | None | 10 Minutes | Guidance Counselor I Guidance Counseling Office |
| 4. Sign the logbook. | 4. Let the client sign the Logbook for record purposes. | None | 5 Minutes | Guidance Counselor I Guidance Counseling Office |
| | TOTAL | PHP 30.00/ page | 42 Minutes | |

## 3. Provision of Counseling to Students (Non-referred Cases/ Walk-in Counselees)

Providing counseling to students will help them explore and understand themselves through counseling sessions with the Guidance Counselor, either individually or in groups. All bonafide students of Catanduanes State University – Panganiban Campus can avail of the service as scheduled by the Guidance Counselor.

| Office: | Guidance Counseling Office | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CatSU PC students | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. School Identification Card (1 original) | | Corporate Business Operations (CBO) |
| 2. Referral Counseling Form (1 original) | | Guidance, Counseling and Testing Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Visit the Guidance Counselor I at the Guidance Office from 7:30 a.m. until 5:00 p.m. from Monday – Friday, for an initial case interview | 1. Interview and post-counseling schedule | None | 30 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| 2. Attend counseling scheduled sessions. | 2. Conduct counseling sessions. | None | 2 Hours | *Guidance Counselor I* Guidance Counseling Office |
| | **TOTAL** | **None** | **2 Hours, 30 Minutes** | |

## 4. Provision of Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)

Providing counseling to students will help the students explore and understand themselves through Counseling sessions with the Guidance Counselor either individually or by group. All bonafide students of the Catanduanes State University – Panganiban Campus can avail of the service as scheduled by the Guidance Counselor.

| Office: | Guidance Counseling Office | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CatSU PC students | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. School Identification Card (1 original) | | Corporate Business Operations (CBO) |
| 2. Referral Counseling Form (1 original) | | Guidance, Counseling Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill out the referral counseling form from the | 1. Interview and release referral Counseling | None | 5 Minutes | *Guidance Counselor I* Guidance Counseling |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Guidance Office. | Form | | | Office |
| 2. Submit the accomplished form and wait for the counseling schedule. | 2. Verify the accomplished form and post-counseling schedule. | None | 10 Minutes | *Guidance Counselor I* Guidance Counseling Office |
| 3. Attend counseling scheduled sessions. | 3. Conduct counseling sessions. | None | 2 Hours | *Guidance Counselor I* Guidance Counseling Office |
| | **TOTAL** | **None** | **2 Hours, 15 Minutes** | |

## 1. Processing of Enrolment and Registration

External service offered to clients who are aspiring students in CatSU Panganiban Campus undergraduate program.

| Office: | Office of Admission and Registration Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Students (Incoming and Transferee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Student Admission Form (CSU-PC-F-OARS-01) (1 original) | Office of the Admission and Registration Services (OARS) |
| 2. Official Transcript of Records/Form 138 (1 original) | Previous School attended/High School where graduated |
| 3. Certificate of Good Moral Character (1 original) | Previous School attended |
| 4. PSA Birth Certificate (1 photocopy) | Philippine Statistics Authority (PSA) |
| 5. Medical/Health Certificate (1 original) | Government Physician |
| 6. Passport-size ID pictures (3 original) | Photo Studio |
| 7. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD-02B for irregular students) (1 original) | College Dean/Department |
| **Additional Requirements for Transferees** | |
| 1. Certificate of Transfer (1 original) | Previous School attended |
| 2. Report of Grades/Transcript of Records (1 original) | Previous School attended |
| 3. Result of Validation Examination (1 original) | Concerned College/Department |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and complete a Student Admission Form at the Office of Admission and Registration Services (OARS) | 1. Provide Student Admission Form | None | 2 Minutes | *Registrar III* Admission and Registration Services |
| 2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue | 2. Checks and receive credentials attached | None | 2 Minutes | *Chairperson* Agriculture Department  *Chairperson* Education Department |
| 3. Get two (2) copies of the Tentative | 3. Verify the Official Receipt presented and | None | 5 Minutes | *Chairperson* Agriculture Department |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Enrolment Form (TEF) from Enrolling Adviser | permit library facility usage | | | *Chairperson* Education Department |
| 4. Copy schedules for courses posted at respective advising areas | 4. Post Schedule of courses at Advising Areas | None | 10 Minutes | *Chairperson* Agriculture Department<br><br>*Chairperson* Education Department |
| 5. Present TEF to the Enrolling Adviser for review and signature | 5. The Enrolling Adviser signs TEF | None | 5 Minutes | *Chairperson* Agriculture Department<br><br>*Chairperson* Education Department. |
| 6. Present TEF and Official Receipt for payment for fees to the OARS staff for the printing of Certificate of Enrolment (COE) and wait for the issuance of class cards. | 6. Printing of COE and issue class cards | None | 6 Minutes | *Registrar III* Admission and Registration Services |
| | **TOTAL** | **None** | **30 Minutes** | |

## 2. Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose

External service to clients who are former students of CatSU -Panganiban Campus, the client may avail the issuance of certification, school credentials authentication, and verification for DFA purposes.

| Office: | Office of the Admission and Registration Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Alumni |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Application for CAV Form/Transaction Slip (CSU-PC-F-OARS-10) (1 original) | Office of the Admission and Registration Services (OARS) |
| 2. Official Receipt of payment of CAV fees (1 original) | Cash Unit |
| 3. 2 x 2 ID pictures with white background (2 original) | Photo Studio |

| | | | | |
|---|---|---|---|---|
| 4. Documentary stamps (2 original) | OARS | | | |
| 5. Diploma (1 original, 1 photocopy) | OARS | | | |
| 6. Official Transcript of Records (1 original, 1 photocopy) | OARS | | | |
| 7. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original) | OARS | | | |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Clearance Form and Transaction Slip | 1. Provide Transaction Slip | None | 2 Minutes | *Registrar III* Admission and Registration Services |
| 2. Accomplish the Transaction Slip and pay prescribed fees at Cash Unit to obtain an Official Receipt | 2. Receive cash payment and Issue Official Receipt | Certification, Authentication and Verification (CAV) Fee – PHP 150.00 | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Submit the Official Receipt and Transaction Slip together with other requirements | 3.1 Receive Official Receipt and other requirements | None | 2 Minutes | *Registrar III* Admission and Registration Services |
| | 3.2 Submitted documents are forwarded to Registrar III for review and verification. If authenticity is questionable or if the client fails to present original credentials, the file/record is retrieved from the archives. | None | 1 Hour | *Registrar III* Admission and Registration Services |
| | 3.3 Provide Claim Stub * Remind the client to claim the document | None | 2 Minutes | *Registrar III* Admission and Registration Services |

| | at the DFA. | | | |
| | 3.4 Prepare, encode, and print CAV with Transmittal Letter and Master List of Documents | None | 3 Days | *Registrar III* Admission and Registration Services |
| | 3.5 Forward the CAV to the courier for dispatch to the DFA | None | 14 Minutes | *Registrar III* Admission and Registration Services |
| NOTE: *CAVs are expected to be available at the DFA 10 days after the application.* | | | | |
| | **TOTAL** | **PHP 150.00** | **3 Days, 1 Hour, 27 Minutes** | |

## 3. Issuance and Re-issuance of Student Credentials and Certifications

External service is offered to clients who are former students of CatSU - Panganiban Campus, the client may avail issuance and/or re-issuance of student credentials and certifications.

| Office: | Admission and Registration Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU – PC former and current Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Application for the Issuance of Student Credentials Form/Transaction Slip (CSU-PC-F-OARS-10) (1 original) | Office of the Admission and Registration Services (OARS) |
| 2. Approved Student Clearance Form (CSU-PC-F-OARS-14A) or OTR/Transfer Credentials/Certifications (1 original) | OARS |
| 3. Affidavit of Loss (for lost Transfer Credentials) (1 original) | Client |
| 4. Passport-size ID picture for OTR (1 original) | Photo Studio |
| 5. Documentary stamps (for OTR and Certifications) (2 original) | OARS |
| 6. Official Receipt of Payment fees for requested credentials (1 original) | Cash Unit |
| 7. Authenticated PSA Birth Certificate (1 photocopy) | Philippine Statistics Authority (PSA) |
| 8. Authorization Letter and proof of identification (if the claimant is not the direct client) (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Clearance | 1. OARS provides Clearance and | None | 10 Minutes | *Registrar III* Admission and |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Form and Transaction Slip | Transaction Slip | | | Registration Services |
| 2. Accomplish Clearance Form | 2. Signatories sign the Clearance Form | None | 15 Minutes | *Registrar III* Admission and Registration Services |
| 3. Pay the required fees at the Cash Unit | 3. Receive cash payment and issue an official receipt | See Schedule of Fees | 7 Minutes | *Administrative Officer III* Cash Unit |
| 4. Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees | 4.1 Receive Official Receipt and other Requirements | None | 4 Minutes | *Registrar III* Admission and Registration Services |
| | 4.2 Provide claim stub  * Remind the client to be back on the scheduled date for the release of the document. | None | 2 Minutes | *Registrar III* Admission and Registration Services |
| | 4.3 Prepare, encode, and print the requested credentials/certification | None | Official Transcript of Records – 2 Hours  Diploma – 2 Hours  Certification – 1 Hour | *Registrar III* Admission and Registration Services |
| | 4.4 Review and verify | None | Official Transcript of Records – 3 Hours  Diploma – 1 Hour  Certification – 3 Hours | *Registrar III* Admission and Registration Services |
| | 4.5 Sign/approve the requested credentials/ certification | None | 1 Day | *Registrar III* OARS  *ARES Director* ARES  *Campus Director* Office of the Campus Director  *SUC President III* Office of the President |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 5. Claim your requested credentials from the OARS on the scheduled date indicated in the claim stub. | 5. OARS Staff release the credentials | None | 5 Minutes | *Registrar III* Admission and Registration Services |
| | **TOTAL** | **See Schedule of Fees** | **Official Transcript of Records – 1 Day, 5 Hours and 43 Minutes**<br><br>**Diploma – 1 Day, 3 Hours and 43 Minutes**<br><br>**Certification – 1 Day, 4 Hours and 43 Minutes** | |

| SCHEDULE OF FEES | |
|---|---|
| **SCHOOL FEES** | **RATE (in Philippine Peso)** |
| TRANSCRIPT OF RECORDS FEE | PHP 100.00 per sheet |
| RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA | PHP 150.00 per sheet |
| CERTIFICATION FEE | Undergraduate: PHP 30.00 |
| DOCUMENTARY STAMP | PHP 30.00 |
| SCAN FEE | PHP 20.00 |

