

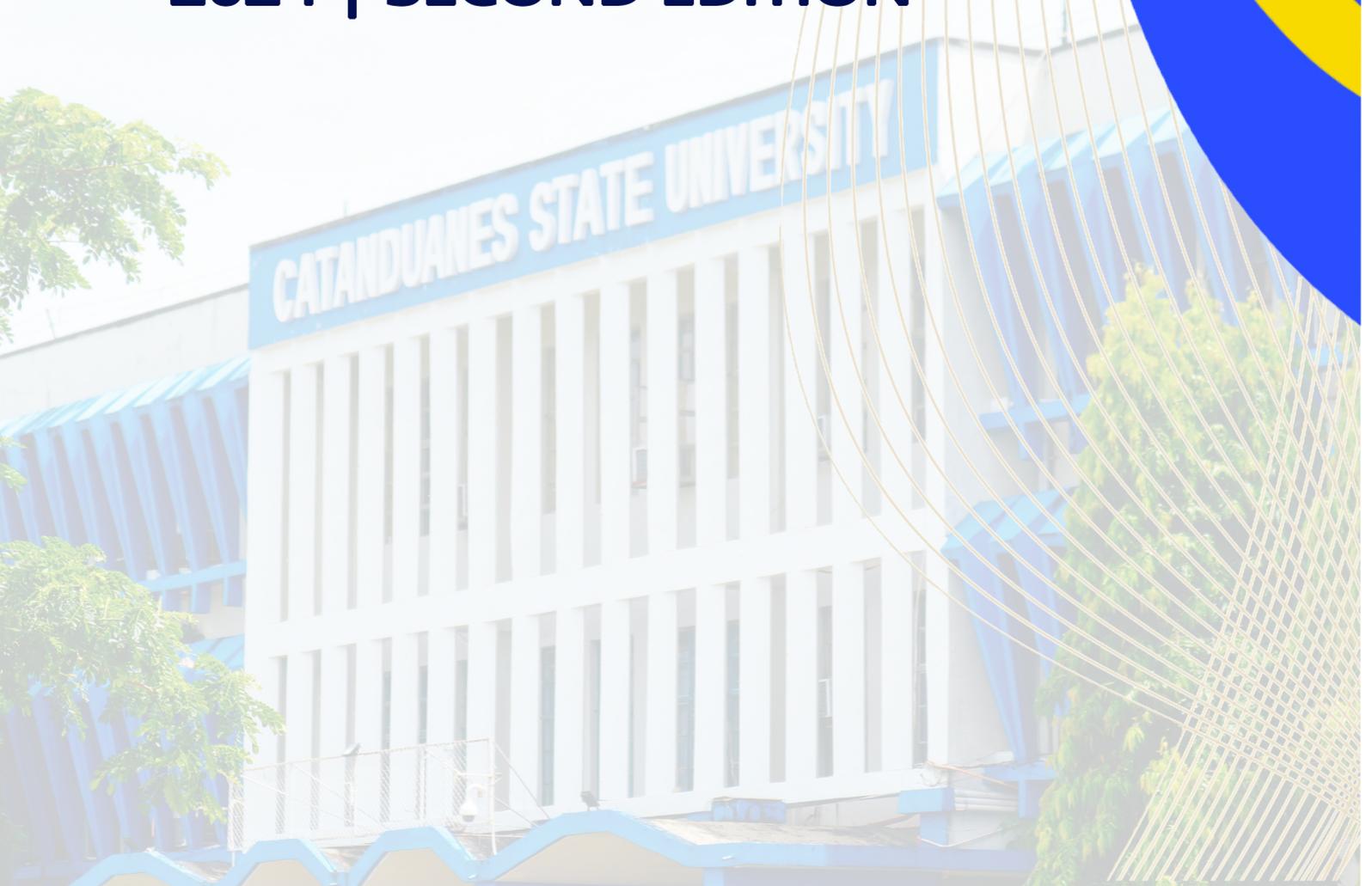


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Catanduanes State University

CITIZEN'S CHARTER

2024 | SECOND EDITION





CATANDUANES STATE UNIVERSITY

CITIZEN'S CHARTER **2024 | SECOND EDITION**



FOREWORD

The Catanduanes State University, as a bastion of higher education, stands firm in putting the interest of the public first and foremost, and promoting integrity and accountability in government service. To effectively advocate for a “comprehensive, unified response to eliminating red tape in the government” this University established its service standards known as Citizen’s Charter.

This Charter was created to serve as a contract between Catanduanes State University and its clients. Pursuant to Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” this Charter was formulated to guide frontline service providers and non-frontline service providers and the clients on the services offered and how these services shall be availed.

The Charter adheres to its Quality Policy of providing client satisfaction through continual improvement of its quality management system while ensuring excellence in instruction, research and community service for societal development.

“The way we do anything is the way we do everything.” Let this Citizen’s Charter be our beacon of good governance, our way of life in the daily discharge of duties and responsibilities as we endeavor to deliver excellent service for our people.

PATRICK ALAIN T. AZANZA, Ph. D., J.D.
SUC President III



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.

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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

CLIENTS 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	<i>Executive Assistant III</i> Office of the President
2. Present accomplished Request Form and valid ID to EAS Clerk	2.0 Review completion of details on Request Form and verify identity of client	None	2 Minutes	<i>Executive Assistant III</i> Office of the President
	2.1. Prepare Certificate of Appearance and forward to Executive Assistant III for signature	None	6 Minutes	<i>Executive Assistant III</i> Office of the President
	2.2 Check accuracy of content and sign Certificate of Appearance	None	3 Minutes	<i>Executive Assistant III</i> Office of the President
3. Receive Certificate of Appearance	3. Release Certificate of Appearance	None	1 Minute	<i>Executive Assistant III</i> Office of the President
4. Fill out the Client Satisfaction Survey Form electronically or drop off a	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Executive Assistant III</i> Office of the President



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
paper copy in the designated box.				
		None	20 Minutes	



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:	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Document Request Form (1 original)	Office of the University Board Secretary

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the Document Request Form	1.0 Receive the form, check the availability of the requested document/s and forward to the Board Secretary for endorsement	None	1 Hour	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.1 Review and sign the form for endorsement	None	4 Hours	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.2 Forward to the SUC President III for approval	None	30 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.3 Sign the form for approval/disapproval	None	1 Day	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.4 Prepare the document/s requested once request is approved	None	1 Hour	<i>Acting Board Secretary</i> Office of the University Board Secretary <i>Secretary Executive Assistant III</i> Office of the President



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Receive the requested document/s	2. Release the document/s to the client	None	30 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
3. Sign the Document Request Form and Logbook to acknowledge receipt of the requested document/s and accomplish the Client Satisfaction Survey Form	3. Have the client to sign Monitoring Logbook and accomplish the Client Satisfaction Survey Form	None	5 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
TOTAL		None	1 Day, 7 Hours, 5 Minutes	



INFORMATION UNIT

1. 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

CLIENTS 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/CatanduanesStateUniversity2012	1. Acknowledge receipt of the message	None	5 Minutes	Information Officer III Information Unit
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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Information Officer III Information Unit
TOTAL		None	3 Hours, 10 Minutes	



PLANNING UNIT

1. Issuance of Certificate of Appearance

The issuance of a certificate of appearance is a process by which the Planning Unit formally confirms the physical presence of someone who physically appeared at the office, ensuring that the certificate is issued only after the physical presence has been verified.

Office:	Planning 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. Company ID or any government-issued ID (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Visit the Planning Unit on the scheduled date of appearance	1. Assess the necessary information and purpose of visit of the client	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
2. Present valid ID	2.0 Verification of client identity	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	2.1 Prepare Certificate of Appearance (filling out and verification of information)	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
	2.2 Sign/ Approve Certificate of Appearance	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
3. Receive of signed/approved Certificate of Appearance	3. Release Certificate of Appearance to the client	None	1 Minute	<i>Planning Officer III</i> Planning Unit
4. Fill out the Client	4. Provide client with Client	None	5 Minutes	<i>Planning Officer III</i> Planning Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	Satisfaction Survey Form (electronically or on paper).			
TOTAL		None	20 Minutes	

2. 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 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 PDS	
2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online	Client	

CLIENTS 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	<i>Planning Officer III</i> Planning Unit
2. Submit the accomplished Technical Assistance Form	2.0 Receive and check the completeness of the form	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	2.1 Check the availability of the data/documents being requested. If available, forward to the Planning Officer III for approval	None	10 Minutes	<i>Planning Officer III</i> Planning Unit
	2.2 Approve the request and forwarded to	None	3 Minutes	<i>Planning Officer III</i> Planning Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Administrative Aide			
3. Wait for the release of the requested data/document as stated in the agreed target date of completion	3.0 Forward the request form to area-in-charge	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	3.1 Prepare the needed data/documents	None	1 Day	<i>Planning Officer III</i> Planning Unit
	3.2 Send the files to the email provided of the client or save in the USB or hard drive if the file is too large to be sent online	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
TOTAL		None	1 Day and 30 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		

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay FAA Membership Fee at Alumni Coordinator's Office	1. Receive payment and issue an official receipt for Membership Fee	PHP 400.00	4 Minutes	<i>Director</i> 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	<i>Director</i> 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	<i>Director</i> Alumni Relations Services
4. Wait for the processing of FAA ID	4. Process the FAA ID	None	10 Minutes	<i>Director</i> 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	<i>Director</i> Alumni Relations Services
6. Fill out the Client Satisfaction	6. Provide client with Client Satisfaction	None	5 Minutes	<i>Director</i> Alumni Relations Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Survey Form electronically or drop off a paper copy in the designated box.	Survey Form (electronically or on paper).			
	TOTAL	PHP 400.00	41 Minutes	



CENTER FOR CATANDUNGAN HERITAGE AND THE ARTS

1. Application for Visual Art Exhibit (Solo Show/Group Show)

Application for a solo show of visual artworks such as paintings, charcoal drawings, sculptures and the like.

Office:	Center for Catandungan Heritage and the Arts
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Local Catandungan Artists
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposal for Visual Art Exhibit Form (2 original)	Center for Catandungan Heritage and the Arts

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Register on the Visitor's Logbook	1. Assist the client	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
2. Request the Proposal for Visual Art Exhibit Form	2. Provide the form	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
3. Fill-out the Proposal for Visual Art Exhibit Form	3. Assist the client	None	5 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
4. Submit the filled-out Proposal Art Exhibit Form	4. Accept the filled-out Proposal for Visual Arts Exhibit Form	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
5. Wait for initial response on the request	5. Provide initial response on the request	None	2 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
TOTAL		None	15 Minutes	



B. Administrative and Finance Division



ACCOUNTING UNIT

1. Processing of Claims

Pre-audits disbursement vouchers, checking the computation for the amount due and the documents as to the completeness, propriety and validity of the claim.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Suppliers and Contractors, Other Government Agencies and other individuals who have claims with the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Disbursement Voucher (DV) with Box A duly signed by the Accountable Officer (2 original)	Client
2. Obligation Request and Status (OBR) or Budget Utilization Request and Status (BURS) duly signed by the Accountable Officer and AO V, Budget Services (2 original)	Client
3. Supporting Documents for each type of expense (per COA Circular 2023-004 dated July 2023) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Supply Unit prepares Disbursement Voucher, Obligation Request and Status or Budget Utilization Request and Status and attach the required supporting documents	1.0 Receive DV, OBRS or BURS and supporting documents	None	5 Minutes	<i>Accountant III</i> Accounting Unit
	1.1 Record and assigns accounting number to the claims.	None	10 Minutes	<i>Accountant III</i> Accounting Unit
2. Completes the documents if they were submitted incomplete.	2.0 Review /pre-audits claims. <i>If documents are incomplete, returns claims to concerned unit for compliance.</i>	None	2 Days and 4 Hours	<i>Accountant III</i> Accounting Unit
3. Complies with the deficiencies if there is any.	3.0 Review claims as to validity, integrity, and	None	3 Hours and 25 Minutes	<i>Accountant III</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	propriety of the claim and ensures that the supporting documents are complete and the amount claimed is proper.			
	3.1 Sign the Disbursement Voucher (DV)	None	5 Minutes	Accountant III Accounting Unit
	3.2 Forward claims to CAO-Financial Services and ensure the signature of the receiving clerk in the logbook.	None	15 Minutes	Accountant III Accounting Unit
TOTAL		None	3 Days	

2. Signing of Clearance for Graduates and Students requesting for credentials

Signing of University Clearance for graduates and students who are requesting for credentials. Graduates or students who has pending/unsettled accountabilities will not have their university clearance signed.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Clients	
Who may avail:	CatSU alumni and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Clearance Form (1 original)		Office of the Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Forward clearance to Accounting Services	1. Receive university clearance and verifies against the list of accountabilities	None	15 Minutes	Accountant III Accounting Unit
2. Settle accountabilities (if any)	2. Sign if no accountability, otherwise advise clients to settle their accountability	None	13 Minutes	Accountant III Accounting Unit
3. Receive clearance and	3. Record the transaction and	None	2 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
signs in the logbook	releases clearance			
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant III</i> Accounting Unit
TOTAL		None	35 Minutes	

3. Verification of Student ledger balances

Students verifying for their school fee balances.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Clients	
Who may avail:	CatSU alumni and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student Identification Card/I.D Number (1 original)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the Student Identification Card	1.0 Search for Student's name and ID Number in the Student Information and Accounting System (SIAS).	None	5 minutes	<i>Accountant III</i> Accounting Unit
	1.1 If with balance, explains to concerned student the nature of ledger balance.	None	10 minutes	<i>Accountant III</i> Accounting Unit
2. Settle balances (if there is any balance)	2.0 Process the balance settlement	None	10 minutes	<i>Accountant III</i> Accounting Unit
	2.1 Check the SIAS to verify if settlement/ payment were recorded in the SIAS.	None	5 minutes	<i>Accountant III</i> Accounting Unit
3. Fill out the Client Satisfaction	3.0 Provide client with Client Satisfaction Survey Form	None	5 minutes	<i>Accountant III</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Survey Form electronically or drop off a paper copy in the designated box.	(electronically or on paper).			
TOTAL		None	35 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 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. Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees) (1 original)		Colleges/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	30 Seconds	<i>Administrative Officer V</i> Cash Unit
2. Pay the amount indicated in the assessment form/order of payment slip.	2. Receive cash as payment	Auditorium/ Gym Rental - PHP 18,000/day Stall Rental (payment varies) Commercial Building Rental PHP 84,700.00 Commercial Building Rental - LBP PHP 165,000.00 Bidding Proceeds	1 Minute	<i>Administrative Officer V</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		(payment varies) Gate Pass PHP 50.00 Water Bill/ Electric Bill (payment varies) IGP-Poultry, Livestock (payment varies) 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	<i>Administrative Officer V</i> 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	30 Seconds	<i>Administrative Officer V</i> Cash Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		Please see attached Schedule of	7 Minutes	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Fees and Charges		

SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	700/unit
	Doctoral Degree	800/unit
	Undergraduate	300/unit
MEDICAL AND DENTAL	Master's Degree Doctoral Degree Undergraduate	100
LIBRARY FEE	Master's Degree	500/term
	Doctoral Degree	500/term
	Undergraduate	100
LIBRARY CARD		100
ATHLETIC FEE		150
HANDBOOK FEE		35
MAINTENANCE FEE		200
JOURNAL FEE		300
AUDIO VISUAL DEVELOPMENT FEE		50
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students
TRANSCRIPT OF RECORD FEE		100/sheet
HONORABLE DISMISSAL FEE		50
DIPLOMA FEE		150
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
	Undergraduate	30/subject
ID FEE (Alumni and Freshmen)		120
ADDING/CHANGING/DROPPING OF SUBJECTS		30/subject
CERTIFICATION FEE	Master's Degree	50
	Undergraduate	30
AUTHENTICATION FEE		5/page
THESIS FEE		700
MICROSOFT TESTING FEE		1,300



SCHOOL FEES		RATE (in Philippine Peso)
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150/page
RENTAL OF CATSU AUDITORIUM		18,000
REFUNDABLE DEPOSIT (CATSU AUDITORIUM)		3,000
GATE PASS	Students/Employee	50
	Non-Employee	50
DORMITORY	Ladies' Dormitory	1,000/monthly
	Men's Dormitory	1,000/monthly

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.

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	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	Administrative Officer V Cash Unit
2. Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll	None	3 Minutes	Administrative Officer V 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	Administrative Officer V Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or	4. Provide client with Client Satisfaction Survey Form	None	5 Minutes	Administrative Officer V Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
drop off a paper copy in the designated box.	(electronically or on paper).			
TOTAL		None	10 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	<i>Administrative Officer V</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter <i>Note: Official Receipt is issued as a proof of payment for the goods and services rendered</i>	3. Issue the Check and receive the Official Receipt	None	1 Minute	<i>Administrative Officer V</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		None	10 Minutes	



HUMAN RESOURCE MANAGEMENT UNIT

1. Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel

The process adheres to the Civil Service Commission's 2017 Omnibus Rules on Appointment and Other Human Resource Action, revised July 2018. It covers filling up of vacant plantilla positions, recruitment, selection, appointment and placement of teaching and non-teaching plantilla personnel. The process starts from the receipt of request for manpower up to the submission of appointment of the appointed employee to the Civil Service Commission for validation.

1. RECRUITMENT AND SELECTION

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All interested applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. Letter of Intent and Statement of Authenticity & Veracity of Documents Submitted	Human Resource Management Unit
3. Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Unit; csc.gov.ph
4. Certified true copy of Transcript of Records (High School Diploma, Baccalaureate and Post-graduate studies, if applicable)	Academic Institution
5. Certified true copy of Updated Service Record or Certificate of Employment (if applicable);	Human Resource Management Unit; Affiliated Agency
6. Certified true copy of Certificates of Trainings/Seminars Attended;	Accredited Training Provider/Sponsor
7. Certified true copy of Certificate of Eligibility/Rating/License ID;	Professional Regulation Commission; Civil Service Commission
8. Certified true copy of Performance Rating in the last two rating periods (if applicable);	Human Resource Management Unit; Affiliated Agency
9. Photocopy of Latest Appointment (if applicable);	Human Resource Management Unit; Affiliated Agency, Civil Service Commission
10. Other documents relevant to the position applied for.	Requesting Party
11. NBC 461 Personal Data Sheet (a copy may be secured at the HRMU or CatSU Website) - For teaching/faculty item	Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit letter of application with supporting documents	1. Receive and record application letters and credentials of applicants	None	10 Days	<i>Administrative Officer V</i> Human Resource Management Unit
2. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	2.0 Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Record all Applicant's Profile (CSU-F-HRM-45), consolidate and prepare master list of applicants	None	14 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Prepare memo/notice of HRMPSB/FSB meeting with prior consultation with the Chair as to availability	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.3 Convene to determine applicants who are qualified or disqualified, set the schedule for aptitude and/or practical exam and interview Note: No qualified applicant, republish/repost item	None	3 Days	<i>HRMPSB/FSB Selection Board</i> CatSU Various Offices



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.4 Prepare Minutes of Meeting to include Summary of Pre-Evaluation of Applicants (CSU-F-HRM-47) and in case of vacant teaching position, endorse applications to the Chair, Institutional Evaluation Committee (IEC) for NBC 461 to determine CCE points/academic rank	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.5 Prepare and send letter of regret / advise for examination via email/text/p hone call; and conduct examinations as scheduled by the testing officer	None	5 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.6 Receive, record and forward the results to the Chair, HRMPSB/F SB for shortlisting of candidates	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.7 Prepare and send letter	None	7 Days	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	of regret / advise for interview and demo teaching, in the case of faculty, for shortlisted candidates, via email/text/p hone call			Human Resource Management Unit
	2.8 Prepare memo/notic e of Meeting, conduct interview and demo teaching, in the case of faculty, for shortlisted candidates; and sit en banc to evaluate the documents submitted by candidates.	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.9 Tabulate and consolidate the candidates' ratings Potential Assessment (CSU-F- HRM-35), Interview Assessment Form for Non- Teaching (CSU-F- HRM-63), Individual Assessment Form for Entrant (CSU-F- HRM-64a),	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Individual Assessment Form for Promotion/T transfer (CSU-F-HRM-64b); For Teaching: Classroom Observation (CSU-F-HRM-61), Interview Scoring Sheet for Faculty (CSU-F-HRM-62)			
	2.10 Prepare HRMPSB Board Resolution (CSu-F-HRM-55); FSB Board Resolution (CSU-F-HRM-56); and Comparative Assessment of HRMPSB (CSU-F-HRM-53)/ FSB (CSU-F-HRM-54)	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.11 Prepare memo/ notice of meeting, review, finalize, approve and sign the Comparative Assessment and Board Resolution; and prepare transmittal letter for submission to the SUC President.	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.12 Prepare Minutes of HRMPSB/F SB Meeting; conduct background investigation , as instructed by the Chair, HRMPSB/F SB and Appointing Authority	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.13 Assess the merits of the HRMSPB/F SB evaluation, schedule final interview with the candidate/s and select his/her appointee; send back the documents to the HRMU	None	7 Days	<i>SUC President III</i> <i>Office of the President</i>
	2.14 Prepare and send Letter Advice for Appointment (CSU-F-HRM-91) and/or Letter of Regret to respective candidates thru mail/email/text/ phone call/Records Services. Note: Applicant declines, to submit letter of waiver.	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	TOTAL	None	2 Months and 29 Days and 5 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

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."

2. APPOINTMENT AND PLACEMENT

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified candidates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Unit; csc.gov.ph
2. Professional License (PRC, etc.)	Professional Regulation Commission; Civil Service Commission
3. Certificate of Board Rating	Human Resource Management Unit
4. Certificate of Good Standing	Professional Regulation Commission
5. Certificate of Eligibility (CSC)	Professional Regulation Commission; Civil Service Commission
6. Medical Certificate (CS Form No. 211, rev. 2017)	Licensed Government Physician, Clinic, Hospital
7. Neuro-Psychiatric Examination Results	Accredited Diagnostic Center, Clinic, Hospital
8. Blood Test	Accredited Diagnostic Center, Clinic, Hospital
9. Urinalysis	Accredited Diagnostic Center, Clinic, Hospital
10. Chest X-ray	Accredited Diagnostic Center, Clinic, Hospital
11. Drug Test	Accredited Diagnostic Center, Clinic, Hospital
12. PSA Birth Certificate	Philippine Statistics Authority
13. Marriage Contract	Philippine Statistics Authority
14. NBI Clearance	National Bureau of Investigation
15. Agency Clearance from Work-Related, Money and Property Accountabilities (if employed from other government agency)	Human Resource Management Unit, Affiliated Agency



16. Performance Rating for the last two (2) rating period, if applicable	Human Resource Management Unit, Affiliated Agency
17. Transcript of Records (TOR) authenticated by the Registrar (Bachelor's and Post Graduate Studies, if applicable)	Academic Institution
18. Statement of Assets, Liabilities and Net-worth (SALN), revised 2015	Human Resource Management Unit, Affiliated Agency, csc.gov.ph
19. Approved Request for Transfer, if applicable	Agency Head, Affiliated Agency
20. Service Record, (if employed from other government agency)	Human Resource Management Unit, Affiliated Agency
21. CSC Appointment/s, if applicable	Human Resource Management Unit, Affiliated Agency; Civil Service Commission
22. Written consent of voluntary demotion, if applicable	Applicant
23. Latest copy of Notice of Salary Adjustment, if applicable	Human Resource Management Unit, Affiliated Agency
24. Certification of Last Salary Received, if applicable	Human Resource Management Unit, Affiliated Agency
25. Certification of Balance of Leave Credits, if applicable	Human Resource Management Unit, Affiliated Agency
26. Certification of Salary Deductions, if applicable	Human Resource Management Unit, Affiliated Agency
27. BIR Certificate of Compensation Payment/Tax Withheld (F-2316)	Accounting Services, Affiliated Agency; Bureau of Internal Revenue
28. Folder (Size: Long; Color: Blue) with fastener	Applicant

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit accurate and complete documentary requirements	1.0 Prepare appointment papers of the appointee upon compliance of all documentary requirements.	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.1 Review and certify accuracy, veracity and completeness of appointment paper and	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	supporting documents.			
	1.2 Validate and sign appointment paper, and endorse to SUC President	None	3 Days	<i>VP for Administrative and Financial Affairs Office of the VP-AFA</i>
	1.3 Act on the appointment paper. Appointment with SG 18 and below are signed; appointment with SG 19 and above are scheduled for Administrative Council Meeting, for endorsement to and approval by the Board of Regents (BOR)	None	21 Days	<i>SUC President III Office of the President</i>
	1.4 Take Oath of Office (CS Form No. 32) before the SUC President or Authorized Representative and report to immediate supervisor	None	7 Days	<i>SUC President III Office of the President</i>
	1.5 Certify appointee's Assumption to Duty (CS Form No. 4) to record his/her first day of service, and Position Description Form (DBM-	None	3 Days	<i>Unit Head/Immediate Supervisor Respective Unit/Offices</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	CSC Form No. 1)			
2. Receive copy of appointment	2.0 Receive duly signed Oath of Office, Certification of Assumption to Duty, Position Description Form; conduct on-boarding and release appointee's copy of his/her appointment paper	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Prepare/ update the 201 Personnel Files, supporting documents to and Report on Appointment s Issued (RAI) (CS Form No. 2) for submission to the CSC Field Office	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Prepare Notice of Appointment/ Promotion (CSU-F-HRM-80), review and secure signature of unit head, and post in the HRMU Bulletin	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
3. Fill out the Client Satisfaction Survey	3. Provide client with Client Satisfaction Survey Form	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Form electronically or drop off a paper copy in the designated box.	(electronically or on paper).			
TOTAL		None	2 Months, 1 Day and 5 Minutes**	

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**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

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."

2. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for 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 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 Form (CSU-F-HRM-19) (1 original)	Human Resource Management Unit
2. Official Receipt of Payment (1 original)	Cash Unit (Window 1, 2 and 3)
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



CLIENTS 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	<i>Administrative Officer V</i> Human Resource Management Unit
2. Accomplish and submit request form	2.0 Receive accomplished request and evaluate completeness of information	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document	None	8 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	2.3 Review, sign, secure approval of the authorized signatory	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	2.4 Advise client to pay Certification/ Authentication Fee at the Cashiering Services	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	3. Pay the corresponding fee at the	3. Process payment and	PHP 30.00 per document	7 Minutes



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Cashiering Services	issue Official Receipt	PHP 5.00 per page, authentication		
4. Receive the documents requested	4.0 Receive proof of payment	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	4.1 Release the requested document and have the client sign in the logbook	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		PHP 30.00 per document PHP 5.00 per page, authentication	15 Hours, 42 Minutes**	

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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 Form (CSU-F-HRM-19) (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

CLIENTS 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	<i>Administrative Officer V</i> Human Resource Management Unit
2. Accomplish and submit request form	2.0 Receive accomplished request and evaluate completeness of information	None	15 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	2.3 Review, sign, secure approval of the	None	2 Hours	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	authorized signatory			
3. Receive the documents/ information requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	1 Day, 5 Minutes	

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A. Online

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. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit thru email the following:	1.0 Receive and acknowledge email	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
a. letter of request	1.1 Forward the request to the Unit Head for information	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
b. Valid Identification Card				



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
c. Letter of authorization	and assignment to the responsible personnel			
	1.2 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	8 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	1.3 Review, sign, secure approval of the authorized signatory	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
2. Receive the reply	2. Send email reply	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	3 Days and 5 Minutes	

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SECURITY SERVICES

1. Processing of Issuance of Vehicle Gate Pass

To restrict/control the entry of unauthorized vehicles inside the university campus.