## ACCOUNTING UNIT

### 1. Verification and Adjustment of Student Fees/Account Balance

This service aims to verify student fees/account balances to ensure accuracy.

| Office: | Accounting Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C Government to Citizens |
| **Who may avail:** | CatSU PC Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. School Identification Card (1 original) | Corporation Business Operation |
| 2. Assessment Form (1 original) | Office of Admission and Registration Services (OARS) |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the School Identification Card and the Assessment Form | 1. Receive the document presented and validate | None | 2 Minutes | *Accountant II* Accounting Unit |
| 2. State the purpose whether to verify account balance or request for adjustment of fees | 2. Check account balance / adjust fees as requested in accordance with the University | None | 3 Minutes | *Accountant II* Accounting Unit |
| | **TOTAL** | **None** | **5 Minutes** | |

## CASH UNIT

## 1. Collection of Payment and Issuance of Official Receipt

This includes payments of cash in lieu of bidding process, gate pass, and rental of space for CBO spaces and other fees paid by stakeholders.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Incoming Students, Outside Creditors and Other Stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Certificate of Enrolment (1 original) | Office of Admission & Registration Services (OARS) |
| 2. Assessment of Statement of Account (for payment of tuition fee) | Accounting Unit |
| 3. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip. (1 original) | CBO/Servicing Unit/Office |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the needed requirement to the Collecting Officer for review and verification. | 1. Input data on the system | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| 2. Pay the amount indicated in the assessment slip/order of payment slip/order slip | 2. Receives cash as payment and Issue an Official Receipt<br><br>Receive cash as payment | See Schedule of Fees | 5 Minutes | *Administrative Officer III* Cash Unit |
| | TOTAL | See Schedule of Fees | 7 Minutes | |

| SCHOOL FEES | RATE (in Philippine Peso) |
|---|---|
| Medical and Dental | 100 |
| Library Fee | 100 |
| Library Card | 100 |
| Athletic Fee | 150 |
| Handbook Fee | 35 |
| Maintenance Fee | 200 |

| SCHOOL FEES | RATE (in Philippine Peso) |
|---|---|
| Journal Fee | 300 |
| Audio Visual Development Fee | 50 |
| Transcript of Record Fee | 100/sheet |
| Honorable Dismissal Fee | 50 |
| Diploma Fee | 150 |
| Scan Fee | 20 |
| Graduation Fee | Depends on the number of student |
| Re-Issuance of Transcript of Record/Diploma | 150/page |
| Re-Issuance of Certificate of Enrollment (COE) | 20 |
| Penalty of Late Enrolment | 50/day |
| Removal Fee | 30/subject |
| ID Fee (Alumni and Freshmen) | 120 |
| Adding/Changing/Dropping | 30/subject |
| Certification Fee | 30 |
| Authentication Fee | 5/page |
| Thesis Fee | 700 |
| Microsoft Testing Fee | 1,300 |
| Certification, Authentication & Verification FEE | 150/page |
| Rental of Function Hall (8hours) | 3,000 |
| Rental of Chair Monoblock (1 day) | 8 per unit |
| Rental of Table Metal Fabricated (1 day) | 35 per unit |

## 2. Disbursement of Cash

Disbursement of cash benefits to employees who were separated from the agency through retirement, transfer, resignation, or end-of-contract. This includes Collective Negotiation Agreement benefits, Productivity Enhancement Incentives, Mid-year Bonus, Year-end Bonus, etc. Students may avail themselves of this service for the payment of student labor, refund of fees, and scholarship grants.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | CatSU PC Students, Outside Creditors and Other Stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Client (Outside Creditors and Other Stakeholders)<br>CBO/OARS (for student) |
| 2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization | 1. Verify the validity of the ID/authorization | None | 2 Minutes | *Administrative Officer III*<br>Cash Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Letter | letter | | | |
| 2. Sign on the monitoring logbook and payroll | 2. Provide the logbook and present the payroll | None | 3 Minutes | *Administrative Officer III* Cash Unit |
| 3. Receive and count the cash before leaving the counter<br><br>* For Outside Creditors, Official Receipts are issued as proof of payment for the goods and services rendered. | 3. Sees to it the amount given to the client is correct | None | 3 Minutes | *Administrative Officer III* Cash Unit |
| **TOTAL** | | **None** | **8 Minutes** | |

## 3. Disbursement of Check

This includes payments for goods delivered to the University by outside creditors and services rendered like FICELCO, ARDCI, PLDT bills and etc.

| Office: | Cash Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| | G2G – Government to Government |
| | G2B – Government to Business |
| **Who may avail:** | Outside Creditors and Other Stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Identification Card (ID) (1 original) | Client |
| 2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid ID/Authorization Letter (if needed) | 1. Verify the validity of the ID/Authorization Letter | None | 1 Minute | *Administrative Officer V* Cash Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Sign the Disbursement Voucher and the Columnar Book | 2. See to it that the Disbursement Voucher and Columnar Book was signed | None | 3 Minutes | *Administrative Officer V* Cash Unit |
| 3. Receive and review the Check for errors (if there is any) before leaving the counter *Note: Official Receipt is issued as a proof of payment for the goods and services rendered* | 3. Issue the Check and receive the Official Receipt | None | 1 Minute | *Administrative Officer V* Cash Unit |
| | **TOTAL** | **None** | **5 Minutes** | |

# HUMAN RESOURCE MANAGEMENT UNIT

## 1. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for certified true copies of their 201 Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| | |
|---|---|
| **Office:** | Human Resource Management Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen<br>G2G – Government to Government |
| **Who may avail:** | Inactive/separated CatSU employee or any requesting party as it pertains to his/her personnel records; Courts and other Administrative Bodies with quasi-judicial investigative functions |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CatSU-F-HRM-19 Request Form (1 original) | Human Resource Management Unit |
| 2. Official Receipt of Payment (1 original) | Cash Unit |
| 3. Valid identification card (1 original) | Client |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorization | 1. Validate identity of the client and the authenticity of the authorization letter | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 2. Accomplish and submit CatSU-F-HRM-19 Request Form | 2.1 Receive accomplished request and evaluate completeness of information | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer IV* Human Resource Management Unit |
| | 2.3 Retrieve the | None | 8 Hours | *Administrative* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 201 files, search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document | | | *Officer IV* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 8 Hours | *Administrative Officer IV* Human Resource Management Unit |
| | 2.5 Advise client to pay Certification/ Authentication Fee at the Cash Unit | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 3. Pay the corresponding fee at the Cash Unit | 3. Process payment and issue Official Receipt | PHP 5.00 per page, authentication | 7 Minutes | *Administrative Officer III* Cash Unit |
| 4. Receive the documents requested | 4.1 Receive proof of payment | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 4.2 Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | **TOTAL** | **PHP 5.00 per page, authentication** | **2 Days, 3 Hours, 37 Minutes** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.


## 2. Preparation and Issuance of Personnel Records

Inactive/separated employees of the University may request for their personal records such as Service Records, Employment Certificate, Certification of Leave Balances, Certificate of no Pending Case, and the like; subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| | G2G – Government to Government |
| Who may avail: | Inactive/separated CatSU employee or any requesting party as it pertains to his/her personnel records; Courts and other Administrative Bodies with quasi-judicial investigative functions |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CatSU-F-HRM-19 Request Form (1 original) | Human Resource Management Unit |
| 2. Official Receipt of Payment (1 original) | Cash Unit |
| 3. Valid identification card (1 original) | Client |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorizatio n | 1. Validate identity of the client and the authenticity of the authorization letter | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 2. Accomplish and submit CatSU-F-HRM-19 Request Form | 2.1 Receive accomplished request and evaluate completeness of information | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer IV* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document | None | 16 Hours | *Administrative Officer IV* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the | None | 8 Hours | *Administrative Officer IV* Human Resource |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | authorized signatory | | | Management Unit |
| | 2.5 Advise client to pay Certification/ Authentication Fee at the Cash Unit | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 3. Pay the corresponding fee at the Cash Unit | 3. Process payment and issue Official Receipt | PHP 30.00 per document | 7 Minutes | *Administrative Officer III* Cash Unit |
| 4. Receive the documents requested | 4.1 Receive proof of payment | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 4.2 Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | **TOTAL** | **PHP 30.00 per docume nt** | **3 Days, 3 Hours, 37 Minutes** | |

### 3. Processing of Request for Employment Verification

Any requesting party may request for employment verification of CatSU employees (separated), subject to the guidelines and other conditions that the government and the University may prescribe.

#### A. Walk-In

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Government Institutions, BPOs, Financial Institutions, Non-Government Organization |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CatSU-F-HRM-19 Request Form (1 original) | Human Resource Management Unit |
| 2. Letter of Request (1 original) | Client |
| 3. Valid identification card (1 original) | Client |
| 4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorization | 1. Validate identity of the client and the authenticity of the authorization letter | None | 15 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 2. Accomplish and submit CatSU-F-HRM-19 Request Form | 2.1 Receive accomplished request and evaluate completeness of information | None | 15 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 1 Hour | *Administrative Officer IV* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information | None | 4 Hours | *Administrative Officer IV* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 2 Hours | *Administrative Officer IV* Human Resource Management Unit |
| 3. Receive the documents/ information requested | 3. Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | TOTAL | **None** | **1 Day\*\*** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government<br>G2B – Government to Business |
| Who may avail: | Government Institutions, BPOs, Financial Institutions, Non-Government Organization |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Letter of Request (1 original) | Client |
| 2. Valid identification card (1 original) | Client |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit thru email the following:<br>a. letter of request<br>b. Valid Identification Card<br>c. Letter of authorization | 1.1 Receive and acknowledge email | None | 4 Hours | *Administrative Officer IV*<br>Human Resource Management Unit |
| | 1.2 Forward the request to the Unit Head for information and assignment to the responsible personnel | None | 4 Hours | *Administrative Officer IV*<br>Human Resource Management Unit |
| | 1.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information | None | 16 Hours | *Administrative Officer IV*<br>Human Resource Management Unit |
| | 1.4 Review, sign, secure approval of the authorized signatory | None | 8 Hours | *Administrative Officer IV*<br>Human Resource Management Unit |
| 2. Receive the reply | 2. Send email reply | None | 4 Hours | *Administrative Officer IV*<br>Human Resource Management Unit |
| | **TOTAL** | **None** | **4 Days, 5 Hours** | |

**\*\***Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**\*\***Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

# SUPPLY AND PROPERTY MANAGEMENT UNIT

## 1. Receipt of Delivered Supplies, Materials, and Equipment

This service authorizes the receipt, inspection and acceptance of delivered, materials and equipment for CatSU PC.

| Office: | Supply and Property Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Suppliers/Dealers/Contractors |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Approved Purchase Order (1 original) | BAC Secretariat/Procurement Unit |
| 2. Supplies, Materials, and Equipment | Client |
| 3. Delivery Receipt, Sales Invoice, Official Receipt, Statement of Account (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Supplier delivers the goods and presents proof of delivery | 1. Receives and checks actual delivery against Delivery Receipt and Purchase Order as to quantity and specifications | None | Small volume quantity - 1 Hour<br><br>Medium volume quantity – 2 Hours<br><br>Large volume quantity - 4 Hours | *Administrative Officer I* Supply and Property Management Unit |
| 2. Get the signed delivery receipt | 2.1 Sign the Direct Receipt and receive the Sales Invoice; if delivery is complete, make a note in the Direct Receipt for incomplete deliveries and inform the supplier of the deficiency | None | 5 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 2.2 Prepare and issue a Request for Inspection and Inspection and Acceptance Report to the Inspectorate Team and End User | None | 5 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 2.3 Checks, inspects and accepts deliveries. Inspection and | None | Small volume quantity - 1 Hour | *Administrative Officer I* Supply and Property Management |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | Acceptance Report signed by the Inspectorate Team, End-user, and Supply Services personnel if delivery is completed and conformed to specifications, as to quantity and | | Medium volume quantity – 2 Hours<br><br>Large volume quantity - 4 Hours | Unit |
| | 2.4 Prepares Disbursement Voucher (DV) for accepted item, collates delivery and inspection documents, and forward to Accounting Office to process payment. | None | 15 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| **TOTAL** | | **None** | **Small volume quantity – 2 Hours and 25 Minutes**<br><br>**Medium volume quantity – 4 Hours and 25 Minutes**<br><br>**Large volume quantity – 1 Day and 25 Minutes** | |

## 2. Disposal of Unserviceable Properties

This service authorizes the disposal of unserviceable properties of CatSU – Panganiban Campus.

| Office: | Supply and Property Management Unit | |
|---|---|---|
| **Classification:** | Complex | |
| **Type of Transaction:** | G2B – Government to Business Entity/ies | |
| **Who may avail:** | Business Enterprises | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Bidding Documents | | Disposal Secretariat/Committee |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure bidding documents | 1. Issues bidding documents/guide lines to interested bidder/s. | None | 10 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 2. Attend the inspection of items for bidding | 2. Supervise the inspection of items for bidding | None | 30 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 3. Attend the pre-bid conference | 3. Answer queries/clarificati ons about the items for disposal, scope of work, and other requirements. | None | 30 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 4. Submit sealed bidding documents | 4.1 Open bid documents. | None | 7 Days | *Administrative Officer I* Supply and Property Management Unit |
| | 4.2 Evaluate the bid documents. | None | 3 Days | *Administrative Officer I* Supply and Property Management Unit |
| 5. Receive a Notice of Award | 5. Prepare and issue the Notice of Award to the winning bidder. | None | 1 Day | *Administrative Officer I* Supply and Property Management Unit |
| 6. Pay the bid amount | 6. Receive payment and issue the Official Receipt | Bid Amount | 10 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 7. Submit the official receipt | 7. Record the official receipt number and issue a gate pass to the client. | None | 10 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 8. Hauling of unserviceable items | 8. Checks and verifies items and documents. | None | 30 Minutes | *Administrative Officer I* Supply and |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | | Property Management Unit |
| | TOTAL | Bid Amount | 11 Days, 2 Hours | |

## 1. Consultation and Physical Examination

External service is offered to clients needing medical health care during their stay in CatSU-PC school.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CatSU PC Students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Student Identification Card/ Certificate of Enrolment (1 original) | Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO) |
| 2. Patient's Record Form (1 original) | Medical Service |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 1 Minute | *Nurse I* Health Services |
| 2. For new patients, fill out the medical patient form For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 14 Minutes | *Nurse I* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs. Examine and assess the patient's condition. | None | 10 Minutes | *Nurse I* Health Services |
| 4. Wait for final advice for release from the clinic. | 4. Evaluate the patient's condition and give health teachings. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed. | None | 35 Minutes | *Nurse I* Health Services |
| | **TOTAL** | **None** | **1 Hour** | |

## 2. Consultation and Treatment for Dental Care

External service is offered to clients needing dental care during their stay in CatSU PC.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CatSU PC Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Student Identification Card/Certificate of Enrolment (1 original) | Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO) |
| 2. Employee University Identification Card (1 original) | CBO Main Campus |
| 3. Patient's Record Form (1 original) | Medical Service |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new patients, fill out the dental health record For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 12 Minutes | *Dentist II* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine the patient's condition | None | 15 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the history of the present illness | 4. Interview the patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. | None | 45 Minutes | *Dentist II* Health Services |
| 6. Wait for advice for release. | 6. Release prescription medicine and record log for medicine dispenses. | None | 10 Minutes | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | And schedule follow up if condition requires. | | | |
| **TOTAL** | | **None** | **1 Hour, 37 Minutes** | |

## 3. Dental Curative Service

External service is offered to the clients for the curative dental service of CatSU-Panganiban Campus.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Student Identification Card/ Certificate of Enrolment | Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO) |
| 2. Employee University Identification Card | CBO Main Campus |
| 3. Dental Health Record | Dental Service |
| 4. Duly signed Parents' Consent for students below 18 years old | Dental Service |
| 5. Medical Clearance from attending physicians for compromised patient | Licensed Physician |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new patients, fill out the dental health record For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 15 Minutes | *Dentist II* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine the patient's condition | None | 12 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the | 4. Interview the patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| history of the present illness | | | | |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. | None | Minor Oral Surgery – 1 Hour<br><br>Control or secondary infection – 30 Minutes<br><br>Other emergency cases – 20 Minutes | *Dentist II*<br>Health Services |
| 6. Wait for advice for release. | 6. Release prescription medicine and record log for medicine dispenses. And schedule follow-up if the patient's condition needs. | None | 10 Minutes | *Dentist II*<br>Health Services |
| | **TOTAL** | **None** | **Minor Oral Surgery – 1 Hour, 52 Minutes**<br><br>**Control or secondary infection - 1 Hour, 27 Minutes**<br><br>**Other emergency cases – 1 Hour, 17 Minutes** | |

## 4. Promotion of Oral Health, Specific Protection, and Counseling

External service offered to clients for promotive and restorative dental services for incoming students and employees of CatSU-PC.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Freshmen Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Student Identification Card/ Certificate of Enrolment (1 original) | Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO) |
| 2. Employee University Identification Card (1 original) | CBO Main Campus |
| 3. Patient's Record Form (1 original) | Medical Service |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new patients, fill out the dental health record  *For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 15 Minutes | *Dentist II* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine patient's condition | None | 12 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the history of the present illness | 4. Interview patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires | None | 45 Minutes | *Dentist II* Health Services |
| | TOTAL | None | 1 Hour, 27 Minutes | |

## 5. Treatment of Minor Wounds and Minor Ailment

External service offered to client who needs immediate medical treatment during their stay in CatSU PC.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Student Identification Card/ Certificate of Enrolment (1 original) | Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO) |
| 2. Employee University Identification Card (1 original) | CBO Main Campus |
| 3. Patient's Record Form (1 original) | Medical Service |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 1 Minute | *Nurse I* Health Services |
| 2. For new patients, fill out the medical patient form For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 9 Minutes | *Nurse I* Health Services |
| 3. Proceed to the designated area for treatment | 3. Evaluate patient's condition and give her health teachings and treatment | None | 30 Minutes | *Nurse I* Health Services |
| 4. Wait for final advice for release from the clinic. | 4. Record important data regarding treatment. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed. | None | 20 Minutes | *Nurse I* Health Services |
| | TOTAL | **None** | **1 Hour** | |

## LIBRARY SERVICES

### 1. Circulation Services

External service offered to CatSU PC students for the check in and check out of library materials for the room and overnight use and to non-students' researchers allowing them to utilize CatSU PC library facilities.