Office:	Security Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail:	Parent/Guardians of the Students, Drivers of hired vehicle service		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Driver's License (1 original, 1 photocopy)		Land Transportation Office	
2. OR/CR of the Vehicle (1 photocopy)		Land Transportation Office	
3. Valid ID of the Student for hired vehicle service (1 photocopy)		Corporate Business Operations	
4. Valid ID of Parent/Guardian (1 photocopy)		Parent/Guardian of the student	
5. Authorization from the parent/guardian to ferry student to and from the campus (1 original)		Parent/Guardian of the student	
6. Official Receipt (OR) (1 original)		Cash Unit (Window 1, 2 and 3)	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the requirements at the Security Services and secure the Vehicle Gate Pass Referral Slip (VGPRS)	1. Check for the completeness requirements and provide VGPRS	None	5 Minutes	<i>Security Officer III</i> Security Services
2. Fill-out and submit VGPRS	2. Sign/Approve the VGPRS	None	3 Minutes	<i>Security Officer III</i> Security Services
3. Go to the Office of the Chief Administrative Officer for Administration and present the approved VGPRS with complete attachments	3. Provide client with the application form	None	1 Minute	<i>Chief Administrative Officer - Administrative Services</i>



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Fill-out application form and proceed to Cash Unit for payment of gate pass	4. Collect payment and issue an official receipt	PHP 50.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
5. Go to Security Services and submit all the accomplished application form with an approved VGPRS with the attached requirements and Official Receipt	5. Receive and record entry in the logbook and encode in the database: <ul style="list-style-type: none"> • Name of Applicant • OR No. • Type of Vehicle • Vehicle Plate number 	None	5 Minutes	<i>Security Officer III</i> Security Services
6. Claim the applicant's copy and the OR	6. Issue the applicant's copy and OR	None	5 Minutes	<i>Security Officer III</i> Security Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Security Officer III</i> Security Services
	7.1 Affix the vehicle gate pass stickers	None	1 Minute	<i>Security Officer III</i> Security Services
TOTAL		PHP 50.00	32 Minutes	

Note: The amount of vehicle gate pass may change 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: <ul style="list-style-type: none"> • College Entrance Examination Application Form (1 original copy) • Individual Student Profile Form (1 original copy) • Certificate of Good Moral Character Form (1 original copy) • First Semester Grade (SF10) (1 original copy) • One (1) long white folder • Two (2) Passport size ID pictures 	CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php	
2. Senior High School Graduates: <ul style="list-style-type: none"> • College Entrance Examination Application Form (1 original copy) • Individual Student Profile Form (1 original copy) • Certificate of Good Moral Character Form (1 original copy) • Second Semester Grade (SF10) (1 original copy) • One (1) long white folder • Two (2) passport size ID pictures 	CatSU Guidance FB Page CatSU Website: https://catsu.edu.ph/gcto/isp/isp.php	
3. Transferee from other HEIs/SUCs: <ul style="list-style-type: none"> • College Entrance Examination Application Form (1 original copy) • Individual Student Profile Form (1 original copy) • Certificate of Good Moral Character Form (1 original copy) • Updated Transcript of Records (1 original copy) • One (1) long white folder • Two (2) passport size ID pictures 	CatSU Guidance FB Page CatSU Website: https://catsu.edu.ph/gcto/isp/isp.php	



CLIENTS 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	1.0 Receive the compiled document	None	7 Minutes	Guidance Counselor GCTO
	1.1 Verification of documents	None	10 Minutes	Guidance Counselor GCTO
2. Receive the College Entrance Examination Permit (CEEP)	2. Print the College Entrance Examination Permit (CEEP)	None	3 Minutes	Guidance Counselor GCTO
3. Fill out the "TIME-FINISHED" in the Logbook for CEE Applicants	3. Print the College Entrance Examination Permit (CEEP)	None	3 Minutes	Guidance Counselor GCTO
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Guidance Counselor GCTO
TOTAL		None	28 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	
1. College Entrance Examination (CEE) Permit (1 original)	GCTO

CLIENTS 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	2. Instruct the college-applicant	None	1 Minute	Guidance Counselor GCTO



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Entrance Examination				
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/psychometrician/guidance counselor	5. Discuss the test instructions	None	5 Minutes	Guidance Counselor GCTO
6. Fill out the information in the answer sheet	6. Discuss the test instructions	None	10 Minutes	Guidance Counselor GCTO
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 and 29 Minutes	

3. Psychological Test Administration

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

Office:	Guidance Counseling and Testing Office (GCTO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU College Student-Applicant CatSU Employee-Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College Students <ul style="list-style-type: none"> • Certificate of Enrollment (1 original) • Student ID (1 original) 	Office of Admissions and Registration Services (OARS)/ Corporate Business Operations (CBO)	
2. Employee Applicants <ul style="list-style-type: none"> • List of employee-applicants (1 original copy or photocopy) • Valid ID (1 original) 	Human Resource and Management Services	



CLIENTS 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/psychometrician/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 Psychological Test	6. Administer the Psychological Test	None	2 Hours	Guidance Counselor 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 and 29 Minutes	

4. Provision of Career Guidance Service Administration

Target enrolled students-applicants or employee-applicants in Catanduanes State University take the psychological test

Office:	Guidance Counseling and Testing Office (GCTO)
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen
Who may avail:	Junior and Senior High School Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Endorsement of Career Guidance Activity (1 original)	Department of Education- Catanduanes Schools Division Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Received the Endorsement Letter of Career Guidance Activity	1. Distribute the Endorsement Letter to various DepEd Schools	None	3 Minutes	<i>Guidance Counselor</i> GCTO
2. Coordinate the actual schedule of Career Guidance	2. Arrange and finalize the schedule	None	1 Minute	<i>Guidance Counselor</i> GCTO
3. Fill out the Career Guidance Attendance Sheet	3. Instruct the students	None	1 Minute	<i>Guidance Counselor</i> GCTO
4. Attend the Career Guidance Activity	4. Conduct and discuss the topics in Career Guidance	None	45 Minutes	<i>Guidance Counselor</i> GCTO
5. Ask questions regarding the topics in Career Guidance	5. Entertain and answer the questions	None	3 Minutes	<i>Guidance Counselor</i> GCTO
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Guidance Counselor</i> GCTO
TOTAL		None	58 Minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process for Undergraduate (Incoming 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 and Transferee) Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original copy)		Office of Admission and Registration Services (OARS)
2. SF 9 – SHS (1 original copy)		Senior High School where graduated
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 copy)		Government Physician
6. Transfer Credentials (for transferees) <ul style="list-style-type: none"> • Certificate of Transfer (1 original copy) • Report of Grades/Transcript of Records (1 original copy) • Result of Validation Examination (1 original copy) 		Previous School attended Previous School attended Concerned College/Department
7. Three (3) passport-size ID pictures		Photo studio
8. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students) (1 original copy)		College Dean/ Department
9. Must have taken and Passed the University Entrance Examination and Qualifying Examination administered by the College.		Guidance and Testing Services College/Program where the students took and passed the examination.

CLIENTS 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	<i>Registrar III</i> Office of Admission and registration Services (OARS)
2. Present credentials to Enrolling Advisers at the Colleges'	2. Checks and receive credentials attached	None	2 Minutes	<i>Program Chairperson of College/Dean</i> Respective College



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Enrolment venue.				
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	<i>Program Chairperson of College/Dean Respective College</i>
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
7. <i>For UniFAST Scholars</i> present TEF to the college clerk for posting of courses.	7.0 Tags UniFAST Scholars	None	2 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
	7.1 Post courses in the automated system	None	3 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
	7.2 Untag Non- UniFAST Scholars	None	2 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
8. <i>For Non- UniFAST</i> proceed to cashiering Services for partial or full payment of tuition and other school fees.	8. Process payment and issue official receipt	Tuition Fee PHP 300.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00	10 Minutes	<i>Administrative Officer V Cash Unit</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Library Fee – PHP 100.00		
		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		
9. <i>For Non-UniFAST Scholars</i> proceed to the respective College and present TEF to the college clerk for posting of courses.	9. Post courses in the automated system	None	3 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
10. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait	10. Print COE and issue class cards	None	6 Minutes	<i>Registrar III OARS</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
for the issuance of class cards.				
11. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	11. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Registrar III OARS
TOTAL		UniFAST Scholars: None Non-UniFAST Scholars: See Schedule of Fees	UniFAST Scholars: 45 Minutes Non-UniFAST Scholars: 50 Minutes	

SCHEDULE OF FEES (undergraduate students)	
SCHOOL FEES	RATE (in Philippine Peso)
Tuition Fee	PHP 300.00 per unit
Medical Fee	PHP 100.00
Athletic Fee	PHP 150.00
Library Fee	PHP 100.00
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

2. Enrolment and Registration Process for Graduate School (Incoming 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 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

CLIENTS 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	<i>Registrar III</i> 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	<i>Dean</i> 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	<i>Dean</i> Graduate School
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	<i>Dean</i> Graduate School
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	<i>Dean</i> Graduate School
6. Present signed TEF to Chairperson/ Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 Minutes	<i>Registrar III</i> OARS
7. Present TEF	7. Post courses	None	5 Minutes	<i>Registrar III</i> OARS
8. Pay fees	8. Process payment and issues official receipt	Tuition Fee -	10 Minutes	<i>Administrative Officer V</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		PHP 700.0 0/ 800.0 0 per unit Medic al Fee – PHP 100.0 0 Athlet ic Fee – PHP 150.0 0 Librar y Fee – PHP 500.0 0 Stude nt ID Fee – PHP 100.0 0 Hand book Fee – PHP 35.00 Maint enan ce Fee – PHP 200.0 0 Journ al Fee – PHP		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		300.00 Audio Visual Development Fee – PHP 50.00		
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
10. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	10. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Registrar III OARS
TOTAL		See Schedule of Fees	55 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
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



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

The CAV is issued to Undergraduate and Graduate Students needing this document that states that his/her Official Transcript of Record, Diploma, and Certified True Copy of 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:	Graduate (Incoming and Transferee) Students	
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
2. Official Receipt of payment of CAV fees. (1 original)		Cash Unit
3. 2x2 ID pictures with white background (2 original)		Photo Studio printed
4. Documentary stamps (2 original)		Office of Admission and Registration Services
5. Diploma (1 original and/or photocopy)		Office of Admission and Registration Services
6. Official and photocopy of Official Transcript of Records (1 original and/or photocopy)		Office of Admission and Registration Services
7. Certified True Copy of Summary of RLE for BSN and Midwifery Graduates (1 original and/or photocopy)		College of Health and Sciences Dean's Office
8. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original and/or photocopy)		Office of Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach OARS staff and request for a Transaction Slip.	1. Provide Transaction Slip	None	2 Minutes	<i>Registrar III</i> OARS
2. Accomplish Transaction Slip and pay prescribed fees at Cashiering Services to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 150.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff.	3.0 Receive Official Receipt and other requirements	None	2 Minutes	<i>Registrar III</i> OARS
	3.1 Review and verify the submitted documents if authenticity is	None	1 Hour	<i>Registrar III</i> OARS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	questionable or if client failed to present original credentials, file/record is retrieved from the archives			
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Registrar III OARS
5. Wait for the issuance of claim stub and for the schedule date of release NOTE: CAVs are expected to be available at the DFA 10 days after application.	4.1 Provide Claim Stub	None	2 Minutes	Registrar III 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, 18 Minutes	

4. Issuance/Re-Issuance of Student Credentials & Certifications Clearance

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) is 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	
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	
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
5. Official Receipt of payment of fees for requested credentials (1 original)	Cashiering Services
6. Authenticated PSA Birth Certificate (1 photocopy)	PSA Office
7. Authorization Letter and proof of identification (1 original)	From credentials owner; ID Card of authorized person

CLIENTS 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 Slip	None	5 Minutes	<i>Registrar III OARS</i>
2. Accomplished Clearance Form.	2. Respective signatories to sign and approve clearance	None	15 Minutes	<i>College Librarian Library Services; Accounting III Accounting Unit; Director OSADS; Dormitory Representative; College Dean; Registrar III OARS</i>
3. Pay required fees at the Cashiering Services	3. Process payment and issue Official Receipt	OTR Fee – PHP 100.00 / Sheet; Diploma Fee – PHP 100.00 ; Scan Fee – PHP 20.00; Documentary Stamp Fee – PHP 30.00	10 Minutes	<i>Administrative Officer V Cash Unit</i>
4. Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of	4. Accept Approved Student Clearance, Transaction Slip and Official Receipts	None	2 Minutes	<i>Registrar III OARS</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment for prescribed fees				
5. Wait for the release of claim stub.	5.0 Release Claim Stub	None	3 Minutes	<i>Registrar III OARS</i>
	5.1 Prepare the credentials/ certifications requested: a. Official Transcript of records b. Diploma c. Certification	None	2 Hours 2 Hours 1 Hour	<i>Registrar III OARS</i>
	5.2 Review Credentials/ Certifications for possible errors and omissions: a. Official Transcript of Records b. Diploma c. Certification	None	3 Hours 1 Hour 3 Hours	<i>Registrar III OARS</i>
	5.3 Approve and sign the credentials/ certifications	None	10 Minutes	<i>Registrar III OARS</i>
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Registrar III OARS</i>
7. Claim requested credentials on the scheduled date indicated in the claim stub	7. Release the credentials	None	In adherence to the directive of the ARTA, processing and releasing of documents are shortened to: • Credentials – within 5 days • Certifications – within 3 days	<i>Registrar III OARS</i>
TOTAL		OTR Fee – PHP	Transcript of Records – 5 days, 5	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		100.00 / Sheet; Diplo ma Fee – PHP 100.00 ; Scan Fee – PHP 20.00; Docu menta ry Stamp Fee – PHP 30.00	Hours, 50 Minutes Diploma – 5 days, 3 Hours, 50 Minutes Certification – 3 days, 4 Hours, 50 Minutes	



STUDENT AFFAIRS AND DEVELOPMENT SERVICES

1. Signing of Clearance

The Office of Student Affairs and Development Services (OSADS) facilitates the clearance requests from students applying for leave of absence or obtain clearance for their departure from the University

Office:	Office of Student Affairs and Development Services (OSADS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students and Former Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Clearance Form (1 original)	Office of the Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Presents the duly accomplished clearance form	1. Provide the required forms to be filled out	None	2 Minutes	<i>Director OSADS</i>
2. Settles organization accountability (if any)	2. Sign if no accountability, otherwise advise clients to settle their accountability	None	1 Minute	<i>Director OSADS</i>
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director OSADS</i>
TOTAL		None	8 Minutes	



LIBRARY SERVICES

1. Signing of Clearance

The CatSU Library verifies clients' status whether they have outstanding accountabilities/fines and settlement of such obligations or fines. Clients with no outstanding fines or fees are likewise cleared of accountabilities.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students, Faculty (Permanent, Part-time and Contract of Service) and Non-teaching personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. For students: Clearance Form (CSU-F-OARS-14A) (1 original)	Office of the Admission and Registration Services
2. Clearance Form (1 original)	Human Resource Management Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present clearance form.	1.0 Receive clearance form.	None	1 Minute	<i>College Librarian III</i> Library Services
	1.1 Verify client's status at the integrated library system.	None	2 Minutes	<i>College Librarian III</i> Library Services
	1.2 Issue receipt indicating unreturned books and overdue fines* <i>*If with outstanding accountabilities/ fines</i>	None	2 Minutes	<i>College Librarian III</i> Library Services
2. Pay fines.*	2.0 Process payment and issue official receipt*	PHP 50.00/ day	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Official Receipt.	3.0 Receive Official Receipt and settle the client's record in the integrated library system.	None	2 Minutes	<i>College Librarian III</i> Library Services
	3.1 Sign clearance	None	1 Minute	<i>College Librarian III</i> Library Services
4. Receive signed clearance form. Sign in the logbook.	4.0 Hand in signed clearance form. Instruct client to sign in logbook.	None	1 Minute	<i>College Librarian III</i> Library Services
5. Fill out the Client Satisfaction	5.0 Provide client with Client Satisfaction	None	5 Minutes	<i>College Librarian III</i> Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Survey Form electronically or drop off a paper copy in the designated box.	Survey Form (electronically or on paper).			
TOTAL		PHP 50.00/ day	21 Minutes	

2. 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 copy) containing the following: <ol style="list-style-type: none"> Name of School Name of Researcher 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 copy)	Client	
3. Official Receipt of payment for Library Research Fee (1 original copy)	Cash Unit	
<i>Note: 1. 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. 2. Only a maximum of 5 outside researchers are allowed in a day.</i>		

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral/request letter.	1.0 Verify identity of client and validity of ID and referral/request letter.	None	3 Minutes	College Librarian III Library Services
	1.1 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	7 Minutes	Administrative Officer V Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Accomplish Library Information Sheet. Present along with Official Receipt and approved letter request.	3.0 Receive Official Receipt, approved letter request, accomplished Library Information Sheet.	None	5 Minutes	College Librarian III Library Services
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		Library Research Fee – PhP 100/day	29 Minutes	

3. Checking-out (Borrowing) of Books for CatSU Alumni and Non-CatSU Users

Charging out of library materials to authorized CatSU Alumni.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU Alumni & Non-CatSU Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Alumni ID signed by the Alumni President for CatSU Alumni (1 original)	Alumni Services	
2. Temporary ID for Non-CatSU Users (1 original)	Library Services	
3. Valid ID with picture (1 original)	Client	
4. Library Information Sheet (CSU-F-LIB-05) (1 original)	Library Services	
<i>Note:</i>		

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.

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Alumni ID/Temporary ID, valid ID and accomplished Library Information Sheet.	1.0 Verify information on Alumni ID/ Temporary ID, valid ID and Library Information Sheet.	None	1 Minute	College Librarian III Library Services
	1.1 File Library Information Sheet and hand over client's alumni ID/ Temporary ID and valid ID(for Non-CatSU Users).	None	1 Minute	College Librarian III Library Services
2. Search for location and availability of books/periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	2.0 Assures the availability of access to users	None	5 Minutes	College Librarian III Library Services
3. Present book/s to be borrowed along with accomplished corresponding book card/s and alumni ID/ temporary ID.	3.0 Receive book, accomplished book card, valid ID (for Non-CatSU Users) and alumni ID/ temporary ID.	None	1 Minute	College Librarian III Library Services
	3.1 Stamp due date and counter sign Due Date Slip and Book Card. File book cards with the alumni ID/temporary ID then issue book borrowed.	None	1 Minute	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Receive book/s.	4.0 Issue transaction receipt and book/s borrowed.	None	1 Minute	College Librarian III Library Services
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	15 Minutes	

4. Checking-in (Returning) of Books for CatSU Alumni and Non-CatSU Users

Charging in of library materials to authorized CatSU Alumni.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU Alumni & Non-CatSU Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Book/s for return		Library Services
<i>Note:</i>		
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.		

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present book/s for return / check-in	1.0 Receive book/s for return.	None	1 Minute	College Librarian III Library Services
	1.1 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
2. Receive transaction receipt and library card.	2.0 Hand over the client's valid ID (for Non-CatSU Users)	None	1 Minute	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	and alumni ID/ temporary ID.			
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	10 Minutes	

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

Charging in of library materials to authorized CatSU Alumni.

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		Requesting Party
2. Official Receipt of payment of fees		Cashiering Services
<i>Note: Reservations must be done Monday-Friday, 8:00AM – 5:00PM, at least a week prior to requested date of use.</i>		

CLIENTS 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. 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.	2.0 Receive Letter Request	None	1 Minute	SUC President III Office of the President
	2.1 Affix signature by signatories.	None	1 Minute	SUC President III Office of the President



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Upon approval of request, pay prescribed fees and obtain an Official Receipt.	3.0 Process payment and issue Official Receipt	PHP 2,500.00/ day	7 Minutes	<i>Administrative Officer V</i> Cash Unit
4. Proceed to the University Library to confirm schedule. Present approved letter request.	4.0 Receive approved letter request.	None	5 Minutes	<i>College Librarian III</i> Library Services
	4.1 Confirm reservation in the schedule.	None	5 Minutes	<i>College Librarian III</i> Library Services
5. Proceed to the facility on the scheduled date.	5. Set-up facility	None	10 Minutes	<i>College Librarian III</i> Library Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>College Librarian III</i> Library Services
TOTAL		PHP 2,500.00/ day	44 Minutes	



COLLEGE OF AGRICULTURE AND FISHERIES

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	<i>Dean</i> College of Agriculture and Fisheries (CAF)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CAF
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CAF
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CAF
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CAF
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	<i>Dean</i> College of Humanities and Social Sciences (CHUMSS)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CHUMSS
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CHUMSS
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CHUMSS
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHUMSS
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF SCIENCE

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 minutes	<i>Dean</i> College of Science (COS)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 minutes	<i>Dean</i> COS
	3.1 Approve the request	None	2 minutes	<i>Dean</i> COS
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 minutes	<i>Dean</i> COS
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Dean</i> COS
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF BUSINESS AND ACCOUNTANCY

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 minutes	Dean College of Business and Accountancy (CBA)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 minutes	Dean CBA
	3.1 Approve the request	None	2 minutes	Dean CBA
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 minutes	Dean CBA
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	Dean CBA
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF EDUCATION

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	Dean College of Education (CoEd)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CoEd
	3.1 Approve the request	None	2 Minutes	Dean CoEd
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	Dean CoEd
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CoEd
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF HEALTH SCIENCES

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	<i>Dean</i> College of Health Sciences (CHS)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CHS
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CHS
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CHS
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHS
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF INDUSTRIAL TECHNOLOGY

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	Dean College of Industrial Technology (CIT)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CIT
	3.1 Approve the request	None	2 Minutes	Dean CIT
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	Dean CIT
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CIT
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF ENGINEERING AND ARCHITECTURE

1. Issuance of Good Moral Character Certificate to Alumni

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	<i>Dean</i> College of Engineering and Architecture (CEA)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CEA
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CEA
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CEA
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CEA
TOTAL		PHP 30.00	20 Minutes	



COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

1. Issuance of Good Moral Character Certificate to Alumni

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
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services
2. Request Form (1 original)	College of Information and Communications Technology (CICT)
3. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1.0 Provide the request form for Certification	None	2 Minutes	<i>Dean</i> College of Information and Communications Technology (CICT)
2. Pay prescribed fees and obtain official receipt	2.0 Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CICT
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CICT
4. Receive the Certificate of Good Moral Character	4.0 Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CICT
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CICT
TOTAL		PHP 30.00	20 Minutes	



LABORATORY SCHOOLS

1. Issuance of Good Moral Character Certificate to Students

A good moral certification is processed and released to graduate students who has shown exemplary behavior during the time of his/her enrolment and to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

These are commonly requested as a relevant requirement in applying for financial assistance, in pursuing education or work in other institutions or country or in seeking of a transfer.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU – Laboratory School 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 30.00/ document	7 Minutes	<i>Administrative Officer V Cash Unit</i>
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> 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	<i>Principal Laboratory Schools</i>
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Principal Laboratory Schools</i>
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 30.00/ document	1 day & 21 minutes	

2. 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(If there's a received request, there's no need to fill out a form.)				
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	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Return to the principal's office the <i>Request Form (for Credentials)</i> with the issued official receipt.	3. Receive the <i>Request Form (for Credentials)</i> 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	<i>Principal</i> 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 Services.)	None	3 Minutes	<i>Principal</i> 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	None	3 Minutes	<i>Principal</i> Laboratory Schools



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	logbook) by the client.			
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 100.00/ document	2 Days & 21 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 5.00/ copy	7 Minutes	<i>Administrative Officer V Cash Unit</i>
3. Return to the principal's office with the issued official receipt	3. Receive the <i>Request Form (for Credentials)</i> with the	None	1 Day	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attached to the <i>Request Form (for Credentials)</i> .	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	<i>Principal Laboratory Schools</i>
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	<i>Principal Laboratory Schools</i>
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 5.00/ copy	1 day & 21 minutes	

4. Enrolment 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	
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. PHP 100.00 for ID Fee and PHP 100.00 for PTA Fee	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out <ul style="list-style-type: none"> ➤ Two (2) copies of Enrolment Form (all students) ➤ One (1) copy of Personal Data Sheet (new students), and ➤ ID Application Form (<i>if applicable</i>) (<i>These forms may also be downloaded from the CatSU Laboratory School's FB page.</i>) 	1. Provide Enrolment Forms, blank Personal Data Sheet and ID Application form	None	5 Minutes	<i>Principal & Head Teacher Laboratory Schools</i>
2. Pay prescribed I.D. fee	2. Issue an official receipt upon payment of the client.	PHP 120.00	7 Minutes	<i>Administrative Officer V Cash Unit</i>
3. Submit accomplished prescribed forms together with other requirements needed.	3. Receive accomplished prescribed forms together with other requirements needed.	None	5 Minutes	<i>Principal Laboratory Schools</i>
4. Proceed to the Principal's Office (Window 1) for Posting. Then,	4. Enroll the student in the system and release the student number;	None	5 Minutes	<i>Principal & Head Teacher Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out new student number on Personal Data Sheet and enrolment forms.	issue a certificate of enrolment.			
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	<i>Principal & Head Teacher</i> 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	<i>Principal & Head Teacher</i> 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	<i>Principal & Head Teacher</i> Laboratory Schools
8. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	8. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal</i> Laboratory Schools
	TOTAL:	PHP 120.00/ non-taxable student PHP 220.00/ taxable student	33 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, & 11).

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
4. 2x2 ID Photo (for all) (4 pcs Original Copy)	-- any 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 Admission Form.	1. Provide the Admission Form to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>
2. Pay the testing fee.	2. Issue an official receipt upon payment of the client.	PHP 200.00	7 Minutes	<i>Administrative Officer V Cash Unit</i>
3. Return to the Principal's Office with the issued official receipt with	3. Receive and check the completeness of all the needed requirements	None	5 Minutes	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
all the other needed requirements .	and record the necessary data of the applicant; Release the admission slip and the schedule of the admission test.			
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 & 11 (1.5 Hours)	<i>Principal & Head Teacher Laboratory Schools</i>
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	<i>Principal & Head Teacher Laboratory Schools</i>
6. Go back for qualifying exam (for qualified applicants only) and orientation proper.	6.0 Administer the qualifying exam <i>*No qualifying exams for Kinder.</i>	None	2 Hours – Grade 1 2 Hours – Grade 7 2 Hours – Grade 11	<i>Principal & Head Teacher Laboratory Schools</i>
	6.1 Check the qualifying exam, consolidate and post the results.	None	3 Days	<i>Principal & Head Teacher Laboratory Schools</i>
	TOTAL:	PHP 200.00	Kinder* (3 Days & 45 Minutes) Grade 1 (6 Days, 4 Hours & 15 Minutes)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Grade 7 & Grade 11 (6 Days, 3 Hrs & 45 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 may be 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:	Graduate Students and/or Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Request Form (for Credentials) – (1 Original Copy)		Principal's Office	
2. Official Receipt (1 Original Copy)		Cash Unit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 minutes	<i>Principal</i> 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	7 Minutes	<i>Administrative</i> <i>Officer V</i> Cash Unit
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> with the attached official receipt and release claim stub to client;	None	7 days	<i>Principal</i> Laboratory Schools



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	<i>Principal Laboratory Schools</i>
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	<i>Principal Laboratory Schools</i>
6. Fill out the client satisfaction survey form electronically or drop off a paper copy in the designated box.	6. Provide client with client satisfaction survey form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
	TOTAL:	PHP 100.00/ Document	7 Days & 21 Minutes	



D. Research, Extension and Production Division



ABACA TECHNOLOGY INNOVATION CENTER

1. Consultancy/Assistance in the Conduct of Researches

Teachers, students from other schools and other government agencies may need information and/or assistance in conducting research related to abaca.

Office:	Abaca Technology Innovation Center (ATIC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Teachers, students from other schools and other government agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Signed Request Form	ATIC

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the ATIC Office lobby	1. Hand over the logbook to the client.		5 Minutes	<i>Director</i> Abaca Technology Innovation Center (ATIC)
2. Submit the signed Request Form to the Concerned R&DS Personnel	2. Upon receipt of the signed Request Form, begin processing the request.	None	15 Minutes	<i>Director</i> ATIC
3. Obtain the requested documents/ records	3. Transmit the requested documents/ records	None	15 Minutes	<i>Director</i> ATIC
4. Sign out Client Logbook	4. Hand over the logbook to the client.	None	5 Minutes	<i>Director</i> ATIC
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> ATIC
TOTAL		None	45 Minutes	

EXTENSION SERVICES

1. Processing of Request for Technical Assistance/Advisory/ Consultancy

Extension services and/or programs/projects undertaken are within the University's mandate, academic program offering and research and development programs. Extension services are conducted with funding sources either internally or externally. The technical assistance offered are but not limited to skills training, professional assistance, knowledge transfer, professional training/seminar, community outreach, technology transfer, technical consultancy and coaching/mentoring.

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 for Technical Assistance/Advisory/Consultancy (CATSU-F-EXT-15) (1 original)	Extension Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Visit Extension Services and fill-out the Request for Technical Assistance/ Advisory Consultancy	1. Provide the form and assist client in filling-out Request for Technical Assistance/ Advisory Consultancy	None	2 Minutes	Director Extension Services
2. Submit filled-out Request for Technical Assistance/ Advisory Consultancy Note: If the request was assisted by colleges, forward the request to ES for evaluation	2.0 Receive, number and review the completion of details and forward to ES Director for evaluation	None	10 Minutes	Director Extension Services
	2.1 Evaluate request based on the availability of the extension programs/projects being implemented of the University or capacity and/or expertise of the Colleges	None	1 Day	Director Extension Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.2 Refer to the Dean of the concerned colleges for possible partnership and sent back to the ES	None	10 Minutes	<i>Dean</i> Respective Colleges
	2.3 Process the Request for Technical Assistance/ Advisory Consultancy and forward to VP-REPA for recommending approval If denied, informed the client and state the reason of disapproval of request	None	2 Days	<i>Director</i> Extension Services
	2.4 Recommend approval of the Request for Technical Assistance/ Advisory Consultancy	None	5 Minutes	<i>VP for Research, Extension, Production Affairs</i> Office of the VP-REPA
	2.5. Approve the Request for Technical Assistance/ Advisory Consultancy	None	5 Minutes	<i>SUC President III</i> Office of the President
	2.6. Release to ES once approved	None	10 Minutes	<i>Executive Assistance III</i> Office of the President
4. Receive the approved copy of technical assistance/ advisory/ consultancy	4. Release the approved copy of Technical Assistance/ Advisory Consultancy to the requesting party; copy furnished the Dean of the concerned colleges	None	1 Day	<i>Director</i> Extension Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	5. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Director</i> Extension Services
TOTAL		None	4 Days and 47 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:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Document Request Form (1 original copy)	Office of the University Board Secretary

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the Document Request Form	1.0 Receive the form, check the availability of the requested document/s and forward to the Board Secretary for endorsement	None	1 Hour	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.1 Review and sign the form for endorsement	None	4 Hours	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.2 Forward to the SUC President III for approval	None	30 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.3 Sign the form for approval/disapproval	None	1 Day	<i>Acting Board Secretary</i> Office of the University Board Secretary
	1.4 Prepare the document/s requested once request is approved	None	1 Hour	<i>Acting Board Secretary</i> Office of the University Board Secretary <i>Secretary Executive Assistant III</i> Office of the President



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Receive the requested document/s	2. Release the document/s to the client	None	30 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
3. Sign the Document Request Form and Logbook to acknowledge receipt of the requested document/s and accomplish the Client Satisfaction Survey Form	3. Have the client to sign Monitoring Logbook and accomplish the Client Satisfaction Survey Form	None	5 Minutes	<i>Acting Board Secretary</i> Office of the University Board Secretary
	None	1 Day, 7 Hours, 5 Minutes		



INTERNAL AUDIT UNIT

1. Processing of Request for Audit Reports

This service allows the office of the Commission on Audit and the university colleges, offices and units to obtain a copy of the internal audit report.

Office:	Internal Audit Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	COA and University Officials
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved letter request to obtain copy of audit report (1 original)	Client will provide and submitted to the Office of the President for approval

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Office of the President send approved request letter to obtain copy of audit report	1.0 Clerk receives and records the approved request letter and forward to Internal Auditor III	None	2 Minutes	<i>Internal Auditor III</i> Internal Audit Unit
	1.1 Locate needed report and reproduce the report	None	1 Hour	<i>Internal Auditor III</i> Internal Audit Unit
	1.2 Record the distribution of the report	None	1 Minute	<i>Internal Auditor III</i> Internal Audit Unit
2. Receive the requested report	2. Release the requested report to the requesting party	None	1 Minute	<i>Internal Auditor III</i> Internal Audit Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Internal Auditor III</i> Internal Audit Unit
TOTAL		None	1 Hour, 9 Minutes	



2. Processing of Request for Special Audit

Special audit can be requested by the SUC President III, Vice-Presidents, Campus Director and other university officials when necessary to address issues on governance, risk assessment and control procedures of the University.

Office:	Internal Audit Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	SUC President III, Vice-Presidents, Campus Director and other University Officials
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved letter request to conduct special audit (1 original)	Client will provide and submitted to the Office of the President for approval

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Office of the President send the approved request letter for special audit	1.0 Clerk receives and records the request letter and forwards it to Internal Auditor III	None	1 Minute	<i>Internal Auditor III</i> Internal Audit Unit
	1.1 Internal Auditor III evaluates the request and assigns the internal auditor	None	1 Hour	<i>Internal Auditor III</i> Internal Audit Unit
	1.2 Assigned Internal Auditor prepares the audit program and forwards it to Internal Auditor III for approval	None	4 Hours	<i>Internal Auditor III</i> Internal Audit Unit
	1.3 Assigned Internal Auditor prepares and sends Audit Notification for communication to auditee	None	1 Day	<i>Internal Auditor III</i> Internal Audit Unit
	1.4 Perform auditing fieldwork	None	*	<i>Internal Auditor III</i> Internal Audit Unit
2. Attend the discussion of the audit findings	2.0 Discussion of audit findings with the auditee	None	4 Hours	<i>Internal Auditor III</i> Internal Audit Unit
	2.1 Preparation and submission of audit report to	None	15 Days	<i>Internal Auditor III</i> Internal Audit Unit



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	the Office of the President			
	TOTAL	None	17 Days, 1 Hour, 1 Minute	

**Note – Processing time does not include actual performance of auditing work which may vary depending on the scope and complexity of audit requested.*



INFORMATION UNIT

1. 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:	G2C – Government to Citizens; G2G – Government to Government
Who may avail:	Employees and 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

CLIENTS 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	<i>Information Officer III</i> 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 if the client provides approved request to render overtime services)	None	10 Minutes	<i>Information Officer III</i> Information Unit
3. Receive response from	3. Inform the client whether	None	25 Minutes	<i>Information Officer III</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Information Unit	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			Information Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Information Officer III</i> Information Unit
TOTAL		None	45 Minutes	

2. 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
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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit letter of request for posting/uploading	1. Receive letter of request/RTAF	None	5 Minutes	<i>Information Officer III</i> Information Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
addressed to Information Officer III or fill-out RTAF	with complete attachment			
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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Information Officer III Information Unit
TOTAL		None	50 Minutes	

3. Processing of Request for Layout of Digital Visual Materials

This service provides the units and offices the layout of Digital Visual Materials.

Office:	Information Unit	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit	
2. Attachment (images/posters must be in JPEG/PNG format, with at least 150 dpi) containing complete and	Client	



accurate details on the requested layout of digital materials	
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit letter of request for the layout of digital materials addressed to Information Officer III or fill-out RTAF	1. Receive letter of request/RTAF with complete attachment	None	5 Minutes	<i>Information Officer III</i> Information Unit
2. Wait for the Information Unit Action	2. Evaluate request for digital visual materials	None	15 Minutes	<i>Information Officer III</i> Information Unit
3. Receive response from Information Unit	3.0 Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, assigned to layout artist	None	25 Minutes	<i>Information Officer III</i> Information Unit
	3.1 The layout artist conceptualizes the design and prepare the requested digital materials	None	3 Days	<i>Information Officer III</i> Information Unit
	3.2 Check/ review and approve the layout prepared by the layout artist	None	30 Minutes	<i>Information Officer III</i> Information Unit
4. Receive file of completed digital visual materials	4. Send files through the email address provided by the client	None	15 Minutes	<i>Information Officer III</i> Information Unit
5. Accomplish the Client	5. Have client accomplish	None	5 Minutes	<i>Information Officer III</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Satisfaction Survey Form through the link attached in the email	Client Satisfaction Survey Form through the link provided in the email			Information Unit
TOTAL		None	3 Days, 1 Hour, 35 Minutes	

4. Processing of Request for Tarpaulin Layout

This service provides the units and offices for Tarpaulin Layout.

Office:	Information Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) with complete details of the tarpaulin (1 original) a) Title of the event b) Date c) Time Venue d) Tarp size e) Contact details or other information (for tarp welcoming guest/s, indicate the complete name/s and designation of the guest/s)	Information Unit
2. Attachment (images in JPEG/PNG format, with at least 150 dpi)	Client

CLIENTS 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	3.0 Inform the client whether	None	25 Minutes	Information Officer III



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Information Unit	the request is approved or denied			Information Unit
	If denied, communicate the reason for regrets			
	If approved, assigned to artist			
	3.1 The layout artist conceptualizes the design and prepare the requested digital materials	None	3 Days	Information Officer III Information Unit
	3.2 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
5. Accomplish the Client Satisfaction Survey Form through the link attached in the email	5. Have the client accomplish Client Satisfaction Survey Form through the link provided in the email	None	5 Minutes	Information Officer III Information Unit
TOTAL		None	3 Days, 1 Hour, 35 Minutes	

5. 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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request letter and/or Request for Technical Assistance Form (RTAF) indicating the following: a) Purpose of request b) Date when article or image was published; or when the event was covered by the Information Unit	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

CLIENTS 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	<i>Information Officer III</i> Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on intended use and availability of materials	None	15 Minutes	<i>Information Officer III</i> Information Unit
3. Receive response from Information Unit	3.0 Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, assigned staff to access the archive, search for, and compile materials needed	None	25 Minutes	<i>Information Officer III</i> Information Unit
	3.1 Access the archive, search for, and compile	None	2 Days	<i>Information Officer III</i> Information Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	materials needed			
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 Information Unit
5. Accomplish the Client Satisfaction Survey Form through the link attached in the email	5. Have the client accomplish Client Satisfaction Survey Form through the link provided in the email	None	5 Minutes	Information Officer III Information Unit
TOTAL		None	2 Days, 1 Hour, 5 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; G2G – Government to Government	
Who may avail:	Employees and 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, contact information of the organizing group, and ticket price (if applicable).	Client	



CLIENTS 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	<i>Information Officer III</i> 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	<i>Information Officer III</i> 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 requested announcement will be included/ posted in CatSU's official social media platforms	None	1 Day	<i>Information Officer III</i> Information Unit
4. Accomplish the Client Satisfaction Survey Form	4. Have the client accomplish Client Satisfaction Survey Form	None	5 Minutes	<i>Information Officer III</i> Information Unit
TOTAL		None	1 Day and 20 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:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Technical Support Request Form (TSRF) (1 original)	Information and Communications Technology Unit

CLIENTS 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	<i>Director</i> Information and Communications Technology Unit
2. Submit the accomplished and signed TSRF	2.0 Receive the TSRF and indicate on the form the actual date and time of tracking delivery cycle time	None	10 Minutes	<i>Director</i> Information and Communications Technology Unit
	2.1 Assess the severity and urgency of the reported problem and forward to the Director for concurrence and approval	None	10 Minutes	<i>Director</i> Information and Communications Technology Unit
	2.2 Approve TSRF and assign personnel for the task	None	10 Minutes	<i>Director</i> Information and Communications Technology Unit
	2.3 Troubleshoot and perform necessary repair	None	2 Hours – minor repair 8 Hours – major repair	<i>Director</i> Information and Communications Technology Unit
3. Review if requested satisfactorily complete	3. If no, recommend additional action; evaluate and indicate further action required to complete the requested task	None	10 Minutes	<i>Director</i> Information and Communications Technology Unit



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	If yes, indicate delivery date and time on TSRF			
4. Acknowledge delivery of the requested task	4. Solicit acknowledgement and acceptance of the job rendered from client	None	10 Minutes	<i>Director</i> Information and Communications Technology Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> Information and Communications Technology Unit
TOTAL		None	3 Hours – Minor repair 9 Hours – 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:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Technical Assistance Request Form (CSU-F-PDS-46)	Planning Unit or Official Facebook Page: CatSU PDS

CLIENTS 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	<i>Planning Officer III</i> Planning Unit
2. Submit the accomplished Technical Assistance Form	2.0 Receive and check the completeness of the form and forwarded to the Planning Officer III for approval	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	2.1 Approve the request and forwarded to Administrative Aide	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
	2.2 Conduct site or ocular inspection to offices/units concerned	None	4 Hours	<i>Planning Officer III</i> Planning Unit
	2.3 Prepare preliminary drawings and budget estimates	None	6 Days – minor repairs/ rehabilitation/ improvement or fabrication 17 Days - major repairs/ rehabilitation/ improvement or fabrication	<i>Planning Officer III</i> Planning Unit
	2.4 Canvass materials	None	1 Day	<i>Planning Officer III</i> Planning Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	needed in the plan			
	2.5 Check/ review the preliminary drawings and budget estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 3 Days - major repairs/ rehabilitation/ improvement or fabrication	<i>Planning Officer II</i> Planning Unit
	2.6 Release the preliminary drawings and budget estimates to end-user for comment/ revision	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
3. Receive the preliminary drawings and budget estimates for comment/ recommendation and send back to Planning Unit	3.0 Revise the drawings according to the comment of end-user/s	None	5 Days – minor repairs/ rehabilitation/ improvement or fabrication 10 Days - major repairs/ rehabilitation/ improvement or fabrication	<i>Planning Officer III</i> Planning Unit
	3.1 Check/review the final drawings and budget estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 3 Days - major repairs/ rehabilitation/ improvement or fabrication	<i>Planning Officer III</i> Planning Unit
	3.2 Sign the Final Drawings and Budget Estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 2 Days - major repairs/ rehabilitation/	<i>Planning Officer III</i> Planning Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			improvement or fabrication	
	3.3 Release to the end-user/s for initial if okay	None	5 Minutes	<i>Planning Officer III</i> 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	4.0 Receive and release the Final Drawings and Budget Estimates to the VP-AFA for recommending approval	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
	4.1 Sign recommending approval of the Final Drawings and Budget Estimates and release to the Office of the President	None	5 Minutes	<i>Vice President for Administrative and Financial Affairs</i> Office of the VP-AFA
	4.2 Release to the Office of the President for approval	None	5 Minutes	<i>Vice President for Administrative and Financial Affairs</i> Office of the VP-AFA
	4.3 Sign/Approve the Final Drawings and Budget Estimates and release to the Planning Unit	None	5 Minutes	<i>SUC President III</i> Office of the President
	4.4 Release to the Planning Unit	None	5 Minutes	<i>SUC President III</i> 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	<i>Planning Officer III</i> Planning Unit
6. Accomplish the Client Satisfaction Survey Form	6. Have the client to accomplish Client Satisfaction Survey Form	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
TOTAL		None	With no revision: 9 Days, 4 Hours and 50 Minutes – minor repairs/	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			rehabilitation/ improvement or fabrication 23 Days, 4 Hours and 50 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:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Employees and Students
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
2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online	Client



CLIENTS 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	<i>Planning Officer III</i> Planning Unit
2. Submit the accomplished Technical Assistance Form	2.0 Receive and check the completeness of the form	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	2.1 Check the availability of the data/documents being requested. If available, forward to the Planning Officer III for approval	None	10 Minutes	<i>Planning Officer III</i> Planning Unit
	2.2 Approve the request and forwarded to Administrative Aide	None	3 Minutes	<i>Planning Officer III</i> Planning Unit
3. Wait for the release of the requested data/document as stated in the agreed target date of completion	3.0 Forward the request form to area-in-charge	None	2 Minutes	<i>Planning Officer III</i> Planning Unit
	3.1 Prepare the needed data/documents	None	1 Day	<i>Planning Officer III</i> Planning Unit
	3.2 Send the files to the email provided of the client or save in the USB or hard drive if the file is too large to be sent online	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
4. Accomplish the Client Satisfaction Survey Form	4. Have the client to accomplish Client Satisfaction Survey Form	None	5 Minutes	<i>Planning Officer III</i> Planning Unit
TOTAL		None	1 Day, 30 Minutes	



ALUMNI RELATIONS SERVICES

1. Application for Special Program for Employment of Students (SPES)

A program initiated by the DOLE that aims to provide employment opportunities to students who wants to earn money during their summer vacation. SPES aims to help students from low-income families to finance their education while gaining work experience.

Office:	Alumni Relations Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	College Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (Form 2) (1 original)	Alumni Relations Services
2. Oath of Undertaking (Form 2A) (1 original)	Alumni Relations Services
3. Employment Contract (Form 4) (1 original)	Alumni Relations Services
4. Birth Certificate (1 photocopy)	Philippine Statistics Authority/Client
5. Income Tax Return of parent/s (1 original)	Bureau of Internal Revenue
6. Certificate of Indigency (1 original)	Office of the Barangay Captain
7. Class cards or Certificate of Grades (1 original)	Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Visit the Alumni Relations Services for listing	1. Accept applicants for listing	None	3 Minutes	<i>Director</i> Alumni Relations Services
2. Fill-out the questionnaire sent via text message by the Alumni Relations Personnel	2.0 Send the questionnaire via text message for all the listed SPES applicants	None	2 Hours	<i>Director</i> Alumni Relations Services
	2.1 Record all the entries from SPES applicants	None	10 Minutes	<i>Director</i> Alumni Relations Services
	2.2 Evaluate the qualification of the SPES applicants based on their entries on the questionnaire	None	2 Days	<i>Director</i> Alumni Relations Services
3. Wait for a text message from the Alumni	3. Send text message to qualified SPES	None	3 Minutes	<i>Director</i> Alumni Relations Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Relations Personnel to get the required form	applicants to claim their forms			
4. Submit the complete requirements to Alumni Placement Services	4. Check the completeness and accuracy of the requirements and provide Application Form (Form 2)	None	5 Minutes	<i>Director</i> Alumni Relations Services
5. Fill-out and submit Application Form, Oath of Undertakings and Employment Contract	5. Check completeness of the data and inform the qualified SPES applicants on the schedule of orientation	None	5 Minutes	<i>Director</i> Alumni Relations Services
4. Attend the orientation for the qualified SPES Beneficiaries	4. Conduct orientation for the qualified SPES Beneficiaries	None	30 Minutes	<i>Director</i> Alumni Relations Services
5. Accomplish the Client Satisfaction Survey Form	5. Ask/encourage client to accomplish Client Satisfaction Survey Form	None	5 Minutes	<i>Director</i> Alumni Relations Services
6. Report to your Chief of Offices for your assignment	6. Deploy the SPES Beneficiaries at their designated offices	None	2 Hours	<i>Director</i> Alumni Relations Services
TOTAL		None	2 Days, 5 Hours and 1 Minute	



CORPORATE BUSINESS OPERATIONS

1. Processing of Identification Cards (IDs)

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

A. 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. Duly accomplished Information Sheet Form (1 original)	Corporate Business Operations
2. Certificate of Enrolment (1 original)	Admission and Registration Office/Client
3. Official Receipt (if applicable) (1 original)	Cash Unit (Windows 1, 2 and 3)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay ID Fee at Cash Unit if the payment has not been made Note: Disregard this step if the payment has been made and proceed to step #2	1. Collect payment and issue an official receipt for ID Fee	PHP 120.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
2. Proceed to CBO and present Certificate of Enrolment	2. Verify the validity of the COE and provide client with the Information Sheet Form	None	1 Minute	<i>Director</i> Corporate Business Operations (CBO)
3. Fill-out and submit Information Sheet Form	3. Check the completeness of the data in the Information Sheet Form	None	2 Minutes	<i>Director</i> CBO
	3.1 Take a photo for the ID	None	5 Minutes	<i>Director</i> CBO
	3.2 Input data in the system	None	10 Minutes	<i>Director</i> CBO
4. Check the encoded data in the system	4. Let the client check the data encoded in the system	None	3 Minutes	<i>Director</i> CBO
5. Fill out the logbook and	5. Release claim stub and	None	2 Minutes	<i>Director</i> CBO



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
receive claim stub	advise client to return on a scheduled date to claim the ID card			
TOTAL		PHP 120.00	30 Minutes	

B. Regular Employees (Temporary and Permanent)

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	Regular Employees (Temporary and Permanent)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished Information Sheet Form	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Proceed to CBO	1. Provide client with the Information Sheet Form	None	1 Minute	<i>Director</i> Corporate Business Operations (CBO)
2. Fill-out and submit Information Sheet Form	2. Check the completeness of the data in the Information Sheet Form	None	2 Minutes	<i>Director</i> CBO
	2.1. Take a photo for the ID	None	5 Minutes	<i>Director</i> CBO
	2.2. Input data in the system	None	10 Minutes	<i>Director</i> CBO
3. Check the encoded data in the system	3. Let the client check the data encoded in the system	None	3 Minutes	<i>Director</i> CBO
4. Fill out the logbook and receive claim stub	4. Release claim stub and advise client to return on a scheduled date to claim the ID card	None	2 Minutes	<i>Director</i> CBO
TOTAL		None	23 Minutes	

Note: PHP 120.00 per ID will be charged accordingly to respective colleges/units.

C. 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. Duly accomplished Information Sheet Form	Corporate Business Operations
2. Official Receipt	Cash Unit (Windows 1, 2 and 3)

CLIENTS 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 120.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
2. Proceed to CBO and present Certificate of Enrolment	2. Verify the validity of the COE and provide client with the Information Sheet Form	None	1 Minute	<i>Director</i> Corporate Business Operations (CBO)
3. Fill-out and submit Information Sheet Form	3. Check the completeness of the data in the Information Sheet Form	None	2 Minutes	<i>Director</i> CBO
	3.1 Take a photo for the ID	None	5 Minutes	<i>Director</i> CBO
	3.2 Input data in the system	None	10 Minutes	<i>Director</i> CBO
4. Check the encoded data in the system	4. Let the client check the data encoded in the system	None	3 Minutes	<i>Director</i> CBO
5. Fill out the logbook and receive claim stub	5. Release claim stub and advise client to return on a scheduled date to claim the ID card	None	2 Minutes	<i>Director</i> CBO
TOTAL		PHP 120.00	30 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:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Claim Stub	Corporate Business Operations



CLIENTS 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	Director CBO
2. Wait for your name to be called	2. Look for the ID Card of claimant	None	2 Minutes	Director CBO
3. Fill out the logbook and receive ID Card	3. Release ID Card	None	2 Minutes	Director CBO
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Director CBO
TOTAL		None	10 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; G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Affidavit of Loss	Attorney's Office
2. Certificate of Enrolment	Admission and Registration Office/Client
3. Official Receipt	Cash Unit (Windows 1, 2 and 3)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and Affidavit of Loss and submit to the CBO Office	1.0 Verify the validity of the Affidavit	None	1 Minute	Director Corporate Business Operations (CBO)
	1.1 Check client's name and information against the database	None	1 Minute	Director CBO
	1.2 Instruct client to proceed to	None	1 Minute	Director CBO



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	the Cash Unit for payment			
2. Pay ID Fee at Cash Unit	2. Collect payment and issue an official receipt for ID Fee	PHP 120.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Go back to CBO and present the Official Receipt	3.0 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.1	None	5 Minutes	<i>Director</i> CBO
	3.1 Print ID Card	None	5 Minutes	<i>Director</i> CBO
4. Fill out the logbook and receive ID Card	4. Release ID Card	None	2 Minutes	<i>Director</i> CBO
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> CBO
TOTAL		PHP 120.00	27 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; G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Information Sheet Form	Corporate Business Operations	
2. Old ID Card	Client	
3. Official Receipt (OR)	Cash Unit (Windows 1, 2 and 3)	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay ID Fee at Cash Unit	1. Collect payment and	PHP 120.00	7 Minutes	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	issue an official receipt for ID Fee			Cash Unit
2. Proceed to CBO, present OR and surrender the old ID	2. Provide client with the Information Sheet Form	None	1 Minute	<i>Director</i> Corporate Business Operations (CBO)
3. Fill-out and submit Information Sheet Form	3.0 Check the completeness of the data in the Information Sheet Form	None	2 Minutes	<i>Director</i> CBO
	3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2.	None	5 Minutes	<i>Director</i> CBO
	3.2 Input data in the system	None	5 Minutes	<i>Director</i> CBO
4. Check the encoded data in the system	4.0 Let the client check the data encoded in the system	None	3 Minutes	<i>Director</i> CBO
	4.1 Print the ID Card	None	5 Minutes	<i>Director</i> CBO
5. Fill out the logbook and receive ID Card	5. Release ID Card	None	2 Minutes	<i>Director</i> CBO
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> CBO
TOTAL		PHP 120.00	35 Minutes	



CENTER FOR CATANDUNGAN HERITAGE AND THE ARTS

1. Application for Visual Art Exhibit (Solo Show/Group Show)

Application for a solo show of visual artworks such as paintings, charcoal drawings, sculptures and the like.

Office:	Center for Catandungan Heritage and the Arts
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	CatSU Faculty-Artists and Student-Artists
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposal for Visual Art Exhibit Form (2 copies)	Center for Catandungan Heritage and the Arts

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Register on the Visitor's Logbook	1. Assist the client	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
2. Request the Proposal for Visual Art Exhibit Form	2. Provide the form	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
3. Fill-out the Proposal for Visual Art Exhibit Form	3. Assist the client	None	5 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
4. Submit the filled-out Proposal Art Exhibit Form	4. Accept the filled-out Proposal for Visual Arts Exhibit Form	None	1 Minute	<i>Director</i> Center for Catandungan Heritage and the Arts
5. Wait for initial response on the request	5. Provide initial response on the request	None	2 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> Center for Catandungan Heritage and the Arts
TOTAL		None	15 Minutes	



LEGAL UNIT

1. Issuance of Certificate/Affidavit of No Pending Administrative Case and/or Agency Clearance Form

Issuance of Certificate/Affidavit of No Pending Administrative Case and Signing of Agency Clearance Form 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:	All CatSU Permanent/Temporary Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form (1 original)	Legal Unit
2. Duly accomplished Agency Clearance Form (CSC Form No. 7, s. 2017) (4 originals)	Human Resource Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form or Agency Clearance Form	1.0 Receive the Request Form or Agency Clearance Form	None	10 Minutes	Attorney Legal Unit
	1.1 Check and verify records if employee has pending administrative case/case status	None	1 Hour	Attorney Legal Unit
	1.2 Draft certification/ affidavit of no pending administrative case	None	1 Minute	Attorney Legal Unit
	1.3 Review and sign the certificate/ affidavit and/or clearance	None	5 Minutes	Attorney Legal Unit
2. Release to the requesting employee and receive the signed certificate/ clearance	2. Release the signed Certificate/ Clearance and scan/file receiving copy	None	30 Minutes	Attorney Legal Unit
3. Fill out the Client Satisfaction	3. Provide Client with Client Satisfaction	None	5 Minutes	Attorney Legal Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Survey Form (electronically or drop off a paper copy in the designated box)	Survey Form (electronically or on paper)			
TOTAL		None	1 Hour and 45 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:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All CatSU Offices/Units/Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter (1 original)	Requesting party
2. Pertinent Supporting Documents	Requesting party

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit referral	1.0 Receive referral, check attachments, records and endorses	None	10 Minutes	<i>Attorney IV</i> Legal Unit
	1.1 Refer for initial review, studies and research applicable policy/law	None	3 Days for simple matters; 7 Days for complex matters	<i>Attorney IV</i> Legal Unit
	1.2 Drafting initial comment and recommendations	None		<i>Attorney IV</i> Legal Unit
	1.3 Final review, revise and sign draft legal opinion, advices, comments/recommendations	None	4 Days for simple not requiring extensive research	<i>Attorney IV</i> Legal Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			8 Days for complex matters	
2. Receive the signed legal advice, opinion, comments/recommendations	2. Release to the concerned unit/office and scans/files the receiving copy	None	30 Minutes	<i>Attorney IV</i> Legal Unit
3. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	3. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Attorney IV</i> Legal Unit
TOTAL		None	7 Days and 45 Minutes – Simple Matters 15 Days and 45 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:	All CatSU Offices/Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Referral Letter (1 original)	Requesting party	
2. Pertinent Supporting Documents	Requesting party	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits referral	1.0 Receives referral, check attachments, recorded and endorse	None	10 Minutes	<i>Attorney IV</i> Legal Unit
	1.1 Refers for initial review, studies and	None	2 Days for standard	<i>Attorney IV</i> Legal Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	researches applicable policy/law		5 Days for documents without draft or requiring major revision	
	1.2 Drafting/ revising of the documents and the transmittal letter	None	7 Days for non-standard, complex and voluminous documents	<i>Attorney IV</i> Legal Unit
	1.3 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	<i>Attorney IV</i> Legal Unit
2. Receives the initialed legal documents	2. Releases to the concerned unit/office and scans/files the receiving copy	None	30 Minutes	<i>Attorney IV</i> Legal Unit
4. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	4. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Attorney IV</i> Legal Unit
TOTAL		None	5 Days and 45 Minutes for standard 10 Days and 45 Minutes for documents without draft or requiring major revision	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			15 Days and 45 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 (CatSU Employees/Students) with simple legal queries regarding work and/or school related issues.

Office:	Legal Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All CatSU Students and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Logbook Entry (CatSU-LB-LEG-03)	Legal Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Register in the logbook (CSU-LB-LEG-03)	1.0 Assist the client to register in the logbook	None	5 Minutes	Attorney IV Legal Unit
	1.1 Render legal advisory and counselling services to walk-in clients with simple queries	None	*	Attorney IV Legal Unit
	1.2 Assist the client to accomplish log-out in the logbook after the services rendered	None	5 Minutes	Attorney IV Legal Unit
2. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	2. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	Attorney IV Legal Unit
TOTAL		None	15 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



B. Administrative and Finance Division



ACCOUNTING UNIT

1. Processing of Claims

Pre-audits disbursement vouchers, checking the computation for the amount due and the documents as to the completeness, propriety and validity of the claim.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	CatSU Employees and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher (DV) with Box A duly signed by the Accountable Officer (1 copy)	Client	
2. Obligation Request and Status (OBR) or Budget Utilization Request and Status (BURS) duly signed by the Accountable Officer and AO V, Budget Services (1 copy)	Client	
3. Supporting Documents for each type of expense (per COA Circular 2023-004 dated July 2023) (1 copy)	Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Supply Unit prepares Disbursement Voucher, Obligation Request and Status or Budget Utilization Request and Status and attach the required supporting documents	1.0 Receive DV, OBRS or BURS and supporting documents	None	5 Minutes	Accountant III Accounting Unit
	1.1 Record and assigns accounting number to the claims.	None	10 Minutes	Accountant III Accounting Unit
2. Complete the documents if they were submitted incomplete.	2. Review /pre-audits claims. <i>If documents are incomplete, returns claims to concerned unit for compliance.</i>	None	2 Days and 4 Hours	Accountant III Accounting Unit
3. Comply with the deficiencies if there is any.	3.0 Review claims as to validity, integrity, and propriety of the claim and ensures that the	None	3 Hours and 25 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	supporting documents are complete and the amount claimed is proper.			
	3.1 Sign the Disbursement Voucher (DV)	None	5 Minutes	Accountant III Accounting Unit
	3.2 Forward claims to CAO-Financial Services and ensure the signature of the receiving clerk in the logbook.	None	15 Minutes	Accountant III Accounting Unit
TOTAL		None	3 Days	

2. Signing of Clearance for University Regular Employees, Job Order and Contract of Service

Signing of University Clearance for employees who are retiring, going on vacation for a duration exceeding one month, planning to travel abroad or at the termination of contract. Employees who have pending/unsettled accountabilities will not have their university clearance signed.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Clients
Who may avail:	CatSU Regular employees, Job Order and Contract of Service
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Clearance Form (1 original copy)	Human Resource Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Forward clearance to Accounting Services	1. Receive university clearance and verifies against the list of accountabilities	None	15 Minutes	Accountant III Accounting Unit
2. Settle accountabilities (if any)	2. Sign if no accountability, otherwise advise clients to settle their accountability	None	13 Minutes	Accountant III Accounting Unit
3. Receive clearance and signs in the logbook	3. Record the transaction and releases clearance	None	2 minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Accountant III</i> Accounting Unit
TOTAL		None	35 Minutes	

3. Signing of Certification for PHIC Contributions and claims

Signing of Certification and PHIC claims

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Clients	
Who may avail:	CatSU Regular employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PHIC Claim Form (1 copy)		Client/PhilHealth Website
2. Request Form (1 copy)		Accounting Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Forward PHIC Claim form to Accounting Services	1.0 Receive PHIC Claim form	None	1 Minute	<i>Accountant III</i> Accounting Unit
	1.1 Prepare Certification of PHIC remittance.	None	20 Minutes	<i>Accountant III</i> Accounting Unit
	1.2 Fill out or check the Employer Information portion of the PHIC Claim form.	None	5 Minutes	<i>Accountant III</i> Accounting Unit
	1.3 Sign the PHIC form and Certification	None	2 Minutes	<i>Accountant III</i> Accounting Unit
2. Receive the PHIC Claim form and sign in the logbook	2. Records the transaction and releases PHIC Claim form and Certification	None	2 Minutes	<i>Accountant III</i> Accounting Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant III</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
TOTAL		None	35 Minutes	

4. Signing of Certification for Contributions and Loan Remittances

Signing of Certification for employees' contributions and loan remittances

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Clients	
Who may avail:	CatSU Regular employees, Job Order and Contract of Service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (1 copy)		Accounting Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out Request form	1.0 Receive Request form	None	5 Minutes	<i>Accountant III</i> Accounting Unit
	1.1 Prepare Certification	None	20 Minutes	<i>Accountant III</i> Accounting Unit
	1.2 Sign the Certification	None	3 Minutes	<i>Accountant III</i> Accounting Unit
2. Receive the Certification and sign in the logbook	2. Record the transaction and release clearance	None	2 Minutes	<i>Accountant III</i> Accounting Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant III</i> Accounting Unit
TOTAL		None	35 Minutes	



BUDGET UNIT

1. Request for Obligation

Request and Status/Budget Utilization Request is a document required by Commission on Audit issued to certify the availability of allotment for a specific transaction. The ORS/BURS shall be supported by necessary documentary requirements depending on the transaction.