| Office: | Library Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | CatSU PC Students and General Public |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| *For CatSU – PC Student:* | |
| 1. Library Card (1 original) | Library Services |
| *For General Public* | |
| 1. Valid identification Card (1 original) | Client |
| 2. Library Fees Official Receipt (1 original) | Cash Unit |
| 3. Referral letter (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| *For CatSU – PC Student:* | | | | |
| 1. CHECK OUT Student request for library materials to be borrowed together with library card to library staff | 1.1 The librarian/staff will fill out the charge-out form and collect the Borrower's Library Card | None | 3 Minutes | *College Librarian I* Library Services |
| | 1.2 The Librarian/staff will lend the book. | None | 3 Minutes | *College Librarian I* Library Services |
| 2. CHECK-IN Student returns library materials borrowed to library staff | 2.1 Librarian/staff receive the book from Borrower. | None | 3 Minutes | *College Librarian I* Library Services |
| | 2.2 Librarian/staff fill up the charge-in form and return Borrower's Library Card. | None | 4 Minutes | *College Librarian I* Library Services |
| | **TOTAL** | **None** | **13 Minutes** | |
| *For General Public* | | | | |
| 1. Present a referral letter from the Dean of your school or Chief Librarian with the | 1. Verify the document presented and interview the client. | None | 3 Minutes | *College Librarian I* Library Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| approval of the Campus Director. | | | | |
| 2. Pay Library fees at Cash Unit | 2. Receive cash payment and Issue Official Receipt | PHP 50.00/ Day | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Proceed to Library Services and present the Official receipt. | 3. Verify the Official Receipt presented and permit library facility usage. | None | 2 minutes | *College Librarian I* Library Services |
| TOTAL | | PHP 50.00/ Day | 12 Minutes | |

## 2. Issuance of Library Card to Freshmen and Transferees

External service is offered to new/transferee students of CatSU-PC as their permit to access the campus library facility.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Duly accomplished Library Card Application Form (1 original) | Library Services |
| 2. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original) | Office of the Admission and Registration Services (OARS) |
| 3. 1 x 1 ID picture (2 original) | Client |
| 4. Official Receipt for Library Card Fee (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Certificate of Enrolment for verification, complete the Library Card Application Form and then submit | 1.1 Verify COE | None | 1 Minute | *College Librarian I* Library Services |
| | 1.2 Release Library card application form. | None | 1 Minute | *College Librarian I* Library Services |
| | 1.3 Receive the Application Form and check entries. | None | 1 Minute | *College Librarian I* Library Services |
| 2. Pay the Library Card fee at Cash Unit | 2. Receive cash payment and Issue Official Receipt | Library Card Fee – PHP 100.00 | 7 Minutes | *Administrative Officer III* Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 3. Present Official Receipt | 3.1 Validation of Official Receipt | None | 1 Minute | *College Librarian I* Library Services |
| | 3.2 Prepare and print Library Card | None | 7 Minutes | *College Librarian I* Library Services |
| | 3.3 Validate Library Card for the current semester. | None | 2 Minutes | *College Librarian I* Library Services |
| 4. Receive of library card | 4. Release of library card. | None | 5 minutes | *College Librarian I* Library Services |
| | **TOTAL** | **PHP 100.00** | **25 Minutes** | |

## 3. Online Database Service Access

External service offered to CatSU PC Students to access to the Online Databases of CatSU.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Library Card/School ID (1 original) | Library Services/ CBO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Library Card/ID | 1. Check Library Card/ID | None | 3 Minutes | *College Librarian I* Library Services |
| 2. Settlement of accountability (if Any) | 2.1 The Librarian will explain the copyright law that governs electronic materials | None | 15 Minutes | *College Librarian I* Library Services |
| | 2.2 The Librarian will download and provide a soft copy of the research material to the client. | None | 15 Minutes | *College Librarian I* Library Services |
| 3. Sign the logbook | 3. Let Client to Sign Logbook. | None | 2 Minutes | *College Librarian I* Library Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| * Clients must sign a logbook when they acquire any electronic material from the Online Databases to track in case of copyright violation | | | | |
| | **TOTAL** | **None** | **35 Minutes** | |

## 4. Replacement of Lost/Damaged Library Card

External service offered to old student of CatSU PC to avail the replacement of their lost and/or damaged library card.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Duly accomplished Library Card Application Form (1 original) | Library Services |
| 2. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original) | Office of the Admission and Registration Services (OARS) |
| 3. 1 x 1 ID picture (2 original) | Client |
| 4. Official Receipt for Library Card Fee (1 original) | Cash Unit |
| 5. Affidavit of Loss signed by a legal officer from the outside institution (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Certificate of Enrolment for verification and affidavit of loss and accomplish the Library Card Application Form and submit with other requirements | 1.1 Verify COE and affidavit of loss | None | 6 Minutes | *College Librarian I* Library Services |
| | 1.2 Release Library card application form | None | 1 Minute | *College Librarian I* Library Services |
| | 1.3 Receive the Application Form and check entries | None | 1 Minute | *College Librarian I* Library Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 2. Pay the Library Card fee at Cash Unit | 2. Receive cash payment and Issue an Official Receipt | Library Card Fee – PHP 100.00 | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Present Official Receipt | 3.1 Validation of Official Receipt | None | 1 Minute | *College Librarian I* Library Services |
| | 3.2 Prepare and print Library Card | None | 7 Minutes | *College Librarian I* Library Services |
| | 3.3 Validate Library Card for the current semester. | None | 2 Minutes | *College Librarian I* Library Services |
| 4. Receive of library card | 4. Release of library card. | None | 5 minutes | *College Librarian I* Library Services |
| | **TOTAL** | **PHP 100.00** | **30 Minutes** | |

## 5. Retrieval and Validation of Library

External service offered old students of CatSU PC to validate their library card for the current semester so they can make use of the library facilities.

| Office: | Library Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Library Card (1 original) | Library Services |
| 2. Certificate of Enrolment (CSU-F-OARS-15 and 15a)  (1 original) | Admission and Registration Services |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit Library Card together with COE for the current semester | 1.1 The Librarian will receive the requirements for validation. | None | 8 Minutes | *College Librarian I* Library Services |
| | 1.2 The Librarian will validate the library card for the current semester | None | 5 Minutes | *College Librarian I* Library Services |
| 2. Receive the validated Library Card | 2. Release the Library Card to the student. | None | 2 Minutes | *College Librarian I* Library Services |
| | **TOTAL** | **None** | **15 Minutes** | |

## 6. Signing of Students Clearance

External service offered to CatSU PC students who needs to accomplish Clearance Form.

| Office: | Library Services | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | CatSU PC Students | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Affidavit of Loss (for lost Library Card) (for students) (1 original) | | Client |
| 2. School ID (1 original) | | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the requirements | 1. The librarian/staff will verify the presented requirements | None | 2 minutes | *College Librarian I* Library Services |
| 2. Settlement of accountability (if Any) | 2.1 The Librarian/staff will give the payment slip to settle accountability (if Any) | None | 2 minutes | *College Librarian I* Library Services |
| | 2.2 Issue library transaction receipt indicating unreturned books and overdue fines | None | 2 minutes | *College Librarian I* Library Services |
| | 2.3 Receive the payment and 3 Issue Official Receipt | Overdue fines – PHP 50.00 / day (if any) | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Present Official Receipt to the Library Staff (If Any) | 3. Sign Clearance | None | 1 Minute | *College Librarian I* Library Services |
| | TOTAL | **Overdue fines – PHP 50.00 / day (if any)** | **14 Minutes** | |

## AGRICULTURE DEPARTMENT

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | Agriculture Department |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Agriculture Department Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | Agriculture Department |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Chairperson* Agriculture Department |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Chairperson* Agriculture Department |
| | TOTAL | None | 13 Minutes | |

### 2. Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee

The Office provides fast and efficient delivery of services to clients with a systematized academic record of students and office procedures in full coordination with various departments and colleges through a database management system.

| Office: | Agriculture Department |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Bachelor of Science in Agriculture Students (Incoming and Transferees) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original) | Office of the Admission and Registration Services (OARS) |
| 2. PSA birth certificate (1 photocopy) | Philippine Statistics Authority (PSA) |
| 3. Certification of general weighted average in previous course taken (for shifting students) (1 photocopy) | Previous School attended |
| 4. Transcript of Records or Certification of | Previous School attended |

| | | | | |
|---|---|---|---|---|
| general weighted average in the previous course taken (for shifting students) (1 original) | | | | |
| 5. Honorable Dismissal (for transferees) (1 photocopy) | | Previous School attended | | |
| 6. Form 138 (High School Report Card) (1 original) | | Previous School attended | | |
| 7. Medical Certificate (1 original) | | Medical Physician | | |
| 8. Good Moral Certificate (1 original) | | Previous School attended | | |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present credentials to Enrolling Advisers at the colleges' enrolment venue. | 1.1 Receive and check credentials | None | 2 Minutes | *Chairperson* Agriculture Department |
| | 1.2 Issue Summary of Subjects Taken form to the Client. | None | 1 Minute | *Chairperson* Agriculture Department |
| 2. Fill out all the needed information on the Summary of Subjects Taken and submit it to Enrolling Advisers. | 2.1 Receive and validate the Summary of Subjects Taken | None | 2 Minutes | *Chairperson* Agriculture Department |
| | 2.2 Issue form Tentative Enrolment Form | None | 3 Minutes | *Chairperson* Agriculture Department |
| 3. Fill out the Tentative Enrolment Form and submit it for review and evaluation | 3.1 Review and evaluate the Tentative Enrolment Form and post the course. | None | 3 Minutes | *Chairperson* Agriculture Department |
| | 3.2 Sign the Tentative Enrolment Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| 4. Present Tentative Enrolment Form for posting | 4.1 Countersign Tentative Enrolment Form for review and evaluation of client's scholarship | None | 7 Minutes | *OSSS Coordinator* Office of Student Affairs and Development |
| | 4.2 Otherwise, an order of payment slip is issued. | None | 2 Minutes | *Information Technology Officer I* Information and Communication Technology Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 5. Proceed to the Cash Unit and pay the order of payment slip. | 5. Receive and process the order of payment slip and Issue an Official Receipt | See schedule of fees | 7 Minutes | *Administrative Officer III* Cash Unit |
| 6. Present the signed Tentative Enrolment Form for approval and wait for the release of the Certificate of Enrolment at the Office of Admission and Registration. | 6.1 Receive and validate the Tentative Enrolment Form | None | 2 Minutes | *ARES Director* ARES |
| | 6.2 Approves the Tentative Enrolment Form | None | 2 Minutes | *ARES Director* ARES |
| | **TOTAL** | **See schedule of fees** | **33 Minutes** | |

| SCHOOL FEES | RATE ( in Philippine Peso) |
|---|---|
| Tuition Fee (Undergraduate) | 100.00/unit |
| Transcript of Records Fee | 100.00/page |
| Honorable Dismissal Fee | 50.00 |
| Diploma Fee | 100.00 |
| Re-issuance of Certificate of Enrolment (COE) | 20.00 |
| Re- issuance of Diploma/ Transcript of Records | 150.00/page |
| Removal Fee | 30.00/subject |
| ID Fee | 100.00 |
| Adding/changing/dropping of subjects | 30.00/subject |
| Certification Fee | 30.00 |
| Authentication/Verification Fee | 5.00/page |
| Certification, Authentication and Verification (CAV) Fee | 150.00 |
| Thesis Fee | 700.00 |
| Library Fee | 50.00 / Day |
| Library Card Fee | 100.00 |