Office:	Budget Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	CatSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. ORS/BURS (2 original copies)	Client	
2. Signed Activity Request (1 copy)	Client	
3. Salaries and Other Compensation/Overtime: payroll (1 copy)/Copy of Contract (1 copy), approved request (1 copy)	Client	
4. For Remittance : signed copy of remittance List (1 copy)	Client	
5. For Monetization: Copy of Approved Request for Monetization (1 copy) and Approved Form 6 (1 copy)	Client	
6. Terminal Leave: List of Actual Retirees to be paid (LARP), Statement of Leave Credits Earned, Updated Service Record, Latest NOSA/NOSI	Client/Human Resource Management Unit	
7. Traveling/Training Expenses: Approved Request to travel (1 copy), Approved Travel Order (1 copy)	Client	
8. Procurement of Goods and Services: Purchase Order (1 copy), Copy of Contract (1 copy), Notice of Award (1 copy), Abstract of Price Quotation (1 copy), Approved Purchase Request (1 copy)	Procurement Unit	
9. Utilities Expenses: Statement of Account or Billing (1 original copy)	Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the Obligation Request and Status/Budget Utilization Request and Status together with the	1.0 Receive and record the document	None	3 Minutes	<i>Administrative Officer V</i> Budget Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
required documents	1.1 Determine whether the documents are appropriate and complete	None	5 Minutes	Administrative Officer V Budget Unit
	1.2 Distribute to Personnel In-Charge	None	2 Minutes	Administrative Officer V Budget Unit
	1.3 Review, verify and indicate availability of allotment and assignment of OBRS/BURS Number	None	2.5 Hours	Administrative Officer V Budget Unit
	1.4 Posting of the transaction in the Appropriate Registry	None	1 Day	Administrative Officer V Budget Unit
	1.5 Review and initial	None	2 Hour	Administrative Officer V Budget Unit
	1.6 Review and sign on Box B of ORS/BURS	None	3 Hours	Administrative Officer V Budget Unit
	1.7 Retain copy and forward the document to Accounting Services	None	20 Minutes	Administrative Officer V Budget Unit
TOTAL		None	2 Days	

2. Liquidation of Obligation Request and Status (OBRs) and Budget Utilization Request and Status (BUR)

Covers the recording of disbursement to logbook and Box C (Status of Obligation) of the appropriate Obligation Request and Status/Budget Utilization Request.

Office:	Budget Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	CatSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Cheque/LDDAP/ACIC signed by the AO V, Cashiering Services with a copy of ORS/BURs, approved Disbursement Voucher and the documents that may support the claim.	Cash Unit	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Requesting unit will submit the Cheque/LDDAP /ACIC signed by the AO V, Cash Unit with a copy of ORS/BURs, approved Disbursement Voucher and the documents that may support the claim.	1.0 Receive the document, initial review of attached documents and distribute to Personnel In-Charge	None	40 Minutes	<i>Administrative Officer V</i> Budget Unit
	1.1 Determine whether the documents are appropriate and complete	None	2 Hours	<i>Administrative Officer V</i> Budget Unit
	1.2 Record the disbursement to appropriate OBRS/BURS logbook	None	6 Hours	<i>Administrative Officer V</i> Budget Unit
	1.3 Record the disbursement to Box C of OBRS and BURS	None	5 Hours	<i>Administrative Officer V</i> Budget Unit
	1.4 Review and initial	None	1 Hour	<i>Administrative Officer V</i> Budget Unit
	1.5 Record the Cheque/ LDDAP to appropriate logbook	None	1 Hour	<i>Administrative Officer V</i> Budget Unit
	1.6 Forward the document to CAO-Finance/ Cashiering Services	None	20 Minutes	<i>Administrative Officer V</i> Budget Unit
8. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	8. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Budget Unit
TOTAL		None	2 Days	



CASH UNIT

1. Collection of Payment and Issuance of Official Receipt

This includes collection from payments of fees from students, employees and other stakeholders.

Office:	Cash Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2B – Government to Government	
Who may avail:	Employees and Students	
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. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original)		OARS
3. Assessment Form or Statement of Account (for payment of tuition fees) (1 original)		Dean's Office (Colleges)
4. Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees)		Colleges/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	30 Seconds	<i>Administrative Officer V</i> Cash Unit
2. Pay the amount indicated in the assessment form/order of payment slip.	2. Receive cash as payment	Tuition Fees Graduate Studies PHP 700/unit Undergraduate PHP 300/unit RLE (may vary depending on the number of students) Miscellaneous & other academic fees such as	1 Minute (non-enrolment period) 3 Minutes (enrolment period)	<i>Administrative Officer V</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		TOR PHP 150/page		
		Diploma PHP 150/page		
		ID Card PHP 120.00		
		CAV Fee PHP 150.00		
		Certification fees		
		Graduate Studies PHP 50.00		
		Undergraduate PHP 30.00		
		Authentication fee PHP 5.00/page		
		Auditorium/Gym Rental PHP 18,000.00/day		
		IGP book sale, tela uniform, polo shirt, PE Uniform (may vary depending on the book, size of tela uniform and polo shirt)		
		Gate pass PHP 50.00		
		Entrance Examination Fee PHP 200.00		
		Microsoft Testing PHP 1,300.00		
		Thesis Fee		



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		PHP 700.00 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	<i>Administrative Officer V</i> 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	30 seconds	<i>Administrative Officer V</i> Cash Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		Please see attached Schedule of Fees and Charges	Non-enrolment period: 2 Minutes Enrolment period: 5 Minutes	

SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	700/unit
	Doctoral Degree	800/unit
	Undergraduate	300/unit



SCHOOL FEES		RATE (in Philippine Peso)
MEDICAL AND DENTAL	Master's Degree Doctoral Degree Undergraduate	100
LIBRARY FEE	Master's Degree	500/term
	Doctoral Degree	500/term
	Undergraduate	100
LIBRARY CARD		100
ATHLETIC FEE		150
HANDBOOK FEE		35
MAINTENANCE FEE		200
JOURNAL FEE		300
AUDIO VISUAL DEVELOPMENT FEE		50
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students
TRANSCRIPT OF RECORD FEE		100/sheet
HONORABLE DISMISSAL FEE		50
DIPLOMA FEE		150
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
	Undergraduate	30/subject
ID FEE (Alumni and Freshmen)		120
ADDING/CHANGING/DROPPING OF SUBJECTS		30/subject
CERTIFICATION FEE	Master's Degree	50
	Undergraduate	30
AUTHENTICATION FEE		5/page
THESIS FEE		700
MICROSOFT TESTING FEE		1,300
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150/page
RENTAL OF CATSU AUDITORIUM		18,000
REFUNDABLE DEPOSIT (CATSU AUDITORIUM)		3,000
GATE PASS	Students/Employee	50
	Non-Employee	50
DORMITORY	Ladies' Dormitory	1,000/monthly
	Men's Dormitory	1,000/monthly



2. Disbursement of Cash

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

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Government
Who may avail:	Employees and Students
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	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	<i>Administrative Officer V</i> Cash Unit
2. Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll	None	3 Minutes	<i>Administrative Officer V</i> 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	<i>Administrative Officer V</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		None	10 Minutes	

3. Disbursement of Check

Disbursement of check on payment of travel of students and employees.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Government
Who may avail:	Employees and Students
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	<i>Administrative Officer V</i> Cash Unit
2. Sign the Disbursement Voucher and the Columnar Book	2. Sees to it that the Disbursement Voucher and Columnar Book was signed	None	3 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter	3. Issue the Check	None	1 Minute	<i>Administrative Officer V</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		None	10 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:	G2B – Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	Employees and Students
1. Identification Card (ID) (1 original)	Client
2. Petty Cash Voucher (CSU-F-CASH-14) with required complete documents (1 original)	Petty Cash Custodian/Cash Unit
3. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client



CLIENTS STEPS	AGENCY ACTION	FEEES 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	<i>Administrative Officer V</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Sign on the Cash Book	3. Make sure that the client has signed the Cash Book	None	30 Seconds	<i>Administrative Officer V</i> 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	<i>Administrative Officer V</i> Cash Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Cash Unit
TOTAL		None	10 Minutes	



HUMAN RESOURCE MANAGEMENT UNIT

1. Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel

The process adheres to the Civil Service Commission's 2017 Omnibus Rules on Appointment and Other Human Resource Action, revised July 2018. It covers filling up of vacant plantilla positions, recruitment, selection, appointment and placement of teaching and non-teaching plantilla personnel. The process starts from the receipt of request for manpower up to the submission of appointment of the appointed employee to the Civil Service Commission for validation

A. FILLING UP OF VACANT PLANTILLA POSITION

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Head of Unit/Office/Division
CHECKLIST OF REQUIREMENTS	Employees and Students
1. Letter of Request (1 original)	Requesting Party

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish and submit letter of request together with supporting documents, if any	1. Receive letter of request to fill manpower requirement for immediate sourcing of applicants; forward request to the Unit Head for information and assignment to the responsible personnel	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.2 Review Unfilled Positions (CSU-F-HRM-38), check the competency requirements; and prepare the Request for Filling up of Vacant Positions (CSU-F-HRM-17)	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.3 Review, verify and sign the form, and endorse to the VP-AFA/Chair, Human Resource Merit Promotion and Selection Board (HRMPSB) for Non-Teaching and	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	the VP-AA/Chair, Faculty Selection Board (FSB) for Teaching			
	1.4 Validate and sign the form and forward to the SUC President for approval	None	7 Days	<i>VP for Administrative and Financial Affairs</i> Office of the of VP-AFA
	1.5 Approve and sign Request for Filling up of Vacant Positions	None	7 Days	<i>SUC President III</i> Office of the President
	1.6 Prepare Request for Publication (CSC Form No. 9), Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin; and secure signature of approving authority.	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
2. Receive copy of Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin	2. Submit Request for Publication to the CSC Field Office; forward Notice of Vacancy to the concerned offices for publication/posting in the University Website, Facebook Page, local radio station and at three conspicuous places in the University, dissemination of Administrative Bulletin through Records Services, for at least ten (10) calendar days	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	1 Month and 19 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

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and



Posting of Vacant Positions states that, “Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines”; and Section 29, “The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published.”

B. RECRUITMENT AND SELECTION

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All interested applicants (CatSU Employees)
CHECKLIST OF REQUIREMENTS	Employees and Students
1. Application Letter;	Applicant
2. Letter of Intent and Statement of Authenticity & Veracity of Documents Submitted	Human Resource Management Unit
3. Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Unit; csc.gov.ph
4. Certified true copy of Transcript of Records (High School Diploma, Baccalaureate and Post-graduate studies, if applicable);	Academic Institution
5. Certified true copy of Updated Service Record or Certificate of Employment (if applicable);	Human Resource Management Unit; Affiliated Agency
6. Certified true copy of Certificates of Trainings/Seminars Attended;	Accredited Training Provider/Sponsor
7. Certified true copy of Certificate of Eligibility/Rating/License ID;	Professional Regulation Commission; Civil Service Commission
8. Certified true copy of Performance Rating in the last two rating periods (if applicable);	Human Resource Management Unit; Affiliated Agency
9. Photocopy of Latest Appointment (if applicable);	Human Resource Management Unit; Affiliated Agency, Civil Service Commission
10. Other documents relevant to the position applied for.	Requesting Party
11. NBC 461 Personal Data Sheet (a copy may be secured at the HRMU or CatSU Website) - For teaching/faculty item	Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of application with supporting documents	1. Receive and record application letters and credentials of applicants	None	10 Days	<i>Administrative Officer V</i> Human Resource Management Unit
2. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	2.0 Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Record all Applicant's Profile (CSU-F-HRM-45), consolidate and prepare master list of applicants	None	14 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Prepare memo/notice of HRMPSB/FSB meeting with prior consultation with the Chair as to availability	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.3 Convene to determine applicants who are qualified or disqualified, set the schedule for aptitude and/or practical exam and interview Note: No qualified applicant, republish/repost item	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.4 Prepare Minutes of Meeting to include Summary of Pre-Evaluation of Applicants (CSU-F-HRM-47) and in case of vacant teaching position, endorse applications to the Chair, Institutional Evaluation Committee (IEC) for NBC 461 to determine CCE points/academic rank	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Prepare and send letter of regret / advise for examination via email/text/phone call; and conduct examinations as scheduled by the testing officer	None	5 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.6 Receive, record and forward the results to the Chair, HRMPSB/FSB for shortlisting of candidates	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.7 Prepare and send letter of regret / advise for interview and demo teaching, in the case of faculty, for shortlisted candidates, via email/text/phone call	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.8 Prepare memo/notice of Meeting, conduct interview and demo teaching, in the case of faculty, for shortlisted candidates; and sit en banc to evaluate the documents submitted by candidates.	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.9 Tabulate and consolidate the candidates' ratings Potential Assessment (CSU-F-HRM-35), Interview Assessment Form for Non-Teaching (CSU-F-HRM-63), Individual Assessment Form for Entrant (CSU-F-HRM-64a), Individual Assessment Form for	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Promotion/Transfer (CSU-F-HRM-64b); For Teaching: Classroom Observation (CSU-F-HRM-61), Interview Scoring Sheet for Faculty (CSU-F-HRM-62)			
	2.10 Prepare HRMPSB Board Resolution (CSu-F-HRM-55); FSB Board Resolution (CSU-F-HRM-56); and Comparative Assessment of HRMPSB (CSU-F-HRM-53)/ FSB (CSU-F-HRM-54)	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.11 Prepare memo/notice of meeting, review, finalize, approve and sign the Comparative Assessment and Board Resolution; and prepare transmittal letter for submission to the SUC President.	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.12 Prepare Minutes of HRMPSB/FSB Meeting; conduct background investigation, as instructed by the Chair, HRMPSB/FSB and Appointing Authority	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.13 Assess the merits of the HRMSPB/FSB evaluation, schedule final interview with the candidate/s and select his/her appointee; send back the documents to the HRMU	None	7 Days	<i>SUC President III</i> Office of the President
	2.14 Prepare and send Letter Advice for	None	7 Days	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Appointment (CSU-F-HRM-91) and/or Letter of Regret to respective candidates thru mail/email/text/phone call/Records Services. Note: Applicant declines, to submit letter of waiver.			Human Resource Management Unit
TOTAL		None	2 Months and 29 Days and 5 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

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."

C. APPOINTMENT AND PLACEMENT

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Government
Who may avail:	All qualified candidates (CatSU Employees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Unit; csc.gov.ph
2. Professional License (PRC, etc.)	Professional Regulation Commission; Civil Service Commission
3. Certificate of Board Rating	Human Resource Management Unit
4. Certificate of Good Standing	Professional Regulation Commission
5. Certificate of Eligibility (CSC)	Professional Regulation Commission; Civil Service Commission
6. Medical Certificate (CS Form No. 211, rev. 2017)	Licensed Government Physician, Clinic, Hospital
7. Neuro-Psychiatric Examination Results	Accredited Diagnostic Center, Clinic, Hospital
8. Blood Test	Accredited Diagnostic Center, Clinic, Hospital



9. Urinalysis	Accredited Diagnostic Center, Clinic, Hospital
10. Chest X-ray	Accredited Diagnostic Center, Clinic, Hospital
11. Drug Test	Accredited Diagnostic Center, Clinic, Hospital
12. PSA Birth Certificate	Philippine Statistics Authority
13. Marriage Contract	Philippine Statistics Authority
14. NBI Clearance	National Bureau of Investigation
15. Agency Clearance from Work-Related, Money and Property Accountabilities (if employed from other government agency)	Human Resource Management Unit, Affiliated Agency
16. Performance Rating for the last two (2) rating period, if applicable	Human Resource Management Unit, Affiliated Agency
17. Transcript of Records (TOR) authenticated by the Registrar (Bachelor's and Post Graduate Studies, if applicable)	Academic Institution
18. Statement of Assets, Liabilities and Net-worth (SALN), revised 2015	Human Resource Management Unit, Affiliated Agency, csc.gov.ph
19. Approved Request for Transfer, if applicable	Agency Head, Affiliated Agency
20. Service Record, (if employed from other government agency)	Human Resource Management Unit, Affiliated Agency
21. CSC Appointment/s, if applicable	Human Resource Management Unit, Affiliated Agency; Civil Service Commission
22. Written consent of voluntary demotion, if applicable	Applicant
23. Latest copy of Notice of Salary Adjustment, if applicable	Human Resource Management Unit, Affiliated Agency
24. Certification of Last Salary Received, if applicable	Human Resource Management Unit, Affiliated Agency
25. Certification of Balance of Leave Credits, if applicable	Human Resource Management Unit, Affiliated Agency
26. Certification of Salary Deductions, if applicable	Human Resource Management Unit, Affiliated Agency
27. BIR Certificate of Compensation Payment/Tax Withheld (F-2316)	Accounting Services, Affiliated Agency; Bureau of Internal Revenue
28. Folder (Size: Long; Color: Blue) with fastener	Applicant

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit accurate and complete documentar y	1.0 Prepare appointment papers of the appointee upon compliance of all	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
requirements	documentary requirements.			
	1.1 Review and certify accuracy, veracity and completeness of appointment paper and supporting documents.	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.2 Validate and sign appointment paper, and endorse to SUC President	None	3 Days	<i>VP for Administrative and Financial Affairs</i> Office of the VP-AFA
	1.3 Act on the appointment paper. Appointment with SG 18 and below are signed; appointment with SG 19 and above are scheduled for Administrative Council Meeting, for endorsement to and approval by the Board of Regents (BOR)	None	21 Days	<i>SUC President III</i> Office of the President
	1.4 Take Oath of Office (CS Form No. 32) before the SUC President or Authorized Representative and report to immediate supervisor	None	7 Days	<i>SUC President III</i> Office of the President
	1.5 Certify appointee's Assumption	None	3 Days	<i>Unit Head/Immediate Supervisor</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	to Duty (CS Form No. 4) to record his/her first day of service, and Position Description Form (DBM-CSC Form No. 1)			Respective Unit/Offices
2. Receive copy of appointment	2.0 Receive duly signed Oath of Office, Certification of Assumption to Duty, Position Description Form; conduct on-boarding and release appointee's copy of his/her appointment paper	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Prepare/ update the 201 Personnel Files, supporting documents to and Report on Appointments Issued (RAI) (CS Form No. 2) for submission to the CSC Field Office	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Prepare Notice of Appointment/Promotion (CSU-F-HRM-80), review and secure signature of unit head, and post in the HRMU Bulletin	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit
3. Fill out the Client Satisfaction Survey	3. Provide client with Client Satisfaction Survey Form	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Form electronically or drop off a paper copy in the designated box	(electronically or on paper).			
TOTAL		None	2 Months, 1 Day, 5 Minutes**	

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**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

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2. Issuance of Certified Copy of Document from 201 Files

Eligible employees in the University may request for 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 employee or any requesting party as it pertains to his/her personnel records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (CSU-F-HRM-19) (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

CLIENTS 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	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	authorization letter			
2. Accomplish and submit request form	2.0 Receive accomplished request and evaluate completeness of information	None	30 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
	2.1 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	2.2 Retrieve the 201 files, verify, update records and prepare the requested document	None	6 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	2.3 Review, sign, secure approval of the authorized signatory	None	4 Hours	<i>Administrative Officer V</i> 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	<i>Administrative Officer V</i> Human Resource Management Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	1 Day, 7 Hours, 35 Minutes**	



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**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. Issuance of Special Order for Change of Name

Employee may change their name for valid reasons, 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:	All qualified CatSU employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request; and Other supporting documents (1 original)		Requesting Party	
2. Marriage Certificate (1 original)		Philippine Statistics Authority (PSA)	
3. Certificate of Finality (Annulment of Marriage) 1 authenticated copy		Court	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish and submit letter of request together with supporting documents, if any	1. Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action	None	4 Hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel</i> Respective Offices
	1.1 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMU	None	4 Hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President</i> Respective Offices
	1.2 Receive document and forward	None	2 Hours	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	to the Unit Head for information and assignment to the responsible personnel			Human Resource Management Unit
	1.3 Retrieve the employee 201 file, update and prepare Special Order (CSU-F-HRM-20b)	None	1 Day	<i>Administrative Officer V</i> Human Resource Management Unit
	1.4 Review, initial and secure signature of authorized signatory	None	4 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
2. Receive the approved/ signed letter request/ Special Order	2. Release the Special Order through his/her unit/office	None	2 Hours	<i>Executive Assistant III</i> <i>Office of the President</i> <i>Administrative Officer V</i> Records Unit
3. Accomplish the Client Satisfaction Survey Form	3. Have the client to accomplish Client Satisfaction Survey Form	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	3 Days, 5 Minutes	

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4. Issuance of Special Order for the Grant of Overtime Service Credit (VSC/COC)

Eligible employee may claim compensation for authorized overtime services through Vacation Service Credit (VSC) or Compensatory Overtime Credit (COC), subject to the guidelines and other conditions that the government and the University may prescribe. A Special Order is issued for the grant of overtime service credits (VSC/(COC).

Office:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government



Who may avail:	All qualified CatSU employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Human Resource Management Unit
2. Duly approved Daily Time Record (DTR) and supporting documents	Human Resource Management Unit
3. For Driver, if applicable Certification of Early Duty and Daily Trip Ticket	Human Resource Management Unit
4. Locator Slip or Certificate of Appearance, if applicable	Human Resource Management Unit
5. Overtime Service Completion Report	Human Resource Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish and submit letter of request together with supporting documents, if any	1. Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action. Otherwise, return if not complete/not in order	None	4 Hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
	1.1 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMU	None	4 Hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President Respective Offices</i>
	1.2 Receive document and forward to the Unit Head for information and assignment	None	1 Day	<i>Administrative Officer V Human Resource Management Unit</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	to the responsible personnel			
	1.3 Retrieve the employee 201 file, update records and prepare Special Order (CSU-F-HRM-20a)	None	2 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.4 Review, initial/sign, forward to Budget Services for fund allocation and secure signature of authorized signatory	None	2 Days	<i>Administrative Officer V</i> Human Resource Management Unit <i>Administrative Officer V</i> Budget Unit <i>Vice President</i> Office of the Vice President
	1.5 Take final action on the request	None	1 Day	<i>SUC President III</i> Office of the President
2. Receive the approved/ signed letter request	2. Release the approved/ disapproved request for overtime services through his/her unit/office	None	1 Day	<i>Executive Assistant III</i> Office of the President <i>Administrative Officer V</i> Records Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	8 Days, 5 Minutes	

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5. Processing of Application for Leave

Leave of absence is generally defined as a right granted to officials and employees not to report for work with pays as may be provided by law and as the rules prescribe in XVI (Omnibus Rule on Leave) of the Omnibus Rules Implementing Book V of EO 292.

- Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.
- Mandatory/Force Leave of five (5) working days annually, whether continuous or intermittent, is required from all officials and employees who have ten (10) days or more vacation leave credits.
- Sick Leave is granted on account of sickness or disability to official or employee or any member if their immediate family.
- Special Privilege Leave is granted to an employee to mark personal milestones and/or attend to filial and domestic responsibilities, the approval of which is contingent upon the exigency of service.
- Expanded Maternity Leave (105 days) under RA 11210 is a paid leave benefit granted to a qualified female employee for the duration of 105 days for live child birth, with an option to extend an additional 15 days if the female employee qualified as a solo parent under RA 8972, and another 30 days, subject to approval, the leave either with or without pay. In case of miscarriage and emergency termination of pregnancy, female employee is entitled to only 60 days maternity leave. Employer must be notified in writing at least 45 days before the end of the maternity leave except for medical pregnancy.

Female employee may also allocate 7 days of her maternity leave to the father of her child not later than the period of her maternity; provided she submits a written notice to her employer.

- Paternity Leave is granted to a married male employee for seven (7) days while continuing to earn compensation on the condition that his legitimate spouse has delivered a child or suffered miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after child birth, as the case maybe, and assist in caring for his new-born child. It is granted for the first four (4) deliveries of the male employee's legitimate spouse with whom he is cohabiting.
- 10-Day Leave under RA 9262 (Anti-Violence Against Women and their Children Act of 2004) otherwise known as AVAWC leave is granted to the following (1) any female employee in the government service, regardless of employment status, who is a victim of violence and (2) any female employee whose child is also a victim of violence and whose age is below eighteen (18) or above eighteen (18) but unable to take care of himself/herself.
- Rehabilitation Leave of up to 6 months is granted to eligible employee on account of injuries acquired in the performance of duties.
- Special Leave Benefits for Women under RA 9710 (An Act Providing for the Magna Carta of Women) of up to 2 months is granted to qualified female public sector employee who have undergone surgery caused by gynecological disorders pursuant to the provisions and implementing rules and regulations of the Magna Carta of Women.
- Special Emergency Leave of up to 5 days is granted on straight working days or staggered basis within 30 days from the actual occurrence of the calamity/disaster, the privilege shall be enjoyed once a year, not in every instance of calamity or disaster.
- Adoption Leave shall provide an opportunity for the prospective adoptee and the adoptive parent/s to develop bonding similar to that between a child and his/her biological parents. A female employee regardless of her civil status, employment status and length of service who qualifies as an adoptive parent under RA No. 8552 or the Domestic Adoption Act of 1998 and whose



prospective adoptee is below 7 years of age as of placement shall be qualified to avail adoption leave of 60 days with full pay which leave shall be enjoyed in a continuous and uninterrupted manner. If she is married, her legitimate spouse (government employee) can avail of adoption leave of 7 days with full pay which shall be enjoyed in a continuous or in an intermittent manner.

A single male government employee, regardless of employment status and length of service who qualifies as an adoptive parent under RA No. 8552 or the Domestic Adoption Act of 1998 and whose prospective adoptee is below 7 years of age as of placement shall be qualified to avail adoption leave of 60 days with full pay which leave shall be enjoyed in a continuous and uninterrupted manner. The same privilege may also be enjoyed by a married male employee with an unemployed spouse.

Office:	Human Resource Management Unit		
Classification:	Simple to Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All qualified CatSU employee (permanent, temporary, coterminous or casual)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished Leave Application Form (CSF No. 6, rev. 2020) – 3 copies		Human Resource Management Unit CSC Website (csc.gov.ph)	
Additional Requirements for certain types of leave:			
1. Sick Leave Medical Certificate		Attending Physician, Clinic, Hospital	
2. Maternity Leave Medical Certificate from attending physician (indicating expected schedule of delivery)		Attending Physician, Clinic, Hospital	
3. Accomplished Notice of Allocation of Maternity Leave Credits (CS Forms No. 6a)		Requesting Party	
4. Paternity Leave Proof of child's delivery – birth certificate, medical certificate		Clinic, Hospital, Philippine Statistics Authority	
5. Marriage Certificate (Photocopy)		Philippine Statistics Authority	
6. Solo Parent Leave Updated Solo Parent ID (Photocopy)		Local Government Unit – Social Welfare and Development Office	
7. Study Leave 8. Approved Application for Scholarship/ Study Leave/ Scholarship Contract		Human Resource Management Unit	
9. Proof of Enrolment in an academic institution		Academic Institution	
10. VAWC Leave Barangay Protection Order		Punong Barangay	
11. Temporary/ Permanent Protection Order		Court, Prosecutor	
12. Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of		Punong Barangay/ Kagawad or Prosecutor or Clerk of Court	



Court for the application for BPO	
13. Police Report specifying the details of occurrence of violence on the victim	Police Station
14. Medical Certificate	Attending Physician, Clinic, Hospital
15. Rehabilitation Leave Approved Letter Request	Requesting Party
16. Police Report, if applicable	Police Station
17. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be	Attending Physician, Clinic, Hospital
18. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation	Attending Physician, Clinic, Hospital
19. Special Leave Benefits for Women Medical Certificate filled out by the proper medical authorities e.g. attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery) and estimated period of recuperation	Attending Physician, Clinic, Hospital
20. Special Emergency Leave Declaration of State of Calamity	Local Government Unit
21. Adoption Leave Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development
22. Vacation Leave (travel abroad); and Leave of Absence for 30 calendar days or more Accomplished Clearance Form (CS Form No. 7)	Human Resource Management Unit

<p>Schedule in filing leave application:</p> <ol style="list-style-type: none"> a. Vacation Leave, Mandatory/ Force Leave, Special Privilege Leave, Solo Parent Leave, Adoption Leave – 5 days in advance before the scheduled leave b. Sick Leave – immediately upon return of employee c. Maternity Leave – 30 days in advance d. Paternity Leave – 5 days in advance e. Study Leave – 30 days in advance before the scheduled leave f. VAWC Leave – immediately upon return of employee or in advance g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is required h. Special Leave Benefit for Women – at least 5 days in advance or upon return of employee but during confinement the agency must be notified i. Special Emergency Leave – within 30 days from the actual occurrence of the natural calamity / disaster 	
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the unit head	1.0 Receive accomplished leave form and review completeness of information and documentary requirements	None	4 Hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel</i> Respective Offices
	1.1 Act on the leave application and forward the documents to the HRMU	None	12 Hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel</i> Respective Offices
	1.2 Receive leave	None	16 Hours	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	application and counter-check the completeness of information, update leave record of employee			Human Resource Management Unit
	1.3 Review, certify leave balance and forward processed leave application to authorized signatory	None	16 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
	1.4 Authorized signatory take final action on leave form and send back application to HRMU	None	16 Hours	<i>Vice President, SUC President III or Authorized</i> Respective Offices
	1.5 Record and file 2 copies of the approved/disapproved leave application	None	8 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
2. Receive the copy of approved/dis approved leave application	2. Release the employee's copy of processed leave application form through his/her unit/office	None	8 Hours	<i>Administrative Officer V</i> Human Resource Management Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	TOTAL	None	5 Days, 5 Minutes	

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6. Processing of Request for Reinstatement to Duty After a Long-Term Vacation Leave (At Least 1 Year, Without Pay), Study Leave, Expanded Maternity Leave, Magna Carta for Women Leave, Rehabilitation Leave, Adoption Leave

Employee is required to accomplish and submit request for reinstatement to duty and/or confirmation of report for duty after a long-term vacation leave (at least 1 year leave without pay), study, expanded maternity leave, Magna Carta for Women leave, rehabilitation leave, and adoption leave.

Office:	Human Resource Management Unit
Classification:	Complex to Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All qualified CatSU employee (permanent, temporary, coterminous or casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (1 original)	Requesting Party
2. Medical Certificate from the attending physician that the employee is fit to work after a long-term sick leave, maternity leave, Magna Carta for Women leave, rehabilitation leave (1 original)	Attending Physician, Clinic, Hospital
3. Birth Certificate of child, after maternity leave (1 authenticated copy)	Philippine Statistics Authority
4. Proof of study completion e.g. Transcript of Record, Diploma after study leave (1 authenticated copy)	Academic Institution

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish and submit letter of request together with supporting documents, if any	1.0 Receive letter of request, review completeness of information and documentary requirements and refer to the next higher	None	1 Day	Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	supervisor for appropriate action, if requirements are complete and in order			
	1.1 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the Office of the President for information and assignment/endorsement to concerned office/unit A. Reinstatement after vacation leave, sick leave, maternity leave, magna carta for women leave, adoption leave – HRM Unit B. Reinstatement after study leave – VP for Academic Affairs/Chair, Staff Development Program	None	2 Days	<i>Immediate Supervisor/ Authorized Personnel/ Vice President</i> Respective Offices
	1.2 A. Receive and review the completeness of information and forward the	None	3 Days	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	documents to the HRM Unit Head for information and assignment to the responsible personnel B. Receive and review the completeness of information and forward the documents to the HRM Unit Head/Secretariat, Staff Development Committee (SDC) for appropriate action e.g. meeting en banc			
	1.3 A. Prepare endorsement letter and endorse to the immediate supervisor for review B. Prepare SDC minutes of meeting and endorse to the SDC Chair and Members for review and concurrence	None	7 Days	<i>Administrative Officer V</i> Human Resource Management Unit Executive Assistant III Office of the President
	1.4 Take final action on the (a) endorsement letter and (b) minutes of meeting	None	2 Days	<i>SUC President III</i> Office of the President or Authorized Representative
2. Receive the endorsement letter	2. Release the employee's endorsement	None	1 Day	Executive Assistant III Office of the President



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	letter through his/her unit/office			<i>Administrative Officer V</i> Records Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit
TOTAL		None	16 Days, 5 Minutes	

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7. Processing of Request for Rendition of Overtime Service

Employee may be allowed to render service beyond their regular work schedule due to the exigency of the service and/or to accomplish work which cannot be done within the regular office hours, subject to the guidelines and other conditions that the government and the University may prescribe.

Office:	Human Resource Management Unit	
Classification:	Simple to Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All qualified CatSU employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request; and Other supporting documents		Requesting Party

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish and submit letter of request together with supporting documents, if any	1.0 Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action	None	4 Hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel</i> Respective Offices



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	1.1 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMS	None	4 Hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President</i> Respective Offices
	1.2 Receive document and forward to the Unit Head for information and assignment to the responsible personnel	None	1 Day	<i>Administrative Officer V</i> Human Resource Management Unit
	1.3 Retrieve the employee 201 file, prepare remarks/ comments/ recommendations	None	2 Days	<i>Administrative Officer V</i> Human Resource Management Unit
	1.4 Review, initial/sign, forward to Budget Services for fund allocation and secure signature of authorized signatory	None	2 Days	<i>Administrative Officer V</i> Human Resource Management Unit <i>Administrative Officer V</i> Budget Unit <i>Vice President</i> Office of the President
	1.5 Take final action on the request	None	1 Day	<i>SUC President III</i> Office of the President
2. Receive the approved/ signed letter request	2. Release the approved/ disapproved request for overtime services through his/her unit/office	None	1 Day	Executive Assistant III Office of the President <i>Administrative Officer V</i> Records Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Human Resource Management Unit



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
paper copy in the designated box				
	TOTAL	None	8 Days, 5 Minutes	

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RECORDS UNIT

1. Processing of Request for Authentication of Documents

Students and employees may request authentication of documents for their official and personal purposes.

A. Regular Employees and Students

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Regular Employees and Students
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	1.0 Receive the document/s from the client	None	1 Minute	<i>Administrative Officer V</i> Records Unit
	1.1 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	<i>Administrative Officer V</i> Records Unit
2. Wait for the release of authenticated document/s	2.0 Check and stamps the document/s	None	2 Minutes	<i>Administrative Officer V</i> Records Unit
	2.1 Review and sign the document/s	None	2 Minutes	<i>Administrative Officer V</i> Records Unit
3. Receive the authenticated document/s	3. Release the authenticated document/s	None	1 Minute	<i>Administrative Officer V</i> Records Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Records Unit
TOTAL		None	13 Minutes	

B. Non-Regular Employees

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:	Non-Regular Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be authenticated (original and photocopy)	Client
2. Official Receipt (OR) (1 original)	Cash Unit (Window 1, 2 and 3)

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 per copy	7 minutes	<i>Administrative Officer V</i> Cash Unit
2. Present the original and photocopy of document/s and OR	2.0 Receive the document/s and official receipt from the client	None	1 Minute	<i>Administrative Officer V</i> Records Unit
	2.1 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	<i>Administrative Officer V</i> Records Unit
3. Wait for the release of authenticated document/s	3.0 Check and stamps the document/s	None	2 Minutes	<i>Administrative Officer V</i> Records Unit
	3.1 Review and sign the document/s	None	2 Minutes	<i>Administrative Officer V</i> Records Unit
4. Receive the authenticated document/s	4. Release the authenticated document/s	None	1 Minute	<i>Administrative Officer V</i> Records Unit
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Records Unit
TOTAL		PHP 5.00 / copy	20 Minutes	



2. Processing of Request for a Copy of Document/s

Search and retrieval of documents from the records

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Regular Employees
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	
None	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish the logbook	1.0 Instruct the requesting party to log in the logbook her/his name together with the kind of document/s and sign	None	2 Minutes	<i>Administrative Officer V</i> Records Unit
	1.1 Search where the documents filed through Electronic Records	None	10 Minutes	<i>Administrative Officer V</i> Records Unit
	1.2 Photocopy the document/s	None	4 Minutes	<i>Administrative Officer V</i> Records Unit
2. Receive the requested document/s	2. Release the requested document/s	None	1 Minute	<i>Administrative Officer V</i> Records Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Administrative Officer V</i> Records Unit
TOTAL		None	22 Minutes	



MEDICAL AND DENTAL 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:	Medical and Dental Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government		
Who may avail:	Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Medical Patient Form (if applicable) (1 original)		Medical and Dental Services	
For Student 1. Student ID or COE (1 original)		Corporate Business Operations or Admission and Registration Services	
2. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)		Guidance, Counseling and Testing Services	
For Employee 1. Employee University ID (1 original)		Corporate Business Operations	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
3. Submit self for taking of vital signs	3.0 Get vital signs and conduct interview	None	5 Minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.1 Perform Physical exam/issue prescription if needed	None	22 Minutes	<i>Medical Officer III</i> Medical and Dental Services
4. Present Doctor's prescription (if any) to the nurse on duty	4. Provide medicine	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
for dispensing of medicine				
5. Sign on logbook	5. Assist in signing	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Medical Officer III</i> Medical and Dental Services
TOTAL		None	38 Minutes	

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:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if applicable) (1 original)	Medical and Dental Services
For Student 1. Student ID or COE (1 original)	Corporate Business Operations or Admission and Registration Services
2. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	Guidance, Counseling and Testing Services
For Employee 1. Employee University ID (1 original)	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
FOR FORMER PATIENTS, records are retrieved				
3. Submit self for taking of vital signs	3.1. Get vital signs	None	3 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.2. Interview	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.3. Perform Physical exam	None	15 Minutes	<i>Dentist II</i> Medical and Dental Services
4. Submit self for diagnosis and dental treatment/ management	4. Provide diagnosis and dental treatment/ management	None	15 Minutes – Minor oral surgery	<i>Dentist II</i> Medical and Dental Services
	a. Do oral surgery		15 Minutes – Control Secondary Infection	
	b. Provide prescription c. Do appropriate intervention		15 Minutes – Other Emergency Cases	
5. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	5. Provide medicine	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services
6. Sign logbook	6. Assist in signing	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dentist II</i> Medical and Dental Services
TOTAL		None	41 Minutes	

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:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if applicable) (1 original)	Medical and Dental Services
For Student 1. Student ID or COE (1 original)	Corporate Business Operations or Admission and Registration Services
2. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	Guidance, Counseling and Testing Services
For Employee 1. Employee University ID (1 original)	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
3. Submit self for taking of vital signs	3.0 Get vital signs	None	3 Minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.1 Conduct Interview	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.2 Perform Physical exam	None	22 Minutes	<i>Medical Officer III</i> Medical and Dental Services
4. Wait for the release of Medical Certificate	4. Prepare, sign and issue Medical Certificate	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
5. Sign on logbook upon receipt of Medical Certificate	5. Assist in signing	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Medical Officer III</i> Medical and Dental Services
TOTAL		None	38 Minutes	



4. 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:	Medical and Dental Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Medical Patient Form (if applicable) (1 original)		Medical and Dental Services	
For Student 1. Student ID or COE (1 original)		Corporate Business Operations or Admission and Registration Services	
For Employee 1. Employee University ID (1 original)		Corporate Business Operations	

CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Medical Officer III</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	<i>Medical Officer III</i> Medical and Dental Services
3. Submit self for taking of vital signs	3.0 Get vital signs	None	3 minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.1 Conduct Interview	None	2 minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.2 Perform Physical exam	None	15 minutes	<i>Medical Officer III</i> Medical and Dental Services
4. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	4. Provide medicine	None	2 minutes	<i>Medical Officer III</i> Medical and Dental Services
5. Sign logbook	5. Assist in signing	None	1 minute	<i>Medical Officer III</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper	6. Provide client with Client Satisfaction Survey Form	None	5 Minutes	<i>Medical Officer III</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
copy in the designated box	(electronically or on paper).			
TOTAL		None	31 Minutes	

5. 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:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if applicable) (1 original)	Medical and Dental Services
For Student 1. Student ID or COE (1 original)	Corporate Business Operations or Admission and Registration Services
For Employee 1. Employee University ID (1 original)	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services
3. Submit self for taking of vital signs	3.0 Get vital signs	None	3 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.1 Conduct Interview	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.2 Perform Physical examination	None	15 Minutes	<i>Dentist II</i> Medical and Dental Services
4. Issuance of Referral Form	4. Issue Referral Form	None	3 Minutes	<i>Dentist II</i> Medical and Dental Services
5. Sign logbook	5. Assist in signing	None	1 Minute	<i>Dentist II</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dentist II</i> Medical and Dental Services
7. Bring back return slip to the Dental Services for record purposes	7. Get return slip	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
TOTAL		None	33 Minutes	

6. 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:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Patient Form (if applicable)	Medical and Dental Services
For Student 1. Student ID or COE	Corporate Business Operations or Admission and Registration Services
For Employee 1. Employee University ID	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
3. Submit self for taking of vital signs	3.0 Get vital signs	None	3 Minutes	<i>Medical Officer III</i> Medical and Dental Services
	3.1 Conduct Interview	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	3.2 Perform Physical examination	None	22 Minutes	<i>Medical Officer III</i> Medical and Dental Services
4. Issuance of Referral Form	4. Issue Referral Form	None	2 Minutes	<i>Medical Officer III</i> Medical and Dental Services
5. Sign logbook	5. Assist in signing	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Medical Officer III</i> Medical and Dental Services
7. Bring back return slip to the Dental Services for record purposes	7. Get return slip	None	1 Minute	<i>Medical Officer III</i> Medical and Dental Services
TOTAL		None	39 Minutes	

7. 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:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Patient Form (if applicable)	Medical and Dental Services
For Student 1. Student ID or COE	Corporate Business Operations or Admission and Registration Services
For Employee 1. Employee University ID	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
2. FOR NEW PATIENTS , fill-out Medical Patient Form	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
FOR FORMER PATIENTS , records are retrieved.				
3. Submit self for taking of vital signs	3.0 Get vital signs	None	3 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.1 Conduct Interview	None	2 Minutes	<i>Dentist II</i> Medical and Dental Services
	3.2 Perform Physical examination	None	15 Minutes	<i>Dentist II</i> Medical and Dental Services
4. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	4. Provide medicine	None	2 minutes	
5. Sign logbook	5. Assist in signing	None	1 Minute	<i>Dentist II</i> Medical and Dental Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dentist II</i> Medical and Dental Services
TOTAL		None	31 Minutes	



SECURITY SERVICES

1. Processing of Issuance of Vehicle Gate Pass

To restrict/control the entry of unauthorized vehicles inside the university campus.

Office:	Security Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government		
Who may avail:	Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Driver's License (1 original, 1 photocopy)		Land Transportation Office	
2. OR/CR of the Vehicle (1 photocopy)		Land Transportation Office	
3. Official Receipt (OR) (1 original)		Cash Unit (Window 1, 2 and 3)	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the requirements at the Security Services and secure the Vehicle Gate Pass Referral Slip (VGPRS)	1. Check for the completeness requirements and provide VGPRS	None	5 Minutes	<i>Security Officer III</i> Security Services
2. Fill-out and submit VGPRS	2. Sign/Approve the VGPRS	None	3 Minutes	<i>Security Officer III</i> Security Services
3. Go to the Office of the Chief Administrative Officer for Administration and present the approved VGPRS with complete attachments	3. Provide client with the application form	None	1 Minute	Chief Administrative Officer Administrative Services
4. Fill-out application form and proceed to Cash Unit for payment of gate pass	4. Collect payment and issue an official receipt	PHP 50.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
5. Go to Security Services and submit all the accomplished application form with an	5. Receive and record entry in the logbook and encode in the database:	None	5 Minutes	<i>Security Officer III</i> Security Services



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
approved VGPRS with the attached requirements and Official Receipt	<ul style="list-style-type: none"> Name of Applicant OR No. Type of Vehicle Vehicle Plate number 			
6. Claim the applicant's copy and the OR	6. Issue the applicant's copy and OR	None	5 Minutes	<i>Security Officer III</i> Security Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	7. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Security Officer III</i> Security Services
	7.1 Affix the vehicle gate pass stickers	None	1 minute	<i>Security Officer III</i> Security Services
TOTAL		PHP 50.00	32 Minutes	

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



DOCUMENT CONTROL CENTER (ISO CENTER)

1. 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:	G2C – Government to Government
Who may avail:	Head of Offices/Units/Colleges
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Documented information (e.g. procedure manual, work instruction, quality objective, and process FMEA)	Requesting party shall provide the ISO Center with the documented information
2. Document Registration Form (1 copy per type of document to be registered)	ISO Center

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for the Document Registration Form at the ISO Center, fill out Document Registration Form and submit with the attached documented information.	1.0 Receive filled out Document Registration Form with the attached documented information	None	5 Minutes	ISO Chairperson Office of the VP-AFA
	1.1 Review the documented information against the Document Masterlist and the correctness of its document identification.	None	10 Minutes	ISO Chairperson Office of the VP-AFA
2. Submit the correct documented information and the filled-out Document Registration Form to the ISO Chairperson for approval.	2.0 Endorse the approved the documented information and Document Registration Form to the Document Controller.	None	5 Minutes	ISO Chairperson Office of the VP-AFA
	2.1 Reproduce the documented information and stamp "CONTROLLED" on all pages,	None	40 Minutes	ISO Chairperson Office of the VP-AFA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	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.			
3. Receive the CONTROLLED documented information	3.0 Issue the CONTROLLED documented information to the requesting office/unit as indicated in the Distribution Form.	None	3 Days	ISO Chairperson Office of the VP-AFA
	3.1 The new and original documented information shall be stamped with "MASTER COPY" before filling.	None		ISO Chairperson Office of the VP-AFA
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	ISO Chairperson Office of the VP-AFA
TOTAL		None	3 Days, 1 Hour, 5 Minutes	

2. 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:	G2C – Government to Government



Who may avail:	Head of Offices/Units/Colleges
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revised documented information (e.g. procedure manual, work instruction, quality objective, and process FMEA)	Requesting party shall provide the ISO Center with the revised documented information.
2. Document Change Notice Form (1 copy per documented information to be revised) (1 original)	ISO Center

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for the Document Change Notice Form at the ISO Center, fill out, and submit with the attached revised documented information.	1.0. Receive filled out Document Change Form with the attached revised documented information	None	5 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA
	1.1 Review the revised documented information against the Document Masterlist to check the current revision status.	None	10 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA
2. Submit the correct revised documented information and the filled-out Document Change Notice Form to the ISO Chairperson for approval.	2.0 Endorse the approved revised documented information and Document Change Notice Form to the Document Controller.	None	5 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA
	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	None	40 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Document Controller.			
3. Receive the CONTROLLED revised documented information and turn over the previous version of the CONTROLLED documented information.	3.0 Indicate and record the revisions in the Document Revision Record for its revision description history.	None	3 Days	ISO Chairperson Office of the VP-AFA
	3.1 Issue the CONTROLLED documented information to the requesting office/unit as indicated in the Distribution Form.	None		ISO Chairperson Office of the VP-AFA
	3.2 Retrieve the obsolete documents (i.e., previous version of the CONTROLLED documented information).	None		ISO Chairperson Office of the VP-AFA
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	ISO Chairperson Office of the VP-AFA
TOTAL		None	3 Days, 1 Hour, 5 Minutes	

3. Processing of 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
Type of Transaction:	G2C – Government to Government
Who may avail:	Head of Offices/Units/Colleges
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Document Form (1 original)	ISO Center



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the Request for Document Form and submit to the ISO Chairperson for Approval	1.0 Receive the approved Request for Document Form	None	5 minutes	<i>ISO Chairperson</i> Office of the VP-AFA
	1.1 Look for the requested documented information	None	45 minutes	<i>ISO Chairperson</i> Office of the VP-AFA
2. Receive the requested documented information	2.0 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	3 Days	<i>ISO Chairperson</i> Office of the VP-AFA
	2.1 Issue the CONTROLLED documented information to the requesting office/unit.	None	2 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>ISO Chairperson</i> Office of the VP-AFA
TOTAL		None	3 Days, 55 Minutes	



C. Academic Division



GUIDANCE COUNSELING AND TESTING SERVICES

1. 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 <ul style="list-style-type: none"> Informed Consent 	GCTO	
2. Referred Clients <ul style="list-style-type: none"> Referral Form 	GCTO	
3. Counselor's Initiated Clients <ul style="list-style-type: none"> Call Slip Informed Consent 	GCTO	

CLIENTS 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 Form	None	1 Hour	Guidance Counselor GCTO
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	7. Discuss the terminal report	None	5 Minutes	Guidance Counselor GCTO



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
report of the case				
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	<i>Guidance Counselor</i> 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	<i>Guidance Counselor</i> 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	<i>Guidance Counselor</i> GCTO
11. Schedule for the next counseling schedule	11. Confirm the counseling appointment	None	3 Minutes	<i>Guidance Counselor</i> GCTO
12. Attend the counseling session	12. Evaluate the counseling goals if it is achieved	None	30 Minutes	<i>Guidance Counselor</i> GCTO
13. If the counseling goals were achieved, prepare for the Termination Report	13. Prepare the Termination Report	None	30 Minutes	<i>Guidance Counselor</i> GCTO
14. Sign the Termination Report Form	14. Discuss and sign the Termination Report	None	15 Minutes	<i>Guidance Counselor</i> GCTO
15. Fill out the Client Satisfaction Survey Form electronically or drop off a paper	15. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Guidance Counselor</i> GCTO



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
copy in the designated box.				
TOTAL		None	4 Hours, and 43 Minutes	

2. 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.		Corporate Business Operations (CBO)

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Received the communication on <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	1. Distribute the communication to College Deans	None	1 Hour	<i>Guidance Counselor</i> GCTO
2. Fill-out the <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	2. Conduct the <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	None	25 Minutes	<i>Guidance Counselor</i> GCTO
3. Submit the answered <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	3. Collect the answered <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	None	5 Minutes	<i>Guidance Counselor</i> GCTO
4. Wait for the schedule of <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	4. Summarize the survey result; propose the necessary documents; and, prepare the schedule and other logistics needed for the seminar/webinar	None	5 Days	<i>Guidance Counselor</i> GCTO



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Received the information regarding the schedule of the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	5. Posting of information on the social media; coordinate with the College Deans	None	1 Hour	<i>Guidance Counselor</i> GCTO
6. Fill-out the Attendance Sheet for <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	6. Instruct the student-attendees	None	2 Minutes	<i>Guidance Counselor</i> GCTO
7. Attend and participate in <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	7. Facilitate and discuss the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	None	3 Hours	<i>Guidance Counselor</i> GCTO
8. Evaluate the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	8. Distribute the Evaluation Form	None	5 Minutes	<i>Guidance Counselor</i> GCTO
9. Submit the Evaluation Form of <i>Pagtalubo</i> Growth and Wellness Seminar/ Webinar	9. Collect the Evaluation Form	None	5 Minutes	<i>Guidance Counselor</i> GCTO
TOTAL		None	5 Days, 5 Hours, and 42 Minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process for Continuing Undergraduate 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 accepts Enrolment of returning students who would continue their studies and be able to graduate and earn a baccalaureate degree or certificate from a Ladderized Program.

The University caters to the demand of Student professional in the Province and neighboring municipalities/cities for a Doctoral and Masteral Degree of their specialized field, who are graduates of the Catanduanes State University.

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 Student Admission Form (CSU-F-OARS-01)	Office of Admission and Registration Services
2. Summary of Grades for the past semester (CSU-F-ACAD-03)	College/Department/Faculty
3. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students)	College/Department

CLIENTS 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	<i>Registrar III</i> 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	<i>Program Chairperson of College/Dean</i> Respective College
3. Get three (3) copies of Tentative Enrolment Form (TEF) from	3. Enrolling Adviser provides two (3) copies of TEF	None	5 Minutes	<i>Program Chairperson of College/Dean</i> Respective College



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
enrolling Adviser.				
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
7. <i>For UniFAST Scholars</i> present TEF to the college clerk for posting of courses.	7. Tags UniFAST Scholars	None	2 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
	7.1 Post courses in the automated system		3 Minutes	
	7.2 Untags Non- UniFAST Scholars		2 Minutes	
8. <i>For Non- UniFAST</i> proceed to cashiering Services for partial or full payment of tuition and other school fees.	8. Process payment and issues official receipt	Tuition Fee PHP 300.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00 Library Fee – PHP 100.00 Student ID Fee – PHP 100.00	10 Minutes	<i>Administrative Officer V Cash Unit</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Handbook Fee – PHP 35.00		
		Maintenance Fee – PHP 200.00		
		Journal Fee – PHP 300.00		
		Audio Visual Development Fee – PHP 50.00		
9. <i>For Non-UniFAST Scholars</i> proceed to the respective College and present TEF to the college clerk for posting of courses.	9. Post courses in the automated system	None	3 Minutes	<i>Program Chairperson of College/Dean Respective College</i>
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	<i>Registrar III OARS</i>
11. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	11. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III OARS</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		UniFAST Scholars: None	UniFAST Scholars: 47 Minutes	
		Non-UniFAST: See Schedule of Fees	Non-UniFAST Scholars: 53 Minutes	
	TOTAL			

SCHEDULE OF FEES (undergraduate students)	
SCHOOL FEES	RATE (in Philippine Peso)
Tuition Fee	PHP 300.00 per unit
Medical Fee	PHP 100.00
Athletic Fee	PHP 150.00
Library Fee	PHP 100.00
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

2. Enrolment and Registration Process for Continuing Graduate 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:	Continuing Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records	Authenticated Photo copy of TOR
2. Approved Tentative Enrolment Form (CSU-F-ACAD-02B)	College Dean
3. Three (3) passport size ID picture	Photo Studio
4. Letter of intent with two recommendations from former professors or head of agency	Former Professor/Head of Agency
5. Must have taken and passed the entrance examination (for MA/MS Programs)	Dean, Graduate School
6. Partial or full payment of tuition fees	Cashiering Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form	1. Provide Student Admission Form	None	2 Minutes	<i>Registrar III</i> 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	<i>Dean</i> 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	<i>Dean</i> Graduate School
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	<i>Dean</i> Graduate School
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	<i>Dean</i> Graduate School
6. Present signed TEF to Chairperson/ Dean for approval.	6. Program Chairperson/ College Dean Approves	None	5 Minutes	<i>Registrar III</i> OARS
7. Present TEF	7. Post courses	None	5 Minutes	<i>Registrar III</i> OARS
8. Pay fees	8. Process payment and issues official receipt	Tuition Fee – PHP 700.00 / 800.00 per unit Medical Fee – PHP 100.00 Athletic Fee	10 Minutes	<i>Administrative Officer V</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		– 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		
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	<i>Registrar III</i> OARS
10. Fill out the Client Satisfaction Survey Form electronically or drop off a paper	10. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> OARS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copy in the designated box.				
TOTAL		See schedule of Fees	55 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
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

3. Issuance/Re-Issuance of Student Credentials & Certifications Clearance

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) is 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 student credentials that are essential to their Job and Work as proof of their confirmed degree or any valid purpose.

Office:	Office of Admission and Registration Services
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 copy)	Office of Admission and Registration Services
2. Accomplished Application for the issuance of Student Credentials Form/Transaction Slip (CSU-F-OARS-10)	Office of Admission and Registration Services
3. Affidavit of Loss (for Lost Transfer Credentials) (1 original copy)	Law Practitioner
4. One (1) passport-size ID picture for OTR	Photo Studio
5. Two (2) documentary stamps (for OTR and Certifications)	Office of Admission and Registration Services
6. Official Receipt of payment of fees for requested credentials (1 original copy)	Cashiering Services



7. Authenticated PSA Birth Certificate (1 photocopy)	PSA Office
8. Authorization Letter and proof of identification	From credentials owner; ID Card of authorized person

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip.	1. Provide Clearance Form & Transaction Slip	None	5 Minutes	<i>Registrar III</i> OARS
2. Accomplish Clearance Form.	2. Respective signatories to sign and approve clearance	None	15 Minutes	<i>College Librarian</i> Library Services; <i>Accounting III</i> Accounting Unit; <i>Director</i> OSADS; <i>Dormitory</i> Representative; <i>College Dean</i> ; <i>Registrar III</i> OARS
3. Pay required fees at the Cashiering Services	3. Issue Official Receipt	OTR Fee – Php 100.0 0/ Sheet ; Diplo ma Fee – Php 100.0 0; Scan Fee – Php 20.00 ; Docu ment ary Stam p Fee – Php 30.00	10 Minutes	<i>Administrative</i> <i>Officer V</i> Cash Unit
4. Present accomplished and approved Student	4. Accept Approved Student Clearance, Transaction Slip	None	2 Minutes	<i>Registrar III</i> OARS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Clearance, Transaction Slip and Official Receipt of payment for prescribed fees	and Official Receipts			
5. Wait for the release of claim stub.	5.0 Release Claim Stub	None	3 minutes	<i>Registrar III</i> OARS
	5.1 Prepare the credentials/ certifications requested:	None	Official Transcript of records – 2 Hours Diploma – 2 Hours Certification – 1 Hour	<i>Registrar III</i> OARS
	5.2 Review Credentials/ Certifications for possible errors and omissions:	None	Official Transcript of Records – 3 Hours Diploma – 1 Hours Certification – 3 Hours	<i>Registrar III</i> OARS
	5.3 Approve and sign the credentials/ certifications	None	10 Minutes	<i>Registrar III</i> OARS
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> OARS
7. Claim requested credentials on the scheduled date indicated in the claim stub	7. Release the credentials	None	In adherence to the directive of the ARTA, processing and releasing of documents are shortened to: <ul style="list-style-type: none"> • Credentials – within 5 days 	<i>Registrar III</i> OARS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			• Certifications – within 3 days	
		OTR Fee – Php 100.00/Sheet; Diploma Fee – Php 100.00; Scan Fee – Php 20.00; Documentary Stamp Fee – Php 30.00	Transcript of Records – 5 days, 5 hours, 50 minutes Diploma – 5 days, 4 hours, 50 minutes Diploma – 3 days, 4 hours, 50 minutes	
	TOTAL			

4. Processing of Application for Graduation

The Application for Graduation Form is issued to graduating students that have to be evaluated by the Registrar of the University, for presentation and confirmation to the Academic Council and the Board of the Regents, with the corresponding Notation from CHED.

To process the application for graduation of the undergraduate/graduate students for the Academic Year.

Office:	Office of Admission and Registration Services (OARS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduate (Incoming and Transferee) Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR UNDERGRADUATE STUDENTS	
1. Approved Application for Graduation Form (CSU-F-ACAD-14)	Office of Admission and Registration Services
2. Approved Evaluation of Grades Earned Form (CSU-F-ACAD-14)	College Dean



3. Approved Student Clearance Form (CSU-F-OARS-14A)	Office of Admission and Registration Services
FOR GRADUATE STUDENTS	
1. Approved Application for Graduation Form (CSU-F-ACAD-14)	Office of Admission and Registration Services
2. Approved Evaluation of Grades Earned Form (CSU-F-ACAD-14)	College Dean
3. Approved student Clearance Form (CSU-F-OARS-14A)	Office of Admission and Registration Services
4. Official Receipts of payment for Graduation fees	Cashiering Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Upon enrolment request for Application for Graduation Form from the OARS and Evaluation of Grades Earned Form from the Dean's Office.	1. OARS Records In-Charge provide Application for Graduation; College Clerk provide Evaluation of Grades Form	None	10 Minutes	<i>Registrar III</i> OARS
2. Submit approved Application for Graduation Form accompanied with an Evaluation of Grades Earned Form to respective College Dean.	2. Accept Application for Graduation and Evaluation of Grades Form	None	5 Minutes	<i>Dean</i> Respective College
3. On the first Monday of May of the Calendar Year, inquire on the results of evaluated grades earned at the Dean's Office.	3. Present the Results of Evaluation of Grades	None	5 Minutes	<i>Registrar III</i> OARS
4. Request for and accomplish a Student Clearance Form	4. OARS provide Student Clearance Form	None	15 Minutes	<i>Assessment In-Charge; Records In-Charge by Program; Director, OSADS; College Dean; OARS Registrar III</i> Respective Offices
5. Pay required graduation fees	5. Cashiering Clerk issue Official	TOR Fee –	10 Minutes	<i>Administrative Officer V</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
<p>at the Cashiering Services (for Graduate Students only)</p>	<p>Receipt for payment of Fees</p>	<p>PHP 100.00 / Sheet , PHP 150.00 for second copy; Diploma Fee – PHP 100.00, PHP 150.00 for second copy; Scan Fee – PHP 20.00 ; Documentary Stamp Fee – PHP 30.00 ; Graduation fees – Depends on the no. of students</p>		<p>Cash Unit</p>



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
6. Submit approved Student Clearance Form (with Official Receipt of Graduation fees and other requirements for Graduate Students).	6. Receives Approved Clearance and Official Receipt	None	5 Minutes	<i>Registrar III</i> OARS
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> OARS
TOTAL		See schedule of Fees	55 Minutes	

SCHOOL FEES	RATE (in Philippine Peso)
TOR Fee	PHP 100.00/ Sheet, PHP 150.00 for second copy;
Diploma Fee	PHP 100.00, PHP 150.00 for second copy;
Scan Fee	PHP 20.00
Documentary Stamp Fee	PHP 30.00;
Graduation fees – Depends on the no. of students	



STUDENT SCHOLARSHIP, FINANCIAL ASSISTANCE, CAREER DEVELOPMENT AND PLACEMENT SERVICES

1. Application for Employment of Student Assistant

The Office provides instructions for the process of hiring of student assistants for the current semester, to be assigned in the various Offices/Units of the University.

Office:	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services (OSSFACDPS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Certificate of Enrolment (COE) (1 photocopy)	Client/Office of the Admission and Registration Services (OARS)
2. Validated School ID (1 photocopy)	Client/ Corporate Business Operations (CBO)/ OARS
3. Letter recommendation by the Dean /Chief of Office (1 original copy)	Concern College/Unit
4. CSU–F-OSSFACDPS-02	OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit one (1) photocopy of Certificate of Enrolment (COE) and one (1) photocopy of validated school I.D. to the Dean/Chief of Offices	1. Review and evaluate the qualification of students in accordance with the university approved policy on hiring student assistants, if qualified submit letter recommendation	None	2 Minutes	<i>Deans/Chiefs of Offices Colleges/Units</i>
2. Attend brief interview	2. Conduct final screening and interview on the family economic status of the student	None	5 Minutes	<i>Director OSSFACDPS</i>
3. If qualified, Fill out CSU–F-OSSFACDPS-02	3. Assist in the filling out form for student assistants for data base information	None	2 Minutes	<i>Director OSSFACDPS</i>
4. Wait for the Memorandum for Employment signed by the SUC President III	4. Consolidate list of qualified Student Assistant and recommend for approval to issue Memorandum.	None	1 Day	<i>Director OSSFACDPS</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Report to your respective Chiefs of Offices for your assignment	5. Disseminate the Memorandum signed to all concerned colleges/offices.	None	1 Day	<i>Director</i> OSSFACDPS
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> OSSFACDPS
TOTAL		None	2 Days, 14 Minutes	

2. Application for Scholarship/Student Financial Assistance

The Office provides instruction in processing of scholarship/student financial assistance application. Each scholarship programs and financial assistance benefactor have different requirements, the office provide support in identification of qualified the students.

Office:	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services (OSSFACDPS)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Grades (1 original copy)		Client/Office of the Admission and Registration Services (OARS)
2. Indigency Certificate (1 original copy)		Barangay Local Government Unit
3. Income Tax Return /Certification of Exemption		Bureau of Internal Revenue (BIR)
4. Application Form		OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out application form on available scholarship.	1. Check the accuracy of entries declared	None	2 Minutes	<i>Director</i> OSSFACDPS
2. Submit the application form together with the required supporting documents	2. Counter check the validity and authenticity of documents and verify if the student is qualified	None	2 Minutes	<i>Director</i> OSSFACDPS



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	from the qualification criteria provided by the benefactor			
3. Attend brief interview	3. Conduct interview for final assessment	None	5 Minutes	<i>Director</i> OSSFACDPS
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director</i> OSSFACDPS
5. Wait for the release of results for qualified applicants on the scholarship/ financial assistance available	5.0 Send notifications through mobile phone/messenger to student applicants if they are qualified.	None	3 Days	<i>Director</i> OSSFACDPS
	5.1 Send the final list of qualified students to the Colleges.	None	1 Day	<i>Director</i> OSSFACDPS
TOTAL		None	4 Days, 14 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 copies)	Office of Student Affairs and Development Services (OSADS)	
2. Letter Request (3 original copies)	Client	
3. Parental Consent (CSU-F-OSADS-06)	Office of Student Affairs and Development Services (OSADS)	
4. Project/Budget Proposal (1 original copy)	Client	
5. List of Students (1 original copy)	Client	
6. Proposed Program (1 original copy)	Client	
7. Approved Syllabus (1 original copy or 1 photocopy)	Client	

CLIENTS 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	<i>Director</i> Office of Student Affairs and Development Services (OSADS)
2. Submit accomplished application form and other requirements	2.0 Receives application form and other supporting documents	None	2 Minutes	<i>Director</i> OSADS
	2.1 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	<i>Director</i> OSADS
3. Fill out the Client Satisfaction Survey Form	3.0 Provide client with Client Satisfaction Survey Form	None	5 Minutes	<i>Director</i> OSADS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
electronically or drop off a paper copy in the designated box.	(electronically or on paper).			
	3.1 Forward the assessed/evaluated letter request with the required supporting documents to the director for recommendation to VPAA	None	2 Minutes	Director OSADS
	3.2 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	15 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	



CLIENTS STEPS	AGENCY ACTION	FEEES 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	<i>Director OSADS</i>
2. Submit accomplished application form and other requirements	2.0 Receives application form and other supporting documents	None	2 Minutes	<i>Director OSADS</i>
	2.1 Checks, reviews and evaluates the attached documents in compliance to university policy.	None	5 Minutes	<i>Director OSADS</i>
	2.2 Submit assessed/evaluate s forms with the required documents to the director of OSADS for approval	None	5 Minutes	<i>Director OSADS</i>
	2.3 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	<i>Director OSADS</i>
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Director OSADS</i>
TOTAL		None	22 Minutes	



LIBRARY SERVICES

1. Issuance of Library Card to Students

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

Office:	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 (CSU-F-LIB-05) (1 original copy)	Library Services	
2. Certificate of Enrolment for current semester (1 original copy)	Office of the Admission and Registration Services	
3. 1 x 1 ID picture (2 pcs)	Client	
4. Official Receipt for Library Card Fee (1 original)	Cash Unit	
5. Affidavit of Loss (For Re-issuance) (1 original) <i>*For lost Library card</i>	Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	<i>College Librarian III</i> Library Services
2. Pay Library Card Fee	2. Process payment and issue Official Receipt	PHP 100.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Official Receipt.	3. Receive Payment Receipt	None	2 Minutes	<i>College Librarian III</i> Library Services
4. Receive Claim Slip.	4.0 Issue Claim Slip	None	1 Minute	<i>College Librarian III</i> Library Services
	4.1 Process library card	None	7 Days	<i>College Librarian III</i> Library Services
5. On the scheduled date of release, present Certificate of Enrolment and Claim Slip.	5. Upon receiving the Certificate of Enrolment and Claim Slip, stamp the Certificate of enrolment with "Library Card Issued" then file the Claim Slip	None	1 Minute	<i>College Librarian III</i> Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
6. Receive Library Card and sign in issuance logbook.	6. Issue the Library Card and instruct student to sign in the issuance logbook.	None	1 Minute	College Librarian III Library Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		PHP 100.00	7 Days, 22 Minutes	

2. Validation of Library Card

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

Office:	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 copy)	Office of the Admission and Registration Services	
2. Library Card (1 original)	Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Certificate of Enrolment for the current semester and Library Card for validation.	1.0 Receive Certificate of Enrolment and Library Card.	None	1 Minute	College Librarian III Library Services
	1.1 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"	None	1 Minute	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	on Certificate of Enrolment.			
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
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	10 Minutes	

3. Checking-out (Borrowing) of Books

Charging out of library materials to authorized CatSU users.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU Students, Faculty (Permanent, Part-time and Contract of Service) and Non-teaching personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Validated Library Card (1 original) *For students		Library Services
2. Employee ID for permanent employees or Contract/Certification of Employment for Part-time/Contract of Service Faculty (1 original)		Human Resource Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Search for location and availability of books/periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	1. Assures the availability of access to users	None	5 Minutes	College Librarian III Library Services
2. Present the book/s to be borrowed and	2.0 Receive book, and validated library	None	1 Minute	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
validated library card / employee ID.	card/employee ID			
	2.1 Scan the library card and verify borrower's status at the integrated library system.	None	1 Minute	College Librarian III Library Services
	2.2 Scan barcode of book and check-out under the borrower's account.	None	1 Minute	College Librarian III Library Services
	2.3 Print receipt of book/s borrowed (if books are for overnight use)	None	1 Minute	College Librarian III Library Services
3. Receive book/s and transaction receipt	3.0 Issue transaction receipt and book/s borrowed.	None	1 Minute	College Librarian III Library Services
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	15 Minutes	

4. Checking-in (Returning) of Books

Charging in of library materials to authorized CatSU users.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students, Faculty (Permanent, Part-time and Contract of Service) and Non-teaching personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Book/s for return	Library Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present book/s for return / check-in	1.0 Scan the item barcode/s upon receiving the book/s for return.	None	1 Minute	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	1.1 Verify correctness and completeness of the materials returned, and clear from the borrower's account in the integrated library system.	None	2 Minutes	College Librarian III Library Services
	1.2 Print receipt of book/s returned (if there are overdue accountability)	None	1 Minute	College Librarian III Library Services
2. Receive transaction receipt and library card.	2.0 Issue Transaction receipt and hand over with library card.	None	1 Minute	College Librarian III Library Services
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	10 Minutes	

5. Processing of Request for Use of Facilities (Little Theater, Discussion Room)

This service allows CatSU students and faculty to secure the use of facilities (Little Theater and Discussion Room) for their academic activities.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU Students, Faculty (Permanent, Part-time and Contract of Service) and Non-teaching personnel	
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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present request letter and/or	1.0 Receive request/inquiry.	None	3 Minutes	College Librarian III



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Inquire availability of Little Theater, or Discussion Room.				Library Services
	1.1 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.	3.0 Set-up facility	None	10 Minutes	College Librarian III Library Services
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	College Librarian III Library Services
TOTAL		None	35 Minutes	

6. 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:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Colleges and Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Request for Book Binding Services (CSU-F-LIB-07) (1 original)		Library Services

CLIENTS 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	2. Retrieve bound materials and	None	2 Minutes	College Librarian III Library Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
of release, and sign in Release logbook.	instruct client to sign in Release logbook.			
3. Receive bound materials.	3. Issue bound materials.	None	1 Minute	<i>College Librarian III Library Services</i>
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>College Librarian III Library Services</i>
TOTAL		None	13 minutes	



COLLEGE OF AGRICULTURE AND FISHERIES

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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	<i>Dean</i> College of Agriculture and Fisheries (CAF)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CAF
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CAF
4. Receive the Certificate of Good Moral Character	4. Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CAF
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CAF
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Agriculture and Fisheries (CAF)
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	Dean CAF
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CAF
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CAF
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Agriculture and Fisheries (CAF)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CAF
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CAF



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CAF
	5.3 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 and 31 Minutes	

4. 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:	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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Agriculture and Fisheries (CAF)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CAF
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CAF
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CAF
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Agriculture and Fisheries (CAF)
WHERE TO SECURE	

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	Dean College of Agriculture and Fisheries (CAF)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	Dean CAF



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	Dean CAF
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CAF
TOTAL		None	18 Minutes	



COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)		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

CLIENTS 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	<i>Dean</i> 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	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CHUMSS
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CHUMSS
4. Receive the Certificate of Good Moral Character	4. Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CHUMSS
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHUMSS
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Humanities and Social Sciences (CHUMSS))
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	Dean CHUMSS
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CHUMSS
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CHUMSS
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Humanities and Social Sciences (CHUMSS))
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHUMSS
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CHUMSS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CHUMSS
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Humanities and Social Sciences (CHUMSS)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CHUMSS
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CHUMSS
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CHUMSS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Humanities and Social Sciences (CHUMSS)
WHERE TO SECURE	

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	Dean College of Humanities and Social Sciences (CHUMSS)



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	<i>Dean</i> CHUMSS
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	<i>Dean</i> CHUMSS
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>Dean</i> CHUMSS
TOTAL		None	18 Minutes	



COLLEGE OF SCIENCE

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean COS
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean COS
TOTAL		PHP 30.00	20 Minutes	



2. 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)

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Science (COS)
	1.1 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	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean COS
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean COS
TOTAL		None	22 minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Science (COS)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> COS
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Minutes	<i>Dean</i> COS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean COS
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Humanities and Social Sciences (CHUMSS)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CHUMSS
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CHUMSS
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CHUMSS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Science (COS)
WHERE TO SECURE	

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	Dean College of Science (COS)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 minutes	Dean COS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 minute	Dean COS
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 minutes	Dean COS
TOTAL		None	18 minutes	



COLLEGE OF BUSINESS AND ACCOUNTANCY

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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 Business and Accountancy (CBA)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CBA
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CBA
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Business and Accountancy (CBA)
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	Dean CBA
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CBA
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CBA
TOTAL		None	22 minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Business and Accountancy (CBA)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CBA
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Minutes	<i>Dean</i> CBA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CBA
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Business and Accountancy (CBA)
	1.1 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	7 Minutes	Administrative Officer V Cash Unit
3. Proceed to Accounting Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CHUMSS
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CHUMSS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Business and Accountancy (CBA)
WHERE TO SECURE	

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	Dean College of Business and Accountancy (CBA)



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 minutes	<i>Dean CBA</i>
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 minute	<i>Dean CBA</i>
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 minutes	<i>Dean CBA</i>
TOTAL		None	18 minutes	



COLLEGE OF EDUCATION

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CoEd
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CoEd
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Education (CoEd)
	1.1 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	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CoEd
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CoEd
TOTAL		None	22 minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Business and Accountancy (CBA)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CBA
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Minutes	<i>Dean</i> CBA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CBA
	5.3 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 and 31 Minutes	

4. 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)	Dean College of Education (CoEd)	
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	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Business and Accountancy (CBA)
	1.1 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	7 Minutes	Administrative Officer V Cash Unit
3. Proceed to Accounting Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CHUMSS
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CHUMSS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Education (CoEd)
WHERE TO SECURE	

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	Dean College of Education (CoEd)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 minutes	Dean CoEd



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 minute	<i>Dean CoEd</i>
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 minutes	<i>Dean CoEd</i>
TOTAL		None	18 minutes	



COLLEGE OF HEALTH SCIENCES

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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	<i>Dean</i> College of Health Sciences (CHS)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	<i>Dean</i> CHS
	3.1 Approve the request	None	2 Minutes	<i>Dean</i> CHS
4. Receive the Certificate of Good Moral Character	4. Print Good Moral Certification	None	2 Minutes	<i>Dean</i> CHS
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHS
TOTAL		PHP 30.00	20 Minutes	



2. 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)

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	<i>Dean</i> College of Health Sciences (CHS)
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	<i>Dean</i> CHS
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	<i>Dean</i> CHS
	2.1 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	1 Minute	<i>Dean</i> 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	<i>Dean</i> CHS
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHS
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Health Sciences (CHS)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CHS
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CHS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CHS
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Health Sciences (CHS)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CHS
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CHS
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CHS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Health Sciences (CHS)
WHERE TO SECURE	

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	Dean College of Health Sciences (CHS)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	Dean CHS



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	Dean CHS
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CHS
TOTAL		None	18 Minutes	



COLLEGE OF INDUSTRIAL TECHNOLOGY

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)		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

CLIENTS 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 Technology (CIT)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CIT
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CIT
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Industrial Technology (CIT)
	1.1 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	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CIT
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CIT
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Industrial Technology (CIT)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CIT
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CIT



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CIT
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Industrial Technology (CIT)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CIT
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CIT
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CIT
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Industrial Technology (CIT)
WHERE TO SECURE	

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	Dean College of Industrial Technology (CIT)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	Dean CIT



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	Dean CIT
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CIT
TOTAL		None	18 Minutes	



COLLEGE OF ENGINEERING AND ARCHITECTURE

1. Issuance of Good Moral Character Certificate to Students

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 Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)	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	

CLIENTS 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 Engineering and Architecture (CEA)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CEA
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CEA
TOTAL		PHP 30.00	20 Minutes	



2. 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)	

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Engineering and Architecture (CEA)
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	Dean CEA
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CEA
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CEA
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Engineering and Architecture (CEA)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CEA
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CEA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CEA
	5.3 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 and 31 Minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Engineering and Architecture (CEA)
	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	Dean CEA
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 Services for	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CEA
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CEA
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Engineering and Architecture (CEA)
WHERE TO SECURE	

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	Dean College of Engineering and Architecture (CEA)
2. Proceed to the respective	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	Dean CEA



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
faculty members				
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	Dean CEA
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CEA
TOTAL		None	18 Minutes	



COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

1. Issuance of Good Moral Character Certificate to Students

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 Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Certificate of Enrolment (COE) (1 original)	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

CLIENTS 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)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	Administrative Officer V Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3.0 Check and review the student's information	None	2 Minutes	Dean CICT
	3.1 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CICT
TOTAL		PHP 30.00	20 Minutes	



2. 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)

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	1.0 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	Dean College of Information and Communications Technology (CICT)
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	Dean CICT
2. Submit accomplished CSU-F-ACAD-04 Form	2.0 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	Dean CICT
	2.1 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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CICT
TOTAL		None	22 Minutes	



3. 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

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	<i>Registrar III</i> 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	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Dean</i> College of Information and Communications Technology (CICT)
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5.0 Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dean</i> CICT
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	<i>Dean</i> CICT



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Dean CICT
	5.3 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 and 31 Minutes	

4. 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:	CEA 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.0 Provide CSU-F-ACAD-06 Form	None	2 Minutes	Dean College of Information and Communications Technology (CICT)
	1.1 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	7 Minutes	Administrative Officer V Cash Unit
3. Proceed to Accounting	3. Verification of Payment	None	5 Minutes	Accountant III Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Services for payment verification				
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.0 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	Dean CICT
	4.1 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. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Dean CICT
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	Registrar III Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	

5. 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)	

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	Dean College of Information and



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
				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
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	Dean CICT
TOTAL		None	18 Minutes	



LABORATORY SCHOOLS

1. Processing of Request for 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 seeking 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:	Currently Enrolled 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal</i> 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	7 Minutes	<i>Administrative</i> <i>Officer V</i> Cash Unit
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> with the attached official receipt and release claim stub to client; prepare the document requested and have it signed by the principal.	None	1 Day	<i>Principal</i> Laboratory Schools



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	<i>Principal Laboratory Schools</i>
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	<i>Principal Laboratory Schools</i>
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 30.00/ document	1 Day & 21 Minutes	

2. 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- Lab Currently Enrolled Students	
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 <i>Request Form (for</i>	1. Provide the <i>Request Form (for Credentials)</i>	None	3 Minutes	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Credentials</i>) from the Principal's Office. (If there's a received request, there's no need to fill out a form.)	to be filled out by the client/requesting party.			
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 100.00/ document	7 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> with the attached official receipt and release claim stub to client; prepare the requested document have it signed by the principal.	None	2 Days	<i>Principal</i> Laboratory Schools
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	<i>Principal</i> 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	<i>Principal</i> Laboratory Schools
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal</i> Laboratory Schools
TOTAL:		PHP 100.00/ document	2 Days & 21 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- Lab Currently Enrolled 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 5.00/ copy	7 Minutes	<i>Administrative Officer V Cash Unit</i>
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> with the attached official receipt and release claim stub; prepare the document requested by the client and have it signed by the principal.	None	1 Day	<i>Principal Laboratory Schools</i>
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	<i>Principal Laboratory Schools</i>
5. Sign the logbook of	5. Recheck the entries to verify	None	3 Minutes	<i>Principal Laboratory Schools</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request as a proof of document issuance.	the correctness of the data written (in the logbook) by the client.			
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 5.00/ copy	1 Day & 21 Minutes	

4. 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 <i>Request Form (for Credentials)</i> from the Principal's Office.	1. Provide the <i>Request Form (for Credentials)</i> to be filled out by the client/requesting party.	None	3 Minutes	<i>Principal Laboratory Schools</i>
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 100.00/ document	7 Minutes	<i>Administrative Officer V Cash Unit</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to the principal's office with the issued official receipt attached to the <i>Request Form (for Credentials)</i> .	3. Receive the <i>Request Form (for Credentials)</i> with the attached official receipt and release claim stub; prepare and print the document requested by the client.	None	3 Minutes	<i>Principal Laboratory Schools</i>
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	<i>Principal Laboratory Schools</i>
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Principal Laboratory Schools</i>
TOTAL:		PHP 100.00/ document	21 Minutes	



D. Research, Extension and Production Division



ABACA TECHNOLOGY INNOVATION CENTER

1. Consultancy/Assistance in the Conduct of Researches

Faculty, non-teaching employees, and students may need information and/or assistance in conducting research related to abaca.

Office:	Abaca Technology Innovation Center (ATIC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty, Non-teaching staff, or students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Signed Request Form	ATIC Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the ATIC Office lobby	1. Hand over the logbook to the client.	None	5 minutes	<i>Director</i> Abaca Technology Innovation Center (ATIC)
2. Submit the signed Request Form to the Concerned R&DS Personnel	2. Upon receipt of the signed Request Form, begin processing the request.	None	15 minutes	<i>Director</i> ATIC
3. Obtain the requested documents/ records	3. Transmit the requested documents/ records	None	15 minutes	<i>Director</i> ATIC
5. Sign out Client Logbook	4. Hand over the logbook to the client.	None	5 minutes	<i>Director</i> ATIC
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Receive the Client Satisfaction Survey Form	None	5 minutes	<i>Director</i> ATIC
TOTAL		None	45 minutes	



EXTENSION SERVICES

1. Application for Reservation for the Utilization of the CatSU-Extension Services Training Hall

Request of the Catanduanes State University (CatSU) divisions/units/offices for the utilization of CatSU-Extension Services Training Hall. The training hall is offered for free access to university-related activities, excluding student-initiated activities. However, the priority is the conduct of extension services activities.

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 TME	PERSON RESPONSIBLE
1. Visit Extension Services and inquire the availability of the training hall	1. Check availability of the training hall If available, provide application form and the guidelines If not, state the reason of unavailability	None	3 Minutes	<i>Director</i> Extension Services
2. Receive and fill out Application Form and the Guidelines	2. Assist client in filling-out Application Form and the Guidelines	None	5 Minutes	<i>Director</i> Extension Services
3. Submit filled-out Application Form and Guidelines	3.0 Receive and review completion of details on the Application Form and Guidelines	None	5 Minutes	<i>Director</i> Extension Services
	3.1 Sign the application form and endorse to	None	5 Minutes	<i>Director</i> Extension Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	VP-REPA for approval			
	3.2 Approve the application form and guidelines	None	5 Minutes	<i>VP for Research, Extension, Production Affairs</i> Office of the VP-REPA
	3.3 Receive from REPA the approved application form and guidelines and inform the client	None	2 Minutes	<i>Director</i> Extension Services
4. Receive a copy of Approved Application Form and Guidelines	4. Release a copy of Approved Application Form and Guidelines	None	5 Minutes	<i>Director</i> Extension Services
5. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	5. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Director</i> Extension Services
TOTAL		None	35 Minutes	

2. Processing of Request for Extension Services Data/Documents

Request of the Heads of Offices/Units/Colleges for the utilization of training hall. The training hall is offered for free access to university-related activities excluding student-initiated activities. However, the priority is the conduct of extension activities.

Office:	Extension Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Extension Services Director or Request for Technical Assistance Form (RTAF) (1 original) indicating the following: a. List of Documents b. Purpose	Extension Services
2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit a letter of request to ES Director or fill out RTAF	1. Receive letter or provide RTAF and assist client in filling-out the form	None	3 Minutes	<i>Director Extension Services</i>
2. Submit the accomplished Technical Assistance Form	2.0. Receive and check the completeness of the form	None	2 Minutes	<i>Planning Officer III Planning Unit</i>
	2.1. Check the availability of the data/documents being requested If available, forward to the ES Director for approval If not, state the reason of unavailability	None	10 Minutes	<i>Director Extension Services</i>
	2.2. Approve the request and forwarded to Administrative Aide	None	3 Minutes	<i>Director Extension Services</i>
	3.0. Forward the approved request form to area-in-charge	None	2 Minutes	<i>Director Extension Services</i>
3. Wait for the release of the requested data/document as stated in the agreed target date of completion	3.1. Prepare the needed data/documents	None	1 Day	<i>Director Extension Services</i>
	3.2. Send the files to the email provided of the client or save in the USB or hard drive if the file is too large to be sent online	None	5 Minutes	<i>Director Extension Services</i>
4. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in	4. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Director Extension Services</i>



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
the designated box)				
TOTAL		None	1 Day and 30 Minutes	

4. Processing of Extension Programs/Projects Proposal

Extension Programs/Projects undertaken are within the University's mandate, academic program offering and research and development programs. Extension Programs/Projects and Activities are conducted based on the approved proposal with funding sources either internally or externally.

Office:	Extension Services	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	College Extension Coordinators and Faculty	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Extension Programs/Project Proposal (CATSU-F-EXT-08a) (1 original)	Extension Services	
2. Monitoring, Evaluation and Learning Plan (CATSU-F-EXT-17a) (1 original)	Extension Services	
3. If internally funded, Project Procurement Management Plan (PPMP) (1 original)	Extension Coordinators	
4. If externally funded, List of Supplies and Materials (1 original)	Extension Coordinators	

CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit Extension Programs/Projects Proposal (CATSU-F-EXT-08a)	1. Receive, number and record in the database the submitted Extension Programs/Projects Proposal (CATSU-F-EXT-08a)	None	15 Minutes	<i>Director</i> Extension Services
2. Wait for the action of ES Director	2. Technical Evaluation Committee (TEC) convene to review and evaluate proposal using the Extension Program/Project Proposal Review Form (CATSU-F-EXT-09)	None	15 Days	<i>Director</i> Extension Services

CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TME	PERSON RESPONSIBL E
3. Receive and revise the proposal based on the comments/ recommendations from TEC and submit to Extension Services	3.0 If there are comments/ recommendations for revision of proposal, release to concerned colleges If none, proceed to next step	None	10 Minutes	<i>Director</i> Extension Services
	3.1. Endorse proposal to VP-REPA for recommending approval	None	10 Minutes	<i>Director</i> Extension Services
	3.2. Sign the recommending approval and forward the proposal to the Budget Office for funds availability (if applicable)	None	5 Minutes	<i>VP for Research, Extension and Production Affairs</i> Office of the VP-REPA
	3.3. Sign the funds availability of the proposal and forward to the Office of the President for approval	None	5 Minutes	<i>Administrative Officer V</i> Budget Unit
	3.4. Approve the proposal	None	5 Minutes	<i>SUC President III</i> Office of the President
	3.5 Release the approved proposal to ES	None	10 Minutes	<i>Executive Assistant III</i> Office of the President
4. Receive a copy of Approved Proposal	4. Release a copy of Approved Proposal to the concerned colleges	None	10 Minutes	<i>Director</i> Extension Services
5. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	5. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Director</i> Extension Services
TOTAL		None	15 Days, 1 Hour and 15	



CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			Minutes – with revision 15 Days, 1 Hour and 5 Minutes – with no revision	

5. Conduct of CatSU Airlinks

CatSU Airlinks is one of the extension activities of the Extension Services in reaching out the clientele and the general public that aired at Radyo Pilipinas Virac every Wednesday.