## 3. Processing of Shifting to another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| **Office:** | Agriculture Department |
|---|---|

| Classification: | Simple |
|---|---|
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Agriculture Department Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | Agriculture Department |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | Agriculture Department |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Chairperson* Agriculture Department |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Chairperson* Agriculture Department |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| | TOTAL | None | 17 Minutes | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | Agriculture Department |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Agriculture Department Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Removal of Incomplete Grades Form (1 original) | Agriculture Department |
| 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 7 Minutes | *Administrative Officer V* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Chairperson* Agriculture Department |
|  | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Chairperson* Agriculture Department |
|  | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Chairperson* Agriculture Department |
|  | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Chairperson* Agriculture Department |
| **TOTAL** | | **PHP 30.00/ subject** | **5 Days, 26 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | Agriculture Department |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizen |

| Who may avail: | CAF Students | |
|---|---|---|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. CSU-F-ACAD-06 (Adding/Changing/ Dropping/ Withdrawing Subjects Form) (1 original) | | Agriculture Department |
| 2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original) | | Cash Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Chairperson* Agriculture Department |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Proceed to Accounting Unit for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Chairperson* Agriculture Department |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Chairperson* Agriculture Department |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Chairperson* Agriculture Department |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | TOTAL | PHP 30.00/ subject | 30 Minutes | |

## EDUCATION DEPARTMENT

### 1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

| Office: | Education Department |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Education Department Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original) | Education Department |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-24 Form | 1. Provide CSU-F-ACAD-24 Form | None | 2 Minutes | *Chairperson* Education Department |
| 2. Proceed to the respective faculty members | 2. Sign the CSU-F-ACAD-24 Form | None | 10 Minutes | *Chairperson* Education Department |
| 3. Receive the approved CSU-F-ACAD-24 Form | 3. Approve the CSU-F-ACAD-24 Form | None | 1 Minute | *Chairperson* Education Department |
| | TOTAL | None | 13 Minutes | |

### 2. Posting Summary of Subjects Taken and Tentative Enrolment Form of BED and BTVTED Program Enrollee

The Office provides fast and efficient delivery of services to clients with a systematized academic record of students and office procedures in full coordination with various departments and colleges through a database management system.

| Office: | Education Department |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | CatSU PC Bachelor of Elementary Education and Bachelor of Technical Vocational Teacher Education Students (Incoming and Transferee) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original) | Office of the Admission and Registration Services |
| 2. PSA birth certificate (1 photocopy) | Philippine Statistics Authority (PSA) |
| 3. Certification of general weighted average in previous course taken (for shifting students) (1 | Previous School attended |

| | Source |
|---|---|
| photocopy) | |
| 4. Transcript of Records or Certification of general weighted average in the previous course taken (for shifting students) (1 original) | Previous School attended |
| 5. Photocopy of Honorable Dismissal (for transferees) (1 original) | Previous School attended |
| 6. Form 138 (High School Report Card) (1 original) | Previous School attended |
| 7. Medical Certificate (1 original) | Medical Physician |
| 8. Good Moral Certificate (1 original) | Previous School attended |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present credentials to Enrolling Advisers at the colleges' enrolment venue. | 1.1 Receive and check credentials | None | 2 Minutes | *Chairperson* Education Department |
| | 1.2 Issue Summary of Subjects Taken form to the Client. | None | 3 Minutes | *Chairperson* Education Department |
| 2. Fill out all the needed information on the Summary of Subjects Taken and submit it to Enrolling Advisers. | 2.1 Receive and validate the Summary of Subjects Taken | None | 2 Minutes | *Chairperson* Education Department |
| | 2.2 Issue form Tentative Enrolment Form | None | 3 Minutes | *Chairperson* Education Department |
| 3. Fill out the Tentative Enrolment Form and submit it for review and evaluation | 3.1 Review and evaluate the Tentative Enrolment Form and post the course. | None | 3 Minutes | *Chairperson* Education Department |
| | 3.2 Sign the Tentative Enrolment Form | None | 2 Minutes | *Chairperson* Education Department |
| 4. Present Tentative Enrolment Form for posting | 4.1 Countersign Tentative Enrolment Form for review and evaluation of client's scholarship | None | 5 Minutes | *OSSS Coordinator* Office of Student Affairs and Development |
| | 4.2 Otherwise, a payment slip will be issued | None | 2 Minutes | *Information Technology Officer I* Information and Communication Technology Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 5. Proceed to the Cash Unit and pay the order of payment slip. | 5. Receive and process the order of payment slip and Issue an Official Receipt | See schedule of Fees | 7 Minutes | *Administrative Officer III* Cash Unit |
| 6. Present the signed Tentative Enrolment Form for approval and wait for the release of the Certificate of Enrolment at the Office of Admission and Registration. | 6.1 Receive and validate the Tentative Enrolment Form | None | 2 Minutes | *ARES Director* ARES |
| | 6.2 Approves the Tentative Enrolment Form | None | 2 Minutes | *ARES Director* ARES |
| | **TOTAL** | **See schedule of Fees** | **33 Minutes** | |

| SCHOOL FEES | RATE ( in Philippine Peso) |
|---|---|
| Tuition Fee (Undergraduate) | 100.00/unit |
| Transcript of Records Fee | 100.00/page |
| Honorable Dismissal Fee | 50.00 |
| Diploma Fee | 100.00 |
| Re-issuance of Certificate of Enrolment (COE) | 20.00 |
| Re- issuance of Diploma/ Transcript of Records | 150.00/page |
| Removal Fee | 30.00/subject |
| ID Fee | 100.00 |
| Adding/changing/dropping of subjects | 30.00/subject |
| Certification Fee | 30.00 |
| Authentication/Verification Fee | 5.00/page |
| Certification, Authentication and Verification (CAV) Fee | 150.00 |
| Thesis Fee | 700.00 |
| Library Fee | 50.00 / Day |
| Library Card Fee | 100.00 |

## 3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

| Office: | Education Department |
|---|---|

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| Classification: | Simple |
|---|---|
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Education Department Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-04 Form (Shifting Form) (1 original) | Education Department |
| 2. CSU-F-ACAD-14 Form (Prospectus) (1 original) | Education Department |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Chairperson* Education Department |
| | 1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form | None | 10 Minutes | *Chairperson* Education Department |
| 2. Submit accomplished CSU-F-ACAD-04 Form | 2.1 Receive and check the accomplished CSU-F-ACAD-04 Form | None | 2 Minutes | *Chairperson* Education Department |
| | 2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 1 Minute | *Chairperson* Education Department |
| 3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | 3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form | None | 2 Minutes | *Chairperson* Education Department |
| | TOTAL | None | 17 Minutes | |

## 4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

| Office: | Education Department |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Education Department Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Removal of Incomplete Grades Form (1 original) | Education Department |

| | 2. Official Receipt of payment for Removal of Incomplete Grades (1 original) | Cash Unit |
|---|---|---|

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.Acquire and Accomplish the Removal of Incomplete Grades Form | 1. Provide Removal of Incomplete Grades Form | None | 2 Minutes | *Registrar III* Office of the Admission and Registration Services |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Proceed to Accounting Services for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form | 4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form | None | 2 Minutes | *Chairperson* Education Department |
| | 4.2 Prepare, encode, review and print Removal Grade Sheet | None | 5 Days | *Chairperson* Education Department |
| | 4.3 Sign the Removal Grade Sheet | None | 5 Minutes | *Chairperson* Education Department |
| | 4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record | None | 5 Minutes | *Chairperson* Education Department |
| | **TOTAL** | **PHP 30.00/ subject** | **5 Days, 26 Minutes** | |

## 5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

| Office: | Education Department |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Education Department Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CSU-F-ACAD-06 (Adding/Changing/ Dropping/Withdrawing Subjects Form) (1 original) | Education Department |
| 2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees (1 original) | Cash Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and accomplish the CSU-F-ACAD-06 Form | 1.1 Provide CSU-F-ACAD-06 Form | None | 2 Minutes | *Chairperson* Education Department |
| | 1.2 Provide assistance and instructions in accomplishing the form | None | 5 Minutes | *Chairperson* Education Department |
| 2. Pay prescribed fees to obtain an Official Receipt | 2. Process payment and issue Official Receipt | PHP 30.00/ subject | 7 Minutes | *Administrative Officer III* Cash Unit |
| 3. Proceed to Accounting Services for payment verification | 3. Verification of Payment | None | 5 Minutes | *Accountant III* Accounting Unit |
| 4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form | 4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form | None | 3 Minutes | *Chairperson* Education Department |
| | 4.2 Sign the CSU-F-ACAD-06 Form | None | 1 Minute | *Chairperson* Education Department |
| 5. Receive signed CSU-F-ACAD-06 Form | 5. Release signed CSU-F-ACAD-06 Form | None | 2 Minutes | *Chairperson* Education Department |
| 6. Proceed to the OARS for processing of application | 6. Process the application | None | 5 Minutes | *Registrar III* Office of the Admission and Registration Services (OARS) |
| | TOTAL | PHP 30.00/ subject | 30 Minutes | |

# CatSU Panganiban Campus
## II. Internal Services

## OFFICE OF THE CAMPUS DIRECTOR

## 1. Issuance of Travel Order

Service offered to a client who requests for travel order for their official travels or official business.

| Office: | Office of the Campus Director |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order) |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
|---|---|---|
| 1. Request to Travel (1 original) | | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the Travel Request and other attachments that the client may provide | 1. Validate the travel date and purpose, ensure all required signatories are present on the request, and route it to the Budget Officer and Administrative, Finance, and Production Services (AFPS) for further processing. | None | 5 Minutes | *Campus Director* Office of the Campus Director |
| 2. Wait for the release of the requested document. | 2.1 Approve the travel request, ensuring that sufficient funds are available as confirmed by the Budget Officer, and with the recommending approval signed by the Administrative Officer V of the AFPS. | None | 2 Minutes | *Campus Director* Office of the Campus Director |
| | 2.2. Prepare the Travel Order | None | 5 Minutes | *Campus Director* Office of the Campus Director |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 2.3. Review and sign the document requested. | None | 1 Minute | *Campus Director* Office of the Campus Director |
| | 2.4. Approve the Travel Order | None | 1 Minute | *Campus Director* Office of the Campus Director |
| 3. Receive the requested document. | 3. Let the Client sign the logbook for the release of the requested document. | None | 1 Minute | *Campus Director* Office of the Campus Director |
| **TOTAL** | | **None** | **15 Minutes** | |

# ADMINISTRATIVE, FINANCE, AND PRODUCTION SERVICES

## 1. Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records

Service offered to a client who needs hard copy file of their service record, and other certifications from the CatSU PC Records Office.

| Office: | Administrative, Finance, and Production Services (AFPS) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Identification Card (1 original) | Client |
| 2. CSU-F-HRM-19 Request Form (1 original) | Administrative, Finance, and Production Services (AFPS) |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Secure the CSU-F-HRM-19 Request Form from the AFS office and present ID. | 1. Interview client and check ID. Release CSU-F-HRM-19 Request Form | None | 1 Minute | *Administrative Officer V* Administrative, Finance, and Production Services |
| 2. Fill up the CSU-F-HRM-19 Request Form and submit. | 2. Validate request form | None | 2 Minutes | *Administrative Officer V* Administrative, Finance, and Production Services |
| 3. Wait for the release of the requested document. | 3.1 Collect data needed to prepare the document requested. | None | 5 Minutes | *Administrative Officer V* Administrative, Finance, and Production Services |
| | 3.2 Review and sign the document requested. | None | 1 Minute | *Administrative Officer V* Administrative, Finance, and Production Services |
| 4. Receive the requested document. | 4. Let the Client sign the logbook for the release of the requested document. | None | 1 Minute | *Administrative Officer V* Administrative, Finance, and Production Services |
| | | TOTAL | 10 Minutes | |

## CASH UNIT

## 1. Collection of Payment and Issuance of Official Receipt

Internal clients (employees) who are going to pay for school fees, certifications, document authentication, and availing of school products and amenity rental may avail this service.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Identification Card (ID) (1 original) | Client |
| 2. Assessment of Statement of Account (for payment of tuition fee) (1 original) | Accounting Unit |
| 3. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip (1 original) | CBO/Servicing Unit/Office |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present posting & assessment slip/order slip of payment to the Collecting Officer for review and verification | 1. Review and Verify payment details and Input data to Record | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| 2. Pay the amount indicated in the assessment slip/order of payment slip/order slip | 2. Receives cash as payment and issue an official receipt | See schedule of fees | 5 Minutes | *Administrative Officer III* Cash Unit |
| | **TOTAL** | **See schedule of fees** | **7 Minutes** | |

| SCHOOL FEES | RATE ( in Philippine Peso) |
|---|---|
| Certification Fee | 30.00 |
| Authentication/Verification Fee | 5.00/page |

## 2. Disbursement of Cash

CatSU PC Employees may avail this service for the payment of honoraria overload, wages, and refund of fees, travel expenses, and scholarship grants.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Identification Card (1 original) | Client |
| 2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present a valid ID/authorization letter to the Disbursing Officer. | 1. Verify the validity of the ID/authorization letter | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| 2. Sign on the monitoring logbook and payroll | 2. Provide the logbook and present the payroll | None | 3 Minutes | *Administrative Officer III* Cash Unit |
| 3. Receive and count the cash before leaving the counter | 3. Sees to it the amount given to the client is correct | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| | **TOTAL** | **None** | **7 Minutes** | |

## 3. Disbursement of Check

CatSU PC Employees may avail this service for the release of check in connection with claims for cash advance or reimbursement of expenses which they will claim as payment for the supplies or equipment purchased.

| Office: | Cash Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Identification Card (1 original) | Client |
| 2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present a valid ID/authorization letter to the Disbursing Officer. | 1. Verify the validity of the ID/authorizati on letter | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| 2. Sign the Disbursement Voucher and Columnar Book | 2. Provide the logbook and present the payroll | None | 3 Minutes | *Administrative Officer III* Cash Unit |
| 3. Receive and review the Check for errors (if there is any) before leaving the counter | 3.1 Issue the Check and issue the Official Receipt | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| | 3.2 Let the client sign in the logbook. | None | 2 Minutes | *Administrative Officer III* Cash Unit |
| | | **TOTAL** | **9 Minutes** | |

# HUMAN RESOURCE MANAGEMENT UNIT

## 1. Preparation and Issuance of Personnel Records

Eligible employees in the University may request for their Service Record, Certificate of Employment and other Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CatSU-F-HRM-19 Request Form (1 original) | Human Resource Management Unit |
| 2. Valid identification card (1 original) | Client |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorizatio n | 1. Validate identity of the client and the authenticity of the authorization letter | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 2. Accomplish and submit CatSU-F-HRM-19 Request Form | 2.1 Receive accomplishe d request and evaluate completenes s of information | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | None | 4 Hours | *Administrative Officer IV* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, verify, update records and prepare the requested | None | 12 Hours | *Administrative Officer IV* Human Resource Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | document | | | |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 6 Hours | *Administrative Officer IV* Human Resource Management Unit |
| 3. Receive the documents requested | 3. Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| **TOTAL** | | **None** | **2 Days, 7 Hours, 30 Minutes** | |

## 2. Issuance of Certified Copy of Document from 201 Files

Eligible employees in the University may request for certified true copy of their Service Record, Certificate of Employment and other Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

| Office: | Human Resource Management Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. CatSU-F-HRM-19 Request Form (1 original) | Human Resource Management Unit |
| 2. Valid identification card (1 original) | Client |
| 3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present valid Identification Card/ Letter of authorizatio n | 1. Validate identity of the client and the authenticity of the authorization letter | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| 2. Accomplish and submit CatSU-F-HRM-19 Request Form | 2.1 Receive accomplishe d request and evaluate completenes s of information | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | 2.2 Forward the | None | 2 Hours | *Administrative* |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | request form and supporting documents to the Unit Head for information and assignment to the responsible personnel | | | *Officer IV* Human Resource Management Unit |
| | 2.3 Retrieve the 201 files, verify, update records, stamp certified true copy, and prepare the requested document | None | 8 Hours | *Administrative Officer IV* Human Resource Management Unit |
| | 2.4 Review, sign, secure approval of the authorized signatory | None | 6 Hours | *Administrative Officer IV* Human Resource Management Unit |
| 3. Receive the documents requested | 3. Release the requested document and have the client sign in the logbook | None | 30 Minutes | *Administrative Officer IV* Human Resource Management Unit |
| | **TOTAL** | **None** | **2 Days, 1 Hour, 30 Minutes**** | |

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032
**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request.

# SUPPLY AND PROPERTY MANAGEMENT UNIT

## 1. Receipt of Delivered Supplies, Materials, and Equipment

This service authorizes the receipt, inspection and acceptance of delivered, materials and equipment for CatSU PC.

| | |
|---|---|
| **Office:** | Supply and Property Management Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Details of requested supplies, materials, and equipment (1 original) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the details of requested supplies, materials, and equipment | 1.1 Receive details of requested supplies, materials, and equipment and validate | None | 2 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 1.2 Prepare Requisition and Issue Slip for supplies and materials issuance. | None | 8 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 1.3 Otherwise, Prepare Inventory and Custodian Slip (ICS) for Equipment/ properties costing below Php 50, 000.00 and Property Acknowledgement Receipt (PAR) for Equipment/propert ies with costs above Php 50,000.00. | None | 5 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 2. Receive and counter-check items as per request. | 2. Check, count, and issue items to end users. | None | 17 minutes | *Administrative Officer I* Supply and Property Management Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 3. Sign in the RIS/ICS/PAR | 3. Facilitate the signing of RIS/ICS/PAR. If applicable paste the sticker on the equipment upon issuance. | None | 3 minutes | *Administrative Officer I* Supply and Property Management Unit |
| **TOTAL** | | **None** | **35 Minutes** | |

## 2. Returning of Unserviceable Properties

This service provides instructions for the disposal of unserviceable properties at CatSU – Panganiban Campus
.