Office:	Extension Services	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	College Extension Coordinators and Faculty	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. List of Topics per College together with the name of faculty assigned to broadcast (1 original)	Extension Coordinators	
2. Topic Outline/Script (1 original)	Extension Coordinators/Faculty	

CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit List of Topics together with the name of faculty assigned to conduct CatSU Airlinks	1. Receive, number and record in the database the submitted list of topics together with the name of faculty assigned to conduct CatSU Airlinks	None	15 Minutes	<i>Director</i> Extension Services
2. Wait for the Action of ES	2.0 Consolidate the submitted list of topics together with the names of faculty assigned to conduct CatSU Airlinks	None	1 Day	<i>Director</i> Extension Services
	2.1 Submit the consolidated schedule of	None	5 Minutes	<i>Director</i> Extension Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	CatSU Airlinks to the ES Director for signature			
	2.2 Review, sign and endorse the Schedule of CatSU Airlinks to VP-REPA for recommending approval	None	5 Minutes	<i>Director</i> Extension Services
	2.3 Sign the recommending approval and forward to the Office of the President for approval	None	5 Minutes	<i>VP for Research, Extension and Production Affairs</i> Office of the VP-REPA
	2.4 Approve the schedule of airlinks	None	5 Minutes	<i>SUC President III</i> Office of the President
	2.5 Release the approved schedule of airlinks to the ES	None	10 Minutes	<i>Executive Assistant III</i> Office of the President
3. Receive the copy of approved Schedule of CatSU Airlinks and wait for your assigned schedule	3. Disseminate the copy of approved CatSU Airlinks to the Colleges	None	1 Day	<i>Director</i> Extension Services
4. Submit topic outline/script to ES before the scheduled date of broadcast	4. Receive, number and record in the database the submitted topic outline/script	None	5 Minutes	<i>Director</i> Extension Services
5. Appear to the radio station on the scheduled date of broadcast and fill-out the attendance sheet	5. Provide attendance sheet	None	2 Minutes	<i>Director</i> Extension Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
6. Start the broadcast	6.0 Assist the faculty in broadcasting	None	1 Hour	<i>Director</i> Extension Services
	6.1 Prepare the Certificate of Appreciation	None	10 Minutes	<i>Director</i> Extension Services
	6.2. Review and sign the Certificate of Appreciation	None	5 Minutes	<i>Director</i> Extension Services
7. Receive the Certificate of Appreciation	7. Award the Certificate of Appreciation	None	5 Minutes	<i>Director</i> Extension Services
8. Fill out the Client Satisfaction Survey Form (electronically or drop off a paper copy in the designated box)	8. Provide Client with Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Director</i> Extension Services
TOTAL		None	2 Days, 2 Hours and 17 Minutes	



CatSU Panganiban Campus

I. External Services



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 Government
Who may avail:	Govt. Employees and Former CatSU PC employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Identification Card (1 original)	Client
2. CSU-F-HRM-19 Request Form (1 original)	AFS - HRMS

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	Head Administrative, Finance, and Production Services
2. Fill up the CSU-F-HRM-19 Request Form and submit.	2. Validate request form	None	2 Minutes	Head 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	Head Administrative, Finance, and Production Services
	3.1. Review and sign the document requested.	None	1 Minute	Head 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	Head Administrative, Finance, and Production Services
5. Fill out the Client Satisfaction Survey Form electronically or drop off a	5. Provide the client with a Client Satisfaction Survey Form	None	5 Minutes	Head Administrative, Finance, and Production Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
paper copy in the designated box.	(electronically or on paper).			
	TOTAL	None	15 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:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming CatSU-PC students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Birth Certificate (PSA)	Philippine Statistics Authority (PSA)
2. CSU-CEE Application Form (CSU-F-GCTO-02)	CatSU-Guidance, Counseling & Testing Office www.catanduanstateu.edu.ph
Additional Requirements:	
A. Graduating Senior High Students	
1. Certificate of Good Moral Character (1 photocopy)	From Last School attended
2. 2" x 2" ID pictures (2 copies)	Client
3. General Weighted Average (GWA) for G12 Senior High School for 1 st Semester	From Last School attended
4. Brown envelope (1 piece, long)	Client
B. Senior High School Graduates	
1. Student Report Card (Form 138) (1 photocopy) *The original copy is to be shown	From Last School attended
2. Certificate of Good Moral Character (1 photocopy)	From Last School attended
3. Brown envelope (1 piece, long)	Client
4. 2" x 2" ID pictures (2 copies)	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	From Last School attended
2. Endorsement from the Dean of the College where the student was formerly enrolled	From Last School attended
3. Certificate of Good Moral Character (1 photocopy)	From Last School attended
4. Brown envelope (1 piece, long)	Client
5. 1" x 1" ID pictures (2 copies)	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	From Last School attended
2. Certificate of Good Moral Character (1 photocopy)	From Last School attended
3. Brown envelope (1 piece, long)	Client
4. 1" x 1" ID pictures (2 copies)	Client
5. Honorable Dismissal (1 photocopy) (for transferees)	From Last School attended

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	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.catanduansstateu.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	3.0 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
	3.1 Let the client sign in the logbook for record purposes.	None	5 Minutes	Guidance Counselor I Guidance Counseling Office
	3.2 Receive and validate	None	20 Minutes	Guidance Counselor I



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	fully accomplished CEE Form, Individual Student Profile Form, and other submitted requirements			Guidance Counseling Office
	3.3 Release of Test Permit	None	5 Minutes	<i>Guidance Counselor I</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	<i>Guidance Counselor I</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	<i>ARES Director</i> 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	<i>ARES Director</i> Office of the ARES Director <i>Department Chairman</i> 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	<i>ARES Director</i> Office of the ARES Director
8. Fill out the Client Satisfaction	8. Provide the client	None	5 Minutes	<i>Guidance Counselor I</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Survey Form electronically or drop off a paper copy in the designated box.	with a Client Satisfaction Survey Form (electronically or on paper).			Guidance Counseling Office
*If qualified, report for enrolment as scheduled by the Registrar's Office.				
TOTAL		None	1 Hour and 34 Minutes	



ADMISSION AND REGISTRATION SERVICES

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:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COLLEGE (Incoming and Transferee)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Student Admission Form (CSU-PC-F-OARS-01)	Office of the Admission and Registration Services
2. Official Transcript of Records/Form 138 (Original)	Previous School attended/High School where graduated
3. Certificate of Good Moral Character	Previous School attended
4. PSA Birth Certificate (photocopy)	Philippine Statistics Authority
5. Medical/Health Certificate (Original)	Government Physician
6. Three (3) passport-size ID pictures	Photo Studio
7. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD-02B for irregular students)	College Dean/Department
Additional Requirements for Transferees	
1. Certificate of Transfer	Previous School attended
2. Report of Grades/Transcript of Records	Previous School attended
3. Result of Validation Examination	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	<i>Registrar III</i> Admission and Registration Services
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue	2. Checks and receive credentials attached	None	2 Minutes	<i>Dean</i> Agriculture Dept. <i>Dean</i> Education Dept.
3. Get two (2) copies of the Tentative	3. Verify the Official Receipt presented and	None	5 Minutes	<i>Dean</i> Agriculture Dept.



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Enrolment Form (TEF) from Enrolling Adviser	permit library facility usage			<i>Dean</i> Education Dept.
4. Copy schedules for courses posted at respective advising areas	4. Post Schedule of courses at Advising Areas	None	10 Minutes	<i>Dean</i> Agriculture Dept. <i>Dean</i> Education Dept.
5. Present TEF to the Enrolling Adviser for review and signature	5. The Enrolling Adviser signs TEF	None	5 Minutes	<i>Dean</i> Agriculture Dept. <i>Dean</i> Education Dept.
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	<i>Registrar III</i> Admission and Registration Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> Administrative, Finance, and Production Services
TOTAL		None	35 Minutes	



2. 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:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU - PC: UNDERGRADUATE AND GRADUATE STUDENTS (Former Student)	
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)	Admission and Registration Services	
2. Approved Student Clearance Form (CSU-PC-F-OARS-14A) or OTR/Transfer Credentials/Certifications (1 original)	Admission and Registration Services	
3. Affidavit of Loss (for lost Transfer Credentials)	Citizen / Client or Requesting Party	
4. Passport-size ID picture for OTR(1 original)	Photo Studio	
5. Documentary stamps (for OTR and Certifications) (2 original)	Admission and Registration Services	
6. Official Receipt of Payment fees for requested credentials	Cash Unit	
7. Authenticated PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority	
8. Authorization Letter and proof of identification (if the claimant is not the direct client)	Direct Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip	1. OARS provides Clearance and Transaction Slip	None	10 Minutes	<i>Registrar III</i> Admission and Registration Services
2. Accomplish Clearance Form	2. Signatories sign the Clearance Form	None	15 Minutes	<i>Registrar III</i> Admission and Registration Services
3. Pay the required fees at the Cash Unit	3. Receive cash payment and issue an official receipt	Official Transcript of Records – PHP 100/ page Honorable Dismissal – PHP 50.00 Diploma Fees –	10 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		PHP 100.00		
		Re-Issuance of Diploma and Official Transcript of Records – PHP 150.00 /page		
4. Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees	4.0 Receive Official Receipt and other Requirements	None	4 Minutes	<i>Registrar III</i> Admission and Registration Services
	4.1 Provide claim stub * Remind the client to be back on the scheduled date for the release of the document.	None	2 Minutes	<i>Registrar III</i> Admission and Registration Services
	4.2. Prepare, encode, and print the requested credentials/certification	None	Official Transcript of Records – 2 Hours Diploma – 2 Hours Certification – 1 Hour	<i>Registrar III</i> Admission and Registration Services
	4.3. Review and verify	None	Official Transcript of Records – 3 Hours Diploma – 1 Hour Certification – 3 Hours	<i>Registrar III</i> Admission and Registration Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	4.4. Sign/approve the requested credentials/certification	None	1 Day	<i>Registrar III</i> OARS <i>ARES Director</i> ARES <i>Campus Director</i> Office of the Campus Director <i>SUC President III</i> Office of the President
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	<i>Registrar III</i> Admission and Registration Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
TOTAL		See Schedule of Fees	Official Transcript of Records – 1 Day, 5 Hours and 51 Minutes Diploma – 1 Day, 3 Hours and 51 Minutes Certification – 1 Day, 4 Hours and 51 Minutes	



SCHOOL FEES	RATE (in Philippine Peso)
Transcript of Records Fee	100.00/page
Honorable Dismissal Fee	50.00
Diploma Fee	100.00
Re- issuance of Diploma/ Transcript of Records	150.00/page

3. 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:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU - PC: UNDERGRADUATE AND GRADUATE STUDENTS (Former Students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for CAV Form/Transaction Slip (CSU-PC-F-OARS-10) (1 original)	Admission and Registration Services
2. Official Receipt of payment of CAV fees (1 original)	Cashiering Services
3. 2 x 2 ID pictures with white background (2 original)	Photo Studio printed
4. Documentary stamps (2 original)	Admission and Registration Services
5. Diploma (1 original & 1 photocopy)	Admission and Registration Services
6. Official Transcript of Records (1 original & 1 photocopy)	Admission and Registration Services
7. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original)	Admission and Registration Services

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	<i>Registrar III</i> Admission and Registration Services
2. Accomplish the Transaction Slip and pay prescribed fees at Cashiering Services to obtain an	2. Receive cash payment and Issue Official Receipt	Certification, Authentication and Verification (CAV) Fee – PHP 150.00	10 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Official Receipt				
3. Submit the Official Receipt and Transaction Slip together with other requirements	3.0 Receive Official Receipt and other requirements	None	2 Minutes	<i>Registrar III</i> Admission and Registration Services
	3.1 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	<i>Registrar III</i> Admission and Registration Services
	3.2 Provide Claim Stub * Remind the client to claim the document at the DFA.	None	2 Minutes	<i>Registrar III</i> Admission and Registration Services
	3.3 Prepare, encode, and print CAV with Transmittal Letter and Master List of Documents	None	3 Days	<i>Registrar III</i> Admission and Registration Services
	3.4 Forward the CAV to the courier for dispatch to the DFA	None	14 Minutes	<i>Registrar III</i> 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 and 30 Minutes	



ACCOUNTING UNIT

1. Disbursement Process

External Service is offered where a pre-audit of the transaction is conducted to ensure the completeness and propriety, sufficiency, and relevance of supporting documents to establish the validity of a claim and to assure that there are sufficient funds available for the payment.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2G Government to Government G2B Government to Business	
Who may avail:	Business Entity, Other Gov. Agency	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Proof of expenditure due for payment, with pertinent supporting documents by COA Circular 2012-001(Revised Documentary Requirements for Common Government Transactions) (1 original)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit proof of expenditure due for payment and supporting documents. The client monitors the approval of the document submitted.	1. Receive the documents	None	2 Minutes	<i>Accountant II</i> Accounting Unit
	1.1 Checks the completeness of submitted documents. If not complete, the documents will be returned to the client for appropriate action, otherwise, a DV is prepared (if applicable) and documents are stamped with the control number	None	13 Minutes	<i>Accountant II</i> Accounting Unit
	1.2 Review the documents and sign approval on the DV. If found invalid or improper, the documents will be returned to the client for their action otherwise the documents will be forwarded to the Records Office	None	30 Minutes	<i>Accountant II</i> Accounting Unit
2. Fill out the Client	2. Provide the client with a Client	None	5 minutes	<i>Accountant II</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	Satisfaction Survey Form (electronically or on paper).			
TOTAL		None	50 Minutes	

2. 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:	Former Students of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. School Identification Card (1 original)		Corporation Business Operation
2. Assessment Form (1 original)		Admission and Registration Services

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	<i>Accountant II</i> 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	<i>Accountant II</i> Accounting Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant II</i> Accounting Unit
TOTAL		None	10 Minutes	



3. Signing of Student Clearance

This service aims to clear the Client's liability from the University.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	Currently Enrolled Students of the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. School Identification Card (1 original)	Corporation Business Operation
2. Assessment Form (1 original)	Admission and Registration Services
3. Student Clearance Form (1 original)	Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the School Identification Card, the Assessment Form, and the Clearance Form	1. Receive the document presented and validate	None	2 Minutes	<i>Accountant II</i> Accounting Unit
	1.2. Check the Student account from the record. If the student has a balance, an issue order of payment slip will be issued to the client and ask for settlement in the cashiering service, otherwise, the clearance form will be forwarded to the approving authority	None	3 Minutes	<i>Accountant II</i> Accounting Unit
	1.3 Signs the clearance if the student has no balance	None	5 Minutes	<i>Accountant II</i> Accounting Unit
2. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	2. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Accountant II</i> Accounting Unit
TOTAL		None	15 Minutes	



CASH UNIT

1. Collection of Payment and Issuance of Official Receipt

External clients who are going to pay for school fees, certifications, document authentication, and availing of school buy products and amenity rental may avail this service.

Office:	Cash Unit	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Incoming Students, Outside Creditors and Other Stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID) (1 original)		CBO/OARS
2. Certificate of Enrolment (1 original)		Office of Admission & Registration Services
3. Assessment of Statement of Account (for payment of tuition fee)		Accounting Unit
4. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip. (1 original)		CBO/Service Unit/Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	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	<i>Administrative Officer III</i> 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	Tuition Fee (Undergraduate) – PHP 100.00/unit Transcript of Records Fee – PHP 100.00/page Honorable Dismissal Fee – PHP 50.00	5 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Diploma Fee – PHP 100.00		
		Re-issuance of Certificate of Enrolment (COE) – PHP 20.00		
		Re-issuance of Diploma/ Transcript of Records – PHP 150.00/page		
		Removal Fee – PHP 30.00/subject		
		Identification Card Fee – PHP 100.00		
		Adding/changing/dropping of subjects – PHP 30.00/subject		
		Certification Fee – PHP 30.00		
		Authentication/Verification Fee - 5.00/page		
		Certification, Authentication and Verification (CAV) Fee – PHP 150.00		
		Thesis Fee – PHP 700.00		
		Library Fee – PHP 50.00/Day		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Library Card Fee – PHP 100.00		
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer III</i> Cash Unit
TOTAL		See Schedule of Fees	12 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

2. Disbursement of Check

External clients (suppliers) may avail this service for the release of checks 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:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	CatSU-PC Outside Creditors and Other Stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Identification Card (ID) (1 original)	CBO/OARS



2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original)	Client
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/authorization letter to the Disbursing Officer for verification.	1. Verify the validity of the ID/authorization letter	None	2 Minutes	<i>Administrative Officer III</i> Cash Unit
2. Sign on the monitoring logbook and payroll	2. Provide the logbook and present the payroll	None	3 Minutes	<i>Administrative Officer III</i> Cash Unit
3. Receive and count the cash before leaving the counter * 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	<i>Administrative Officer III</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer III</i> Cash Unit
TOTAL		None	13 Minutes	



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 Medium volume quantity – 2 Hours Large volume quantity - 4 Hours	<i>Administrative Officer I</i> Supply and Property Management Unit
2. Get the signed delivery receipt	2.0 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	<i>Administrative Officer I</i> Supply and Property Management Unit
	2.1 Prepare and issue a Request for Inspection and Inspection and Acceptance Report to the Inspectorate Team and End User	None	5 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	2.2 Checks, inspects and accepts deliveries. Inspection and Acceptance	None	Small volume quantity - 1 Hour	<i>Administrative Officer I</i> Supply and Property Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	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 Large volume quantity - 4 Hours	
	2.3 Prepares Disbursement Voucher (DV) for accepted item, collates delivery and inspection documents, and forward to Accounting Office to process payment.	None	15 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	TOTAL	None	Small volume quantity – 2 Hours and 25 Minutes Medium volume quantity – 4 Hours and 25 Minutes 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/guidelines to interested bidder/s.	None	10 Minutes	<i>Administrative Officer I</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	<i>Administrative Officer I</i> Supply and Property Management Unit
3. Attend the pre-bid conference	3. Answer queries/clarifications about the items for disposal, scope of work, and other requirements.	None	30 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
4. Submit sealed bidding documents	4.0 Open bid documents.	None	7 Days	<i>Administrative Officer I</i> Supply and Property Management Unit
	4.1 Evaluate the bid documents.	None	3 Days	<i>Administrative Officer I</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	<i>Administrative Officer I</i> Supply and Property Management Unit
6. Pay the bid amount	6. Receive payment and issue the Official Receipt	Bid Amount	10 Minutes	<i>Administrative Officer III</i> Cash Unit
7. Submit the official receipt	7. Record the official receipt number and issue a gate pass to the client.	None	10 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
8. Hauling of unserviceable items	8. Checks and verifies items and documents.	None	30 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
9. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	9. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
TOTAL		None	11 Days, 2 Hours, and 5 Minutes	



LIBRARY SERVICES

1. Circulation Service

External service offered 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:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid identification Card (1 original)	Client	
2. Library Fees Official Receipt (1 original)	Cashiering Unit	
3. Referral letter (1 original)	Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present a referral letter from the Dean of your school or Chief Librarian with the approval of the Campus Director.	1. Verify the document presented and interview the client.	None	3 Minutes	College Librarian / Library Services
2. Pay Library fees at Cashiering Services	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 / Library Services
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	College Librarian / Library Services
TOTAL		PHP 100.00	17 Minutes	



AGRICULTURE DEPARTMENT

1. 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 - 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
2. PSA birth certificate (1 photocopy)		PSA
3. Certification of general weighted average in previous course taken (for shifting students) (1 photocopy)		From Last School attended.
4. Transcript of Records or Certification of general weighted average in the previous course taken (for shifting students)		From Last School attended.
5. Honorable Dismissal (for transferees) (1 photocopy)		From Last School attended.
6. Form 138 (High School Report Card) (1 original)		From Last School attended.
7. Medical Certificate (1 original)		From Medical Physician
8. Good Moral Certificate (1 original)		From Last 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. Receive and check credentials	None	2 Minutes	Chairperson Agriculture Department
	1.1 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. Receive and validate the Summary of Subjects Taken	None	2 Minutes	Chairperson Agriculture Department
	2.1 Issue form Tentative Enrolment Form	None	3 Minutes	Chairperson Agriculture Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Fill out the Tentative Enrolment Form and submit it for review and evaluation	3. Review and evaluate the Tentative Enrolment Form and post the course.	None	3 Minutes	<i>Chairperson Agriculture Department</i>
	3.1 Sign the Tentative Enrolment Form	None	2 Minutes	<i>Chairperson Agriculture Department</i>
4. Present Tentative Enrolment Form for posting	4. Countersign Tentative Enrolment Form for review and evaluation of client's scholarship	None	7 Minutes	<i>OSSS Coordinator Office of Student Affairs and Development</i>
	4.1 Otherwise, an order of payment slip is issued.	None	2 Minutes	<i>Information Technology Officer I Information and Communication Technology Unit</i>
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	Tuition Fee (Undergraduate) – PHP 100.00/unit Transcript of Records Fee – PHP 100.00/page Honorable Dismissal Fee – PHP 50.00 Diploma Fee – PHP 100.00 Re-issuance of Certificate of Enrolment (COE) – PHP 20.00 Re-issuance of Diploma/ Transcript of Records – PHP 150.00/page	10 Minutes	<i>Administrative Officer III Cash Unit</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Removal Fee – PHP 30.00/subject Identification Card Fee – PHP 100.00 Adding/changing/ dropping of subjects – PHP 30.00/subject Certification Fee – PHP 30.00 Authentication/ Verification Fee - 5.00/page Certification, Authentication and Verification (CAV) Fee – PHP 150.00 Thesis Fee – PHP 700.00 Library Fee – PHP 50.00/Day Library Card Fee – PHP 100.00		
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. Receive and validate the Tentative Enrolment Form	None	2 Minutes	<i>ARES Director</i> ARES
	6.1 Approves the Tentative Enrolment Form	None	2 Minutes	<i>ARES Director</i> ARES



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Chairperson Agriculture Department
TOTAL		See attached schedule of fees	41 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



EDUCATION DEPARTMENT

1. 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 - Incoming and Transferee enrollee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01)	Office of the Admission and Registration Services	
2. PSA birth certificate (1 photocopy)	PSA	
3. Photocopy of certification of general weighted average in previous course taken (for shifting students)	From Last School attended.	
4. Transcript of Records or Certification of general weighted average in the previous course taken (for shifting students)	From Last School attended.	
5. Photocopy of Honorable Dismissal (for transferees)	From Last School attended.	
6. Form 138 (High School Report Card)	From Last School attended.	
7. Medical Certificate	From Medical Physician	
8. Good Moral Certificate	From Last 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. Receive and check credentials	None	2 Minutes	Chairperson Education Department
	1.1 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	2. Receive and validate the Summary of Subjects Taken	None	2 Minutes	Chairperson Education Department
	2.1 Issue form Tentative Enrolment Form	None	3 Minutes	Chairperson Education Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Enrolling Advisers.				
3. Fill out the Tentative Enrolment Form and submit it for review and evaluation	3. Review and evaluate the Tentative Enrolment Form and post the course.	None	3 Minutes	Chairperson Education Department
	3.1 Sign the Tentative Enrolment Form	None	2 Minutes	Chairperson Education Department
4. Present Tentative Enrolment Form for posting	4. Countersign Tentative Enrolment Form for review and evaluation of client's scholarship	None	5 Minutes	OSSS Coordinator Office of Student Affairs and Development
	4.1 Otherwise, a payment slip will be issued	None	2 Minutes	Information Technology Officer I Information and Communication Technology Unit
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	Tuition Fee (Undergraduate) – PHP 100.00/unit Transcript of Records Fee – PHP 100.00/page Honorable Dismissal Fee – PHP 50.00 Diploma Fee – PHP 100.00 Re-issuance of Certificate of Enrolment (COE) – PHP 20.00 Re-issuance of Diploma/ Transcript of Records – PHP 150.00/page	10 Minutes	Administrative Officer III Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Removal Fee – PHP 30.00/subject Identification Card Fee – PHP 100.00 Adding/changing/ dropping of subjects – PHP 30.00/subject Certification Fee – PHP 30.00 Authentication/ Verification Fee - 5.00/page Certification, Authentication and Verification (CAV) Fee – PHP 150.00 Thesis Fee – PHP 700.00 Library Fee – PHP 50.00/Day Library Card Fee – PHP 100.00		
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. Receive and validate the Tentative Enrolment Form	None	2 Minutes	<i>ARES Director</i> ARES
	6.1 Approves the Tentative Enrolment Form	None	2 Minutes	<i>ARES Director</i> ARES



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Chairperson Education Department
TOTAL		See attached schedule of Fees	41 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



CatSU Panganiban Campus

II. Internal Services



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
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	CatSU-PC Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Identification Card	Client
2. CSU-F-HRM-19 Request Form	AFS - HRMS

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	Head Administrative, Finance, and Production Services
2. Fill up the CSU-F-HRM-19 Request Form and submit.	2. Validate request form	None	2 minutes	Head Administrative, Finance, and Production Services
3. Wait for the release of the requested document.	3. Collect data needed to prepare the document requested.	None	5 minutes	Head Administrative, Finance, and Production Services
	3.1. Review and sign the document requested.	None	1 minute	Head 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	Head Administrative, Finance, and Production Services
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy	5. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	Head Administrative, Finance, and Production Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
in the designated box.				
TOTAL			15 Minutes	

2. Filing of Application for Leave Form (CS Form 6)

Internal service is offered to CatSU-PC employees who seek approval on their leave of absence.

Office:	Administrative, Finance, and Production Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Government	
Who may avail:	CatSU-PC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for leave form (CS FORM 6) (3 copies) (1 original)		CatSU PC offices

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit duly accomplished form of Application for Leave (CS Form 6)	1. Receive and verify form entries	None	1 Minute	<i>Head</i> Administrative, Finance, and Production Services
	1.1 Update leave card and accomplish certifications of leave credits	None	3 Minutes	<i>Head</i> Administrative, Finance, and Production Services
	1.2 Review and sign the certification of leave balance	None	3 Minutes	<i>Head</i> Administrative, Finance, and Production Services
	1.3 Submit CS Form to the Campus Director's Office	None	2 Minutes	<i>Head</i> Administrative, Finance, and Production Services
2. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	2. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Head</i> Administrative, Finance, and Production Services
TOTAL			14 Minutes	



GUIDANCE COUNSELLING OFFICE

1. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the referral counseling form from the Guidance Office.	1. Interview and release referral Counseling Form	None	5 Minutes	Guidance Counselor / Guidance Counseling 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 / Guidance Counseling Office
3. Attend counseling scheduled sessions.	3. Conduct counseling sessions.	None	2 Hours	Guidance Counselor / Guidance Counseling Office
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Guidance Counselor / Guidance Counseling Office
TOTAL		None	2 Hours, 20 Minutes	



2. 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

CLIENTS 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
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Guidance Counselor I Guidance Counseling Office
TOTAL		None	2 Hours, 35 Minutes	



3. 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)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay the required fees at the Cashiering Services. *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	<i>Administrative Officer III</i> Cash Unit
2. Proceed to the Guidance Services and state your purpose. Present the Official Receipt	2. Check the Official Receipt	None	5 Minutes	Guidance Counselor I Guidance Counseling Office
	2.1 Prepare the certificate.	None	15 Minutes	Guidance Counselor I Guidance Counseling Office
	2.2. 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
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in	5. Provide the client with a Client Satisfaction Survey Form (electronically or on paper)	None	5 Minutes	<i>Guidance Counselor I</i> Guidance Counseling Office



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
the designated box.				
	TOTAL	PHP 30.00	47 Minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process

Internal service is offered to returning students of CatSU -Panganiban Campus undergraduate program who want to continue their degree in this school.

Office:	Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU-PC Continuing Undergraduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (1 original)	Client
2. Accomplished Student Admission Form (CSU-PC-F-OARS-01) (1 original)	Office of the Admission and Registration Services
3. Summary of Grades for the past semester (CSU-PC-F-ACAD-03) (1 original)	College/Department/Faculty
4. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD-02B for irregular students) (1 original)	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. Verify the Identification Card/Certificate of Enrolment	None	2 Minutes	<i>Registrar III</i> Admission and Registration Services
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue	2. Retrieve record / Assist in filing out the record	None	2 Minutes	<i>Chairperson</i> Agriculture Department <i>Chairperson</i> Education Department
3. Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	3. Verify the Official Receipt presented and permit library facility usage	None	5 Minutes	<i>Chairperson</i> Agriculture Department <i>Chairperson</i> Education Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Copy schedules for courses posted at respective advising areas	4. Post Schedule of courses at Advising Areas	None	10 Minutes	<i>Chairperson Agriculture Department</i> <i>Chairperson Education Department</i>
5. Present TEF to the Enrolling Adviser for review and signature	5. The Enrolling Adviser signs TEF	None	5 Minutes	<i>Chairperson Agriculture Department</i> <i>Chairperson Education Department</i>
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	<i>Registrar III Admission and Registration Services</i>
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III Admission and Registration Services</i>
TOTAL		None	35 Minutes	

2. Processing of Application for Graduation

Internal service is offered to students who are candidates for graduation from CatSU -Panganiban Campus, the client may avail the service to process graduation application forms.

Office:	Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen



Who may avail:	CatSU-PC Continuing Undergraduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Application for Graduation Form (CSU-PC-F-OARS-07) (1 original)	OARS
2. Approved Evaluation of Grades Earned Form (CSU-PC-F-ACAD-14) (1 original)	College Dean/Department Chairman
3. Approved Student Clearance Form (CSU-PC-F-OARS-14A) (1 original)	OARS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Upon enrolment, request for Application for Graduation Form and an Evaluation of Grades Earned from the Dean/Department Chairman's Office.	1. Provide Application for Graduation; College Clerk provides Evaluation of Grades Form	None	10 Minutes	<i>Registrar III</i> Admission and Registration Services
2. Submit the approved Application for Graduation Form accompanied by an Evaluation of Grades Earned Form to the respective Dean/Department Chairman.	2. Accept Application for Graduation and Evaluation of Grades Form	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
3. On the first Monday of March of the Calendar Year, inquire about the results of evaluated grades earned at the Dean/Department Chairman's Office.	3. Present the Results of the Evaluation of Grades	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
4. Request for and accomplish a Student Clearance Form.	4. Provide Student Clearance Form.	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Submit the approved Student Clearance Form	5. Receives Approved Clearance.	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
TOTAL		None	35 Minutes	

3. Issuance and Re-issuance of Student Credentials and Certifications

Internal service is offered to clients who are 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:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU - PC: STUDENTS (Currently Enrolled)	
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)	Admission and Registration Services	
2. Approved Student Clearance Form (CSU-PC-F-OARS-14A) or OTR/Transfer Credentials/Certifications (1 original)	Admission and Registration Services	
3. Affidavit of Loss (for lost Transfer Credentials) (1 original)	Citizen / Client or Requesting Party	
4. passport-size ID picture for OTR(1 copy)	Photo Studio	
5. Documentary stamps (for OTR and Certifications) (2 pieces)	Admission and Registration Services	
6. Official Receipt of Payment fees for requested credentials (1 original)	Cash Unit	
7. Authenticated PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority	
8. Authorization Letter and proof of identification (if the claimant is not the direct client) (1 original)	Direct Client	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip	1. OARS provides Clearance and Transaction Slip	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Accomplish Clearance Form	2. Signatories sign the Clearance Form	None	15 Minutes	<i>Registrar III</i> Admission and Registration Services
3. Pay the required fees at the Cashiering Services Office	3. Receive the cash payment and issue an official receipt	Official Transcript of Records – PHP 100/ page Transfer Credentials – PHP 50.00 Diploma Fees – PHP 150.00 Re-Issuance of Diploma and Official Transcript of Records – PHP 150.00 /page	10 Minutes	<i>Administrative Officer III</i> Cash Unit
4. Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees	4. Receive Official Receipt and other Requirements	None	4 Minutes	<i>Registrar III</i> Admission and Registration Services
	4.1 Provide claim stub * Remind the client to be back on the scheduled date for the release of the document.	None	2 Minutes	<i>Registrar III</i> Admission and Registration Services
	4.2. Prepare, encode, and print the requested credentials/ certification	None	Official Transcript of Records – 2 Hours Diploma – 2 Hours Certification – 1 Hour	<i>Registrar III</i> Admission and Registration Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	4.3. Review and verify	None	Official Transcript of Records – 3 Hours Diploma – 1 Hour Certification – 3 Hours	<i>Registrar III</i> Admission and Registration Services
	4.4. Sign/approve the requested credentials/ certification	None	1 Day	<i>Registrar III</i> Admission and Registration Services <i>ARES Director</i> ARES <i>Campus Director</i> Office of the Campus Director <i>SUC President III</i> Office of the President
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	<i>Registrar III</i> Admission and Registration Services
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Registrar III</i> Admission and Registration Services
TOTAL		See attached schedule of Fees	Official Transcript of Records – 1 Day, 5 Hours and 46 Minutes	



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			Diploma 1 Day, 3 Hours and 46 Minutes Certification 1 Day, 4 Hours and 46 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



BUDGET UNIT

1. Allocation of Funds

Internal Service is offered to CatSU-PC employees and students to secure funds availability on their travel reimbursement, job order labor pay, and other school operating expenses.