| | |
|---|---|
| **Office:** | Supply and Property Management Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, and Job Order) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Unserviceable Property for Disposal | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Return Unserviceable Properties | 1.1 Receive the unserviceable property | None | 2 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 1.2 Prepares the Unserviceable Property Return Slip (UPRS) | None | 13 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| 2. Sign the UPRS | 2.1 Received signed UPRS | None | 5 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| | 2.2 Prepare the Inventory and Inspection Report of Unserviceable Properties (IIRUP) and Waste Material Report. | None | 10 Minutes | *Administrative Officer I* Supply and Property Management Unit |
| **TOTAL** | | **None** | **30 Minutes** | |

## GENERAL SERVICES UNIT

### 1. Providing Maintenance Works

Internal Service that is performed for preventive and corrective maintenance action at the Catanduanes State University – Panganiban Campus.

| Office: | General Services Unit |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Request for Services Form (1 original) | General Services Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit a fully accomplished Request for Services Form | 1.1 Receive the Request for Services Form | None | 5 Minutes | *Carpenter Foreman* General Services Unit |
| | 1.2 Verify accomplished RSF document | None | 15 Minutes | *Carpenter Foreman* General Services Unit |
| | 1.3 Prepare a work plan on the service request and get approval from the Head of Admin. and Finance Service and Campus Director; enter in the PMC report. | None | 10 Minutes | *Carpenter Foreman* General Services Unit |
| | 1.4 Prepare Purchase Request for the materials needed and get supplies at the Supply Services. | None | 30 Minutes | *Carpenter Foreman* General Services Unit |
| | 1.5 Render requested service. | None | Fabrication of carpentry works - 5 Days<br><br>Repair of furniture and fixture - 3 Days<br><br>Repair and maintenance of office air condition units- 2 Days | *Carpenter Foreman* General Services Unit |
| 2. Receive | 2. Turn-over | None | 20 Minutes | *Carpenter* |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| accomplished work. | accomplished work. | | | *Foreman* General Services Unit |
| | **Total** | **None** | **Fabrication of carpentry works - 5 Days, 1 Hour and 20 Minutes** **Repair of furniture and fixture - 3 Days, 1 Hour and 20 Minutes** **Repair and maintenance of office air condition units - 2 Days, 1 Hour and 20 Minutes** | |

## RECORDS UNIT

### 1. Processing of Request for Authentication of Documents

Employees may request authentication of documents for their official and personal purposes.

| Office: | Records Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Regular Employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Document to be authenticated (original and photocopy) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the original and photocopy of document/s | 1.1 Receive the document/s from the client | None | 1 minute | *Administrative Officer I* Records Unit |
| | 1.2 Instruct the requesting party to log in the logbook her/his name together with the number of copies of the documents and sign | None | 2 minutes | *Administrative Officer I* Records Unit |
| 2. Wait for the release of authenticated document/s | 2.1 Check and stamp the document/s | None | 2 minutes | *Administrative Officer I Records Unit* |
| | 2.2 Review and sign the document/s | None | 2 minutes | *Administrative Officer I Records Unit* |
| 3. Receive the authenticated document/s | 3. Release the authenticated the document/s | None | 1 minute | *Administrative Officer I Records Unit* |
| | **Total** | **None** | **8 Minutes** | |

### *Non-Regular Employee*

| Office: | Records Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Contract of Service and Job Order) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Document to be authenticated (original and photocopy) | Client |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Pay authentication fee at Cash Unit | 1. Collect payment and issue an official receipt for Authentication Fee | PHP 5.00/ page | 7 minutes | *Administrative Officer III Cash Unit* |
| 2. Present the original and photocopy of document/s | 2.1 Receive the document/s and official receipt from the client | None | 1 minute | *Administrative Officer I Records Unit* |
| | 2.2 Instruct the requesting party to log in the logbook her/his name together with the number of copies of the documents and sign | None | 2 minutes | *Administrative Officer I Records Unit* |
| 3. Wait for the release of authenticated document/s | 3.1 Check and stamp the document/s | None | 2 minutes | *Administrative Officer I Records Unit* |
| | 3.2 Review and sign the document/s | None | 2 minutes | *Administrative Officer I Records Unit* |
| 4. Received the authenticated document/s | 4. Release the authenticated the document/s | None | 1 minute | *Administrative Officer I Records Unit* |
| **Total** | | **PHP 5.00/ page** | 15 Minutes | |

## 2. Processing of Request for Retrieval of Documents

Search and retrieval of documents from records.

| Office: | Records Unit |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU PC Employees (Permanent and Temporary) |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| None | None |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the request form for retrieval (CatSU-F-REC-03) | 1.1 Guide the requesting party to complete the necessary information and details of the document/s to be retrieve | None | 2 Minutes | *Administrative Officer I* Records Unit |
| | 1.1 Search where the documents filed through Electronic/ Logbook | None | 10 Minutes | *Administrative Officer I* Records Unit |
| | 1.2 Secure a photocopy of the specific document/s requested | None | 4 Minutes | *Administrative Officer I* Records Unit |
| 2. Release the requested document/s | 2. Instruct the requesting party to log in the logbook her/his name and sign | None | 2 Minutes | *Administrative Officer I* Records Unit |
| | **TOTAL** | **None** | **18 Minutes** | |

# HEALTH SERVICES

## 1. Consultation and Physical Examination

Internal service is offered to clients needing medical health care during their stay in CatSU-PC school.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Employee University Identification Card (1 original) | Client |
| 2. Patient's Record Form (1 original) | Medical Service |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 1 Minute | *Nurse I* Health Services |
| 2. For new patients, fill out the medical patient form For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 14 Minutes | *Nurse I* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs. Examine and assess the patient's condition. | None | 10 Minutes | *Nurse I* Health Services |
| 4. Wait for final advice for release from the clinic. | 4. Evaluate the patient's condition and give health teachings. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed. | None | 35 Minutes | *Nurse I* Health Services |
| | TOTAL | None | 1 Hour | |

## 2. Consultation and Treatment for Dental Care

Internal service is offered to clients needing dental care during their stay in CatSU-PC.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Employee University Identification Card (1 original) | Client |
| 2. Patient's Record Form (1 original) | Medical Service |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new patients, fill out the dental health record For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 12 Minutes | *Dentist II* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine the patient's condition | None | 15 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the history of the present illness | 4. Interview the patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. | None | 45 Minutes | *Dentist II* Health Services |
| 6. Wait for advice for release. | 6. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires. | None | 10 Minutes | *Dentist II* Health Services |
| | TOTAL | None | 1 Hour, 37 Minutes | |

## 3. Dental Curative Service

Internal service is offered to the clients for the curative dental service of CatSU-Panganiban Campus.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Employees (Permanent, Temporary, Job-Order, Contract of Service, Part-Timer, Casual) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Employee University Identification Card (1 original) | CBO Main Campus |
| 2. Dental Health Record (1 original) | Dental Service |
| 3. Duly signed Parents' Consent for students below 18 years old (1 original) | Dental Service |
| 4. Medical Clearance from attending physicians for compromised patient (1 original) | Licensed Physician |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new patients, fill out the dental health record For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 15 Minutes | *Dentist II* Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine the patient's condition | None | 12 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the history of the present illness | 4. Interview the patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. | None | Minor Oral Surgery – 1 Hour  Control or secondary infection – 30 Minutes  Other | *Dentist II* Health Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | | emergency cases – 20 Minutes | |
| 6. Wait for advice for release. | 6. Release prescription medicine and record log for medicine dispenses. And schedule follow-up if the patient's condition needs. | None | 10 Minutes | *Dentist II* Health Services |
| | **TOTAL** | **None** | **Minor Oral Surgery – 1 Hour and 52 Minutes**<br><br>**Control or secondary infection - 1 Hour and 22 Minutes**<br><br>**Other emergency cases – 1 Hour and 12 Minutes** | |

## 4. Promotion of Oral Health, Specific Protection, and Counseling

Internal service offered to clients for promotive and restorative dental services for Newly Hired Employees of CatSU-PC.

| Office: | Health Services |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | CatSU PC Newly Hired Employees |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Employee University Identification Card (1 original) | CBO Main Campus |
| 2. Patient's Record Form (1 original) | Medical Service |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 5 Minutes | *Dentist II* Health Services |
| 2. For new | 2. Retrieve record | None | 15 Minutes | *Dentist II* |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| patients, fill out the dental health record<br><br>*For former patients, records are retrieved. | / Assist in filing out the record | | | Health Services |
| 3. Proceed to the designated area for vital signs assessment | 3. Get vital signs and examine patient's condition | None | 12 Minutes | *Dentist II* Health Services |
| 4. State the reason for consultation and reveal the history of the present illness | 4. Interview patient on present illness. | None | 10 Minutes | *Dentist II* Health Services |
| 5. Submit for diagnosis and dental treatment | 5. Release diagnosis and perform dental treatment. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires | None | 45 Minutes | *Dentist II* Health Services |
| | **TOTAL** | **None** | **1 Hour, 27 Minutes** | |

## 5. Treatment of Minor Wounds and Minor Ailment

Internal service offered to client who needs immediate medical treatment during their stay in CatSU-PC.

| Office: | Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
|---|---|---|
| 1. Employee University Identification Card (1 original) | | CBO Main Campus |
| 2. Patient's Record Form (1 original) | | Medical Service |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present Identification Card/Certificate of Enrolment | 1. Verify the Identification Card/Certificate of Enrolment | None | 1 Minute | *Nurse I* Health Services |
| 2. For new patients, fill out the medical patient form For former patients, records are retrieved. | 2. Retrieve record / Assist in filing out the record | None | 9 Minutes | *Nurse I* Health Services |
| 3. Proceed to the designated area for treatment | 3. Evaluate patient's condition and give her health teachings and treatment | None | 30 Minutes | *Nurse I* Health Services |
| 4. Wait for final advice for release from the clinic. | 4. Record important data regarding treatment. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed. | None | 20 Minutes | *Nurse I* Health Services |
| | TOTAL | None | 1 Hour | |

## COMPUTER OPERATIONS SERVICES

### 1. Providing Technical Support

The purpose is to provide technical support for the different units/offices in the University. COS is tasked to handle various IT-related tasks and activities. A need to evaluate, give merit, prioritize, and define requisites is needed before undertaking.