Office:	Budget Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees and students of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (with Fund Availability approval) (1 original)		Client
2. Supporting documents of expenditures for fund request (<i>memorandum, approved budget proposals, etc – if applicable</i>)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The client will submit the Letter Request (with Fund Availability approval) with attached supporting documents, and then he will wait for the approval of the fund request before he can execute the expenditure	1. Receive the request form with its supporting documents and register in the Budget logbook.	None	2 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.1 Determine whether the documents are appropriate and complete	None	3 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.2 If incomplete, return the documents to the client to polish their request. Otherwise, record the document.	None	18 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.3 Evaluate, certify, and sign the Letter Request (with Fund Availability approval)	None	10 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.4 Retain a copy and forward to next approving authority	None	3 Minutes	<i>Administrative Officer IV</i> Budget Unit
TOTAL		None	36 Minutes	



2. Preparation/Approval of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)

Internal Service for the preparation and approval of ORS and BURS.

Office:	Budget Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Currently Enrolled Students of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Itinerary of Travel with supporting documents (1 original)		Client
2. Payroll with supporting documents (1 original)		Client
3. Obligation Request and Status Form (if applicable) (1 original)		Client
4. Budget Utilization Request and Status Form (if applicable) (1 original)		Client
5. Proof of Expenditure with supporting documents (1 original)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The client submits an Itinerary of Travel/ Payroll/ Proof of Expenditure with its corresponding supporting documents, and then he will monitor the approval process.	1. Receive the document presented and validate	None	2 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.1 Determine whether the documents are complete.	None	5 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.2 If incomplete, return the documents to the requesting office.	None	10 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.3 Otherwise, prepare the ORS/BURS form with a control number.	None	5 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.4 Posts to the obligation to appropriate registry	None	5 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.5 Evaluate, certify, and sign the ORS/BURS Form	None	10 Minutes	<i>Administrative Officer IV</i> Budget Unit
	1.6 Retain a copy of the ORS/BURS form and forward the documents to the next approving authority.	None	3 Minutes	<i>Administrative Officer IV</i> Budget Unit
TOTAL			40 Minutes	

ACCOUNTING UNIT

1. Disbursement Process

Internal Service is offered where a pre-audit of the transaction is conducted to ensure the completeness and propriety, sufficiency, and relevance of supporting documents to establish the validity of a claim and to assure that there are sufficient funds available for the payment.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees of the university	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher (if applicable) (1 original)		Client
2. Payroll with supporting documents (1 original)		Client
3. Obligation Request (ObR)/Budget Utilization Request (BUR) if applicable (1 original)		Client
4. Itinerary of Travel with supporting documents (1 original)		Client
5. Other proof of expenditure due for payment, with pertinent supporting documents under COA Circular 2012-001(Revised Documentary Requirements for Common Government Transactions) (1 original)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV)/ Payroll/ Itinerary of Travel/ Other proof of expenditure due for payment and supporting documents.	1. Receive the documents	None	2 Minutes	<i>Accountant II</i> Accounting Unit
	1.1 Checks the completeness of submitted documents. If not complete, the documents will be returned to the client for appropriate action, otherwise, a DV is prepared (if applicable) and documents are stamped with the control number.	None	13 Minutes	<i>Accountant II</i> Accounting Unit
	1.2 Review the documents and sign approval on the DV. If found invalid or improper, the	None	30 Minutes	<i>Accountant II</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	documents will be returned to client for their action otherwise the documents will be forwarded to the Records Office.			
2. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	2. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant II</i> Accounting Unit
TOTAL		None	50 Minutes	

2. 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:	G2G – Government to Citizen
Who may avail:	Currently Enrolled Students of the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. School Identification Card (1 original)	Corporation Business Operation
2. Assessment Form (1 original)	Admission and Registration Services

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	<i>Accountant II</i> 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	<i>Accountant II</i> Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Accountant II Accounting Unit
TOTAL		None	10 Minutes	

3. Signing of Student Clearance

This service aims to clear the Client's liability from the University.

Office:	Accounting Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Citizen	
Who may avail:	Currently Enrolled Students of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. School Identification Card (1 original)		Corporation Business Operation
2. Assessment Form (1 original)		Admission and Registration Services
3. Student Clearance Form (1 original)		Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the School Identification Card, the Assessment Form, and the Clearance Form	1. Receive the document presented and validate	None	2 Minutes	Accountant II Accounting Unit
	1.1 Check the Student account from the record. If the student has a balance, an issue order of payment slip will be issued to the client and ask for settlement in the cashiering service, otherwise, the clearance form will be forwarded to the approving authority	None	3 Minutes	Accountant II Accounting Unit



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	1.2 Signs the clearance if the student has no balance	None	1 Minute	<i>Accountant II</i> Accounting Unit
2. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	2. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Accountant II</i> Accounting Unit
TOTAL		None	11 Minutes	



CASH UNIT

1. Collection of Payment and Issuance of Official Receipt

Internal clients (Students/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:	G2C- Government to Citizen	
Who may avail:	CatSU-PC Employees and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID) (1 original)	CBO/OARS	
2. Certificate of Enrolment (1 original)	Office of Admission & Registration Services	
3. Assessment of Statement of Account (for payment of tuition fee) (1 original)	Accounting Services	
4. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip (1 original)	CBO/Service 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	<i>Administrative Officer III</i> Cash Unit
2. Pay the amount indicated in the assessment slip/order slip of payment slip/order slip	2. Receives cash as payment and issue an official receipt	Tuition Fee (Undergraduate) – PHP 100.00/unit Transcript of Records Fee – PHP 100.00/page Honorable Dismissal Fee – PHP 50.00 Diploma Fee – PHP 100.00 Re-issuance of Certificate of Enrolment	5 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		(COE) – PHP 20.00 Re-issuance of Diploma/ Transcript of Records – PHP 150.00/page Removal Fee – PHP 30.00/ subject Identification Card Fee – PHP 100.00 Adding/changing/dropping of subjects – PHP 30.00 /subject Certification Fee – PHP 30.00 Authentication/Verification Fee - 5.00/page Certification, Authentication and Verification (CAV) Fee – PHP 150.00 Thesis Fee – PHP 700.00 Library Fee – PHP 50.00/Day Library Card Fee – PHP 100.00		
3. Fill out the Client Satisfaction Survey Form electronically or drop	3. Provide client with Client Satisfaction Survey Form (electronically)	None	5 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
off a paper copy in the designated box.	y or on paper).			
TOTAL		See attached schedule of fees	12 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

2. Disbursement of Cash

Internal clients (Students, Job Order Workers, Contract of Service, Employees) may avail of this service for the payment of honoraria overload, wages, student labor, 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 Contract of Service/Job Order Employee and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 original)	CBO/OARS
2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present a valid ID/authorization	1. Verify the validity of the	None	2 Minutes	<i>Administrative Officer III</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
letter to the Disbursing Officer.	ID/authorization letter			Cash Unit
2. Sign on the monitoring logbook and payroll	2. Provide the logbook and present the payroll	None	3 Minutes	<i>Administrative Officer III</i> 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	<i>Administrative Officer III</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer III</i> Cash Unit
TOTAL		None	12 Minutes	

3. Disbursement of Check

Internal clients (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:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	CatSU-PC Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (1 original)		CBO/OARS
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	<i>Administrative Officer III</i> Cash Unit
2. Sign the Disbursement Voucher and Columnar Book	2. Provide the logbook and present the payroll	None	3 Minutes	<i>Administrative Officer III</i> Cash Unit
3. Receive and review the	3. Issue the Check and issue	None	2 Minutes	<i>Administrative Officer III</i>



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Check for errors (if there is any) before leaving the counter	the Official Receipt			Cash Unit
	3.1 Let the client sign in the logbook.	None	2 Minutes	<i>Administrative Officer III</i> Cash Unit
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer III</i> Cash Unit
TOTAL			14 Minutes	



PROCUREMENT UNIT

1. Processing Purchase Request

Internal Service is provided for the end user to secure supplies needed to accomplish their work assignment.

Office:	Procurement Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the University
CHECKLIST OF REQUIREMENTS	
1. Purchase Request (4 copies)	Client
2. PPMP (1 photocopy)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit a fully accomplished Purchase Request Form with the attached PPMP to the Procurement Office	1. Receive the Purchase Request	None	2 Minutes	<i>Administrative Officer III</i> Procurement Unit
	1.1 Evaluate if it is included in the approved PPMP	None	5 Minutes	<i>Administrative Officer III</i> Procurement Unit
	1.2 Assign PR number	None	10 Minutes	<i>Administrative Officer III</i> Procurement Unit
	1.3 Forward Pre-Numbered PR to Budget Office. If it is complete and proper, otherwise it will be returned to the end user.	None	13 Minutes	<i>Administrative Officer III</i> Procurement Unit
2. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	2. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer III</i> Procurement Unit
TOTAL		None	35 Minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

1. Issuance of Supplies, Materials and Equipment

This service authorizes the issuance of supplies, materials, and equipment to end users at CatSU – Panganiban Campus.

Office:	Supply and Property Management Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Details of requested supplies, materials, and equipment (1 original)		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the details of requested supplies, materials, and equipment	1. Receive details of requested supplies, materials, and equipment and validate	None	2 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	1.1 Prepare Requisition and Issue Slip for supplies and materials issuance.	None	8 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	1.2 Otherwise, Prepare Inventory and Custodian Slip (ICS) for Equipment/properties costing below Php 50, 000.00 and Property Acknowledgement Receipt (PAR) for Equipment/properties with costs above Php 50, 000.00.	None	5 Minutes	<i>Administrative Officer I</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	<i>Administrative Officer I</i> Supply and Property Management Unit
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	<i>Administrative Officer I</i> Supply and Property Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
TOTAL			40 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:	Employees of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. Unserviceable Property for Disposal		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Return Unserviceable Properties	1. Receive the unserviceable property	None	2 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	1.1 Prepares the Unserviceable Property Return Slip (UPRS)	None	13 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
2. Sign the UPRS	2. Received signed UPRS	None	5 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit
	2.1 Prepare the Inventory and Inspection Report of Unserviceable Properties (IIRUP) and Waste Material Report.	None	10 Minutes	<i>Administrative Officer I</i> Supply and Property Management Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Administrative Officer</i> / Supply and Property Management Unit
TOTAL		None	35 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:	G2C – Government to Citizen	
Who may avail:	CatSU-PC Employees	
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. Receive the Request for Services Form	None	5 Minutes	<i>Carpenter Foreman</i> General Services Unit
	1.1 Verify accomplished RSF document	None	15 Minutes	<i>Carpenter Foreman</i> General Services Unit
	1.2 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	<i>Carpenter Foreman</i> General Services Unit
	1.3 Prepare Purchase Request for the materials needed and get supplies at the Supply Services.	None	30 Minutes	<i>Carpenter Foreman</i> General Services Unit
	1.4 Render requested service.	None	Fabrication of carpentry works - 5 Days Repair of furniture and fixture - 3 Days Repair and maintenance of office air condition units- 2 Days	<i>Carpenter Foreman</i> General Services Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Receive accomplished work.	2. Turn-over accomplished work.	None	20 Minutes	<i>Carpenter Foreman</i> General Services Unit
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Carpenter Foreman</i> General Services Unit
Total		None	Fabrication of carpentry works - 5 Days, 1 Hour and 21 Minutes Repair of furniture and fixture - 3 Days, 1 Hour and 21 Minutes Repair and maintenance of office air condition units - 2 Days, 1 Hour and 21 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:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment (1 original)		CBO & OARS
2. Employee University Identification Card (1 original)		CBO Main Campus
3. 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	<i>Nurse I</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	<i>Nurse I</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	<i>Nurse I</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	<i>Nurse I</i> Health Services
5. Fill out and return the Stakeholders,	5. Provide the client with a Client	None	5 minutes	<i>Nurse I</i> Health Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Feedback form or Google Form Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	Satisfaction Survey Form (electronically or on paper).			
TOTAL		None	1 Hour and 5 Minutes	

2. 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:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment (1 original)		CBO & OARS
2. Employee University Identification Card (1 original)		CBO Main Campus
3. 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	<i>Nurse I</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	<i>Nurse I</i> Health Services
3. Proceed to the designated	3. Evaluate patient's condition and	None	30 Minutes	<i>Nurse I</i> Health Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
area for treatment	give her health teachings and treatment			
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	<i>Nurse I</i> Health Services
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Nurse I</i> Health Services
TOTAL		None	1 Hour and 5 Minutes	

3. 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:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student Identification Card/Certificate of Enrolment (1 original)	CBO & OARS	
2. Employee University Identification Card (1 original)	CBO Main Campus	
3. 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	<i>Dentist II</i> 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	<i>Dentist II</i> 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	<i>Dentist II</i> 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	<i>Dentist II</i> Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	45 Minutes	<i>Dentist II</i> 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	<i>Dentist II</i> Health Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>Dentist II</i> Health Services
TOTAL		None	1 Hour and 42 Minutes	



4. Promotion of Oral Health, Specific Protection, and Counseling

Internal 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 G2G – Government to Government
Who may avail:	CatSU PC Freshmen Students and Newly Hired Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Student Identification Card/ Certificate of Enrolment (1 original)	CBO & OARS
2. Employee University Identification Card (1 original)	CBO Main Campus
3. 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	<i>Dentist II</i> 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	<i>Dentist II</i> Health Services
3. Proceed to the designated area for vital signs assessment	3.1 Get vital signs and examine patient's condition	None	12 Minutes	<i>Dentist II</i> 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	<i>Dentist II</i> 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	None	45 Minutes	<i>Dentist II</i> Health Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	schedule follow up if condition requires			
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dentist II</i> Health Services
TOTAL		None	1 Hour and 32 Minutes	

5. 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:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment	CBO & OARS	
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	

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	<i>Dentist II</i> 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	<i>Dentist II</i> Health Services
3. Proceed to the	3.1 Get vital signs and examine the	None	12 Minutes	<i>Dentist II</i> Health Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
designated area for vital signs assessment	patient's condition			
4. State the reason for consultation and reveal the history of the present illness	4. Interview the patient on present illness.	None	10 Minutes	<i>Dentist II</i> 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 emergency cases – 20 Minutes	<i>Dentist II</i> 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	<i>Dentist II</i> Health Services
7. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	7. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Dentist II</i> Health Services
TOTAL		None	Minor Oral Surgery – 1 Hour and 57 Minutes Control or secondary infection - 1	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			Hour and 27 Minutes Other emergency cases – 1 Hour and 17 Minutes	



COMPUTER OPERATIONS SERVICES

1. Providing Technical Support

The purpose is to provide technical support for the different units/offices in the University. ITS 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:	Employees of the university
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Technical Support Request Form (1 original)	Information Technology Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and complete the technical support request form	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
	1.1 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
	1.2 Concurs and approved TSRF and assigns personnel for the task	None	2 Minutes	Senior Administrative Assistant II Computer Operation Services
	1.3 Troubleshoots and performs necessary repairs. Indicates the delivery date on TSRF and solicits acknowledgment and acceptance of the job rendered from the requisitioning individual. If the request is not satisfactorily	None	32 Minutes	Senior Administrative Assistant II Computer Operation Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	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
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	Senior Administrative Assistant II Computer Operation Services
TOTAL		None	50 Minutes	



LIBRARY SERVICES

1. Issuance of Library Card to Freshmen and Transferees

Internal 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)	Registrar's Office	
3. 1 x 1 ID picture (2 pieces)	Citizen or Client / Requesting Party	
4. Official Receipt for Library Card Fee (1 original)	Cashiering Services	

CLIENTS 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. Verify COE	None	1 Minute	College Librarian I / Library Services
	1.1 Release Library card application form.	None	1 Minute	College Librarian I / Library Services
	1.2 Receive the Application Form and check entries.	None	1 Minute	College Librarian I / Library Services
2. Pay the Library Card fee at Cashiering Services	2. Receive cash payment and Issue Official Receipt	Library Card Fee – PHP 100.00	7 Minutes	Administrative Officer III / Cash Unit
3. Present Official Receipt	3. Validation of Official Receipt	None	1 Minute	College Librarian I / Library Services
	3.1 Prepare and print Library Card	None	7 Minutes	College Librarian I / Library Services
	3.2 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
5. Fill out the Client Satisfaction Survey Form electronical	5. Provide the client with a Client Satisfaction Survey Form	None	5 minutes	College Librarian I / Library Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
ly or drop off a paper copy in the designated box.	(electronically or on paper).			
TOTAL		PHP 100.00	30 Minutes	

2. Retrieval and Validation of Library

Internal 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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit Library Card together with COE for the current semester	1. The Librarian will receive the requirements for validation.	None	8 Minutes	<i>College Librarian / Library Services</i>
	1.1 The Librarian will validate the library card for the current semester	None	5 Minutes	<i>College Librarian / Library Services</i>
2. Receive the validated Library Card	2. Release the Library Card to the student.	None	2 Minutes	<i>College Librarian / Library Services</i>
3. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	3. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>College Librarian / Library Services</i>
TOTAL		None	20 Minutes	



3. Replacement of Lost/Damaged Library Card

Internal 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)	Registrar's Office
3. 1 x 1 ID picture (2 pieces)	Citizen or Client / Requesting Party
4. Official Receipt for Library Card Fee (1 original)	Cashiering Services
5. Affidavit of Loss signed by a legal officer from the outside institution (1 original)	Citizen or Client / Requesting Party

CLIENTS 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. Verify COE and affidavit of loss	None	6 Minutes	College Librarian I / Library Services
	1.1 Release Library card application form	None	1 Minute	College Librarian I / Library Services
	1.2 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 an Official Receipt	Library Card Fee – PHP 100.00	7 Minutes	Administrative Officer III / Cash Unit
3. Present Official Receipt	3. Validation of Official Receipt	None	1 Minute	College Librarian I / Library Services
	3.1 Prepare and print Library Card	None	7 Minutes	College Librarian I / Library Services
	3.2 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



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	College Librarian / Library Services
TOTAL		PHP 100.00	35 Minutes	

4. Circulation Service

Internal service offered to CatSU-PC students for the check in and check out of library materials for the room and overnight use.

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		Library Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. CHECK OUT Student request for library materials to be borrowed together with library card to library staff	1.0 The librarian/staff will fill out the charge-out form and collect the Borrower's Library Card	None	3 Minutes	College Librarian / Library Services
	1.1 The Librarian/staff will lend the book.	None	3 Minutes	College Librarian / Library Services
2. CHECK-IN Student returns library materials borrowed to library staff	2.0 Librarian/staff receive the book from Borrower.	None	3 Minutes	College Librarian / Library Services
	2.1 Librarian/staff fill up the charge-in form and return Borrower's Library Card.	None	4 Minutes	College Librarian / Library Services
3. Fill out the Client	3. Provide the client with a	None	5 minutes	College Librarian / Library Services



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	Client Satisfaction Survey Form (electronically or on paper).			
TOTAL		None	18 Minutes	

5. Signing of Students/Faculty Clearance

Internal service offered to CatSU-PC students and employees 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)		Citizen or Client / Requesting Party
2. School ID (1 original)		CBO
3. Affidavit of Loss (for lost Library Card) (for students) (1 original)		Citizen or Client / Requesting Party

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the requirements	1. The librarian/staff will verify the presented requirements	None	2 minutes	<i>College Librarian I</i> Library Services
2. Settlement of accountability (if Any)	2.0 The Librarian/staff will give the payment slip to settle accountability (if Any)	None	2 minutes	<i>College Librarian I</i> Library Services
	2.1 Issue library transaction receipt indicating unreturned books and overdue fines	None	2 minutes	<i>College Librarian I</i> Library Services
	2.2 Receive the payment and	Overdue fines –	7 Minutes	<i>Administrative Officer III</i> Cash Unit



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	3 Issue Official Receipt	P50.00 / day		
3. Present Official Receipt to the Library Staff (If Any)	3. Sign Clearance	None	1 Minute	<i>College Librarian / Library Services</i>
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide the client with a Client Satisfaction Survey Form (electronically or on paper).	None	5 minutes	<i>College Librarian / Library Services</i>
TOTAL		None	19 Minutes	

6. Online Database Service Access

Internal 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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Library Card/ID	1. Check Library Card/ID	None	3 Minutes	<i>College Librarian / Library Services</i>
2. Settlement of accountability (if Any)	2. The Librarian will explain the copyright law that governs electronic materials	None	15 Minutes	<i>College Librarian / Library Services</i>
	2.1 The Librarian will download and provide a soft copy of the research	None	15 Minutes	<i>College Librarian / Library Services</i>



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	material to the client.			
3. Sign the logbook * Clients must sign a logbook when they acquire any electronic material from the Online Databases to track in case of copyright violation	3. Let Client to Sign Logbook.	None	2 Minutes	<i>College Librarian I</i> Library Services
4. Fill out and return the Stakeholders, Feedback form or Google Form	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>College Librarian I</i> Library Services
TOTAL		None	40 Minutes	



AGRICULTURE DEPARTMENT

1. Issuance of Good Moral Character Certificate to Students

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:	Agriculture Department	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CAF Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)		Office of Admission and Registration Services (OARS)
2. Request Form (1 original)		Agriculture Department
3. Official Receipt of payment of Certification Fees (1 original)		Cash Unit

CLIENTS 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	<i>Chairperson</i> Agriculture Department
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer III</i> Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and accomplished Request form for certification	3. Check and review the student's information	None	2 Minutes	<i>Chairperson</i> Agriculture Department
	3.1 Approve the request	None	2 Minutes	<i>Chairperson</i> Agriculture Department
4. Receive the Certificate of Good Moral Character	4. Print Good Moral Certification	None	2 Minutes	<i>Chairperson</i> Agriculture Department
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Chairperson</i> Agriculture Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	TOTAL	PHP 30.00	20 Minutes	

2. 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

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. Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	<i>Chairperson</i> Agriculture Department
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	<i>Chairperson</i> Agriculture Department
2. Submit accomplished CSU-F-ACAD-04 Form	2. Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	<i>Chairperson</i> Agriculture Department
	2.1 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	1 Minute	<i>Chairperson</i> 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	<i>Chairperson</i> Agriculture Department
4. Fill out the Client Satisfaction Survey Form electronically	4. Provide client with Client Satisfaction Survey Form	None	5 Minutes	<i>Chairperson</i> Agriculture Department



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
or drop off a paper copy in the designated box.	(electronically or on paper).			
TOTAL		None	22 Minutes	

3. 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:	CAF 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

CLIENTS STEPS	AGENCY ACTION	FEEES 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	<i>Registrar III</i> 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	2 Minutes	<i>Administrative Officer V</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4. Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	<i>Chairperson</i> Agriculture Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Chairperson Agriculture Department
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	Chairperson Agriculture Department
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Chairperson Agriculture Department
	5.3 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 and 26 minutes	

4. 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	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1. Provide CSU-F-ACAD-06 Form	None	2 Minutes	Chairperson Agriculture Department
	1.1 Provide assistance and		5 Minutes	Chairperson Agriculture Department



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESS ING 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	7 Minutes	<i>Administrative Officer III</i> Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III</i> Accounting Unit
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4. Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	<i>Chairperson</i> Agriculture Department
	4.1 Sign the CSU-F-ACAD-06 Form	None	1 Minute	<i>Chairperson</i> Agriculture Department
5. Receive signed CSU-F-ACAD-06 Form	5. Release signed CSU-F-ACAD-06 Form	None	2 Minutes	<i>Chairperson</i> Agriculture Department
6. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>Chairperson</i> Agriculture Department
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	<i>Registrar III</i> Office of the Admission and Registration Services (OARS)
TOTAL		PHP 30.00/ subject	35 Minutes	



5. 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:	CAF Students
CHECKLIST OF REQUIREMENTS	
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	Agriculture 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	<i>Chairperson</i> Agriculture Department
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	<i>Chairperson</i> Agriculture Department
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	<i>Chairperson</i> Agriculture Department
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>Chairperson</i> Agriculture Department
TOTAL		None	18 Minutes	



EDUCATION DEPARTMENT

1. Issuance of Good Moral Character Certificate to Students

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:	Education Department	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Education Department Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 original)		Office of Admission and Registration Services (OARS)
2. Request Form (1 original)		Education Department
3. Official Receipt of payment of Certification Fees (1 original)		Cash Unit

CLIENTS 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	<i>Chairperson</i> Education Department
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	7 Minutes	<i>Administrative Officer III</i> Cash Unit
3. Present Certificate of Enrolment (COE), Official Receipt, and the accomplished Request form for certification	3. Check and review the student's information	None	2 Minutes	<i>Chairperson</i> Education Department
	3.1 Approve the request	None	2 Minutes	<i>Chairperson</i> Education Department
4. Receive the Certificate of Good Moral Character	4. Print Good Moral Certification	None	2 Minutes	<i>Chairperson</i> Education Department
5. Fill out the Client Satisfaction Survey Form electronically or drop off	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	<i>Chairperson</i> Education Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
a paper copy in the designated box.				
TOTAL		PHP 30.00	20 Minutes	

2. 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	
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. Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	<i>Chairperson</i> Education Department
	1.1 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	<i>Chairperson</i> Education Department
2. Submit accomplished CSU-F-ACAD-04 Form	2. Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	<i>Chairperson</i> Education Department
	2.1 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	1 Minute	<i>Chairperson</i> 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	<i>Chairperson</i> Education Department



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Chairperson Education Department
TOTAL		None	22 Minutes	

3. 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	FEEES 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 accomplishe	4. Receive Official Receipt and check the accomplished	None	2 Minutes	Chairperson Education Department



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
d Removal of Incomplete Grades Form	Removal of Incomplete Grades Form			
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	Chairperson Education Department
	5.1 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	Chairperson Education Department
	5.2 Sign the Removal Grade Sheet	None	5 Minutes	Chairperson Education Department
	5.3 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 and 31 Minutes	

4. 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	1. Provide CSU-F-ACAD-06 Form	None	2 Minutes	Chairperson Education Department



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESS ING TME	PERSON RESPONSIBLE
h the CSU-F-ACAD-06 Form	1.1 Provide assistance and instructions in accomplishing the form	None	5 Minutes	<i>Chairperson Education Department</i>
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	7 Minutes	<i>Administrative Officer III Cash Unit</i>
3. Proceed to Accountin g Services for payment verification	3. Verification of Payment	None	5 Minutes	<i>Accountant III Accounting Unit</i>
4. Submit Official Receipt and accomplis hed CSU-F-ACAD-06 Form	4. Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	<i>Chairperson Education Department</i>
	4.1 Sign the CSU-F-ACAD-06 Form	None	1 Minute	<i>Chairperson Education Department</i>
5. Receive signed CSU-F-ACAD-06 Form	5. Release signed CSU-F-ACAD-06 Form	None	2 Minutes	<i>Chairperson Education Department</i>
6. Fill out the Client Satisfactio n Survey Form electronica lly or drop off a paper copy in the designate d box.	6. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>Chairperson Education Department</i>
7. Proceed to the OARS for processing of application	7.Process the application	None	5 Minutes	<i>Registrar III Office of the Admission and Registration Services (OARS)</i>
TOTAL		PHP 30.00/ subject	35 Minutes	



5. 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	
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	2. Provide CSU-F-ACAD-24 Form	None	2 Minutes	<i>Chairperson</i> Education Department
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	<i>Chairperson</i> Education Department
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	<i>Chairperson</i> Education Department
4. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	4. Receive the Client Satisfaction Survey Form	None	5 Minutes	<i>Chairperson</i> Education Department
TOTAL		None	18 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.



FEEDBACK AND COMPLAINTS MECHANISM

	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 8478 5093 PCC: 8888 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
Board Secretary	2/F, Left Wing, Admin. Building	ubss@catsu.edu.ph
Legal Services	2/F, Left Wing, Admin. Building	legal@catsu.edu.ph
Internal Audit Services	3/F, Left Wing, Admin. Building	ias@catsu.edu.ph
Executive Assistance Services	2/F, Left Wing, Admin. Building	eas@catsu.edu.ph
Planning Development Services	2/F, Left Wing, Admin. Building	pds@catsu.edu.ph
Information Technology Services	3/F, Left Wing, Admin. Building	its@catsu.edu.ph
Quality Assurance Office	3/F, Right Wing, Admin. Building	quality@catsu.edu.ph
Gender and Development Office	GAD Building	gad@catsu.edu.ph
Alumni Relations Office	3/F, Left Wing, Admin. Building	alumni@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 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



Office	Address	Contact Information
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 Services	2/F, Right Wing, Admin. Building	budget@catsu.edu.ph
BAC Secretariat Office	GF, Left Wing, Admin. Building	bac@catsu.edu.ph
Supply Services	Ground Floor CSU Gymnasium	supply@catsu.edu.ph
Cashiering Services	2/F, Right Wing, Admin. Building	cashier@catsu.edu.ph
Accounting Services	2/F, Right Wing, Admin. Building	acctg@catsu.edu.ph
Human Resource Management Services	2/F, Right Wing, Admin. Building	hrms@catsu.edu.ph
Records Services	GF, Left Wing, Admin. Building	records@catsu.edu.ph
Building and Grounds Services	B&G Building	bgs@catsu.edu.ph
Motor Pool Services	B&G Building	motorpool@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	vprega@catsu.edu.ph
Research and Development