Internal service is offered to client for the purpose to provide technical support for the different units/offices in the University. COS is tasked to handle various IT-related tasks and activities. A need to evaluate, give merit, prioritize, and define requisites is needed before undertaking.

| Office: | Computer Operation Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Technical Support Request Form (1 original) | Computer Operation Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Acquire and complete the technical support request form | 1.1 Receive the TSRF and indicate on the form the actual date and time of receipt for tracking and delivery cycle time | None | 2 Minutes | *Senior Administrative Assistant II* Computer Operation Services |
| | 1.2 Assess the severity and urgency of the reported problem. Take immediate action based on sound judgment | None | 6 Minutes | *Senior Administrative Assistant II* Computer Operation Services |
| | 1.3 Concurs and approved TSRF and assigns personnel for the task | None | 2 Minutes | *Senior Administrative Assistant II* Computer Operation Services |
| | 1.4 Troubleshoots and performs necessary repairs. Indicates the delivery date on TSRF and solicits acknowledgment | None | 32 Minutes | *Senior Administrative Assistant II* Computer Operation Services |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | and acceptance of the job rendered from the requisitioning individual. If the request is not satisfactorily completed it will be evaluated again and will indicate further action required to complete the requested task indicate the delivery date on the follow-up report and perform needed action. | | | |
| 2. Receive the accomplished task and sign TSRF. | 2. Deliver the accomplished task and retain a copy of the approved and signed TSRF. | None | 3 Minutes | *Senior Administrative Assistant II* Computer Operation Services |
| | **TOTAL** | **None** | **45 Minutes** | |

# FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| How to send feedback? | Answer the client feedback form and drop it at the designated drop box in front of the CSU Lobby |
| How feedbacks are processed? | Every Friday, assigned Officer of the Day opens the drop box and compiles and records all feedback submitted. |
| | Feedback requiring answers are forwarded to the relevant offices and they are required to answer within two (2) days from the receipt of the feedback. |
| How to file complaints? | Answer the Client Complaint Form and drop it at the designated drop box at the CSU Lobby, Public Assistance and Complaint Desk. Make sure to provide the following information: 1. Full name and address of the complainant; 2. Full name and address of the person/s complained of as well as his/her/ their position/s and office/s; 3. A narration of the relevant and material facts which shows the act/s or omission/s allegedly committed |
| How complaints are processed? | Formal complaint is received and forwarded to the concerned Dean or Chief of Office of the person being complained of. |
| | Documents are checked for completeness: if incomplete, the complainant shall be contacted if known, otherwise, the case shall be reported to the SUC President; if complete Investigation Committee (IC) shall be recommended to the SUC President. |
| | Complaint is endorsed to the IC who has undergone: Investigation Drill/ Orientation within two (2) Working Days (WD) after its date of designation. |
| | All pieces of information surrounding the complaints underscoring the root cause are verified and analyzed. |
| | If found not valid, report of the investigation shall be forwarded to the SUC President; if valid, the ISO Chairperson shall be notified for the issuance of the Non-conformity and Corrective Action Report (NCAR). |
| | NCAR is issued within two (2) WD upon receipt of notification. |
| | Corrective action is performed including root cause analysis to prevent recurrence. |
| | Implementation of the corrective action is followed up at least two (2) WD after the issuance of the NCAR. |
| | The effectiveness of the corrective action is verified: If it is not effective corrective action shall be performed again; otherwise, the |

| | |
|---|---|
| | results shall be recorded in the monitoring log. |
| | Final report is submitted to the SUC President (Institutional) or to the concerned Dean/Chief of Office (Local) |
| | If the identity of the client is known, a copy of the final report shall be sent. |
| Contact Information of ARTA, PCC, CCB | ARTA: complaints@arta.gov.ph<br>    8478 5093<br>PCC: 8888<br>    CCB: 0908-881-6565 (SMS) |

## LIST OF OFFICES

| Office | Address | Contact Information |
|---|---|---|
| **CENTRAL MANAGEMENT** | | |
| Office of the President | 2/F, Left Wing, Admin. Building | catsu1961@catsu.edu.ph |
| Office of the University Board Secretary | 2/F, Left Wing, Admin. Building | ubss@catsu.edu.ph |
| Legal Unit | 2/F, Left Wing, Admin. Building | legal@catsu.edu.ph |
| Internal Audit Unit | 3/F, Left Wing, Admin. Building | ias@catsu.edu.ph |
| Executive Assistance Services | 2/F, Left Wing, Admin. Building | eas@catsu.edu.ph |
| Planning Unit | 2/F, Left Wing, Admin. Building | pds@catsu.edu.ph |
| Project Management Unit | GF, Right Wing, Admin Building | pmo@catsu.edu.ph |
| Information and Communications Technology Unit | 3/F, Left Wing, Admin. Building | its@catsu.edu.ph |
| Information Unit | GF, Right Wing, Admin Building | corporatecomms@catsu.edu.ph |
| Quality Assurance Unit | 3/F, Right Wing, Admin. Building | quality@catsu.edu.ph |
| Gender and Development Office | GAD Building | gad@catsu.edu.ph |
| Alumni Relations Services | 3/F, Left Wing, Admin. Building | alumni@catsu.edu.ph |
| Corporate Business Operations | 2/F, CBO Building | cbo@catsu.edu.ph |
| Center for International Relations and Continuing Professional Development Services | 3/F, Left Wing, Admin. Building | circpds@catsu.edu.ph |
| Center for Island Climate Change Solutions | Research Center for Weather and Climate Change Building | ciccsd@catsu.edu.ph |
| **ACADEMIC AFFAIRS** | | |
| Office of the Vice President for Academic Affairs | GF, Left Wing, Admin. Building | vpaa@catsu.edu.ph |
| College of Agriculture | CAF Building | caf@catsu.edu.ph |
| College of Sciences | COS Building | cos@catsu.edu.ph |
| College of Business and Accountancy | CBA Building | cba@catsu.edu.ph |
| College of Education | CoED Building | coed@catsu.edu.ph |
| College of Engineering and Architecture | CEA Building | cea@catsu.edu.ph |
| College of Health Sciences | CHS Building | chs@catsu.edu.ph |
| College of Humanities and Social Sciences | CHUMSS Building | chumss@catsu.edu.ph |
| College of Industrial Technology | CIT Building | cit@catsu.edu.ph |
| College of Information and Communications Technology | CICT Building | cict@catsu.edu.ph |

| Office | Address | Contact Information |
|---|---|---|
| Office of the Admission and Registration Services | GF, Right Wing, Admin. Building | registrar@catsu.edu.ph |
| Student Affairs and Development Services | GF, Right Wing, Admin. Building | osads@catsu.edu.ph |
| Student Scholarship, Financial Assistance, Career Development and Placement Services | GF, Right Wing, Admin. Building | ossfacdps@catsu.edu.ph |
| NSRC and NSTP | GF, CatSU Gymnasium | nstp@catsu.edu.ph |
| Guidance, Counseling and Testing Services | GF, Left Wing, Admin. Building | gcto@catsu.edu.ph |
| Principal's Office - Laboratory Schools | Lab. School Building | labschool@catsu.edu.ph |
| University Library | Library Building | library@catsu.edu.ph |
| Sports Development Services | Mezzanine CatSU Gymnasium | sports@catsu.edu.ph |
| **ADMINISTRATIVE AND FINANCIAL AFFAIRS** | | |
| Office of the Vice President for Administrative and Financial Affairs | 2/F, Right Wing, Admin. Building | vpafa@catsu.edu.ph |
| Chief Administrative Officer - Administrative Division | 2/F, Right Wing, Admin. Building | caoadmin@catsu.edu.ph |
| Chief Administrative Officer - Finance Division | 2/F, Right Wing, Admin. Building | caofinance@catsu.edu.ph |
| Budget Unit | 2/F, Right Wing, Admin. Building | budget@catsu.edu.ph |
| Procurement Unit | GF, Left Wing, Admin. Building | bac@catsu.edu.ph |
| Supply and Property Management Unit | Ground Floor, CSU Gymnasium | supply@catsu.edu.ph |
| Cash Unit | 2/F, Right Wing, Admin. Building | cashier@catsu.edu.ph |
| Accounting Unit | 2/F, Right Wing, Admin. Building | acctg@catsu.edu.ph |
| Human Resource Management Unit | 2/F, Right Wing, Admin. Building | hrms@catsu.edu.ph |
| Records Unit | GF, Left Wing, Admin. Building | records@catsu.edu.ph |
| General Services | B&G Building | bgs@catsu.edu.ph |
| Motor Pool Services | B&G Building | motorpool@catsu.edu.ph |
| Health Services | Infirmary Building | mds@catsu.edu.ph |
| Security Services | GF, Admin Building | security@catsu.edu.ph |
| **RESEARCH, EXTENSION AND PRODUCTION AFFAIRS** | | |
| Office of the Vice President for Research, Extension and Production Affairs | 2/F, Left Wing, Admin. Building | vprepa@catsu.edu.ph |
| Research and Development Services | Research Building | rds@catsu.edu.ph |
| Extension Services | Extension Building | es@catsu.edu.ph |
| Abaca Technology Innovation Center | ATIC Building | atic@catsu.edu.ph |
| **PANGANIBAN CAMPUS** | | |
| Campus Administrator's Office | CatSU Panganiban Campus | catsu_panganiban@catsu.edu.ph |

| Office | Address | Contact Information |
|--------|---------|---------------------|
| Academic, Research and Extension Services at Panganiban Campus | | arespc@catsu.edu.ph |
| Financial and Reproduction Services | 317 | afapc@catsu.edu.ph |
| Office of the Admission and Registration Services, Panganiban Campus | | registrarpc@catsu.edu.ph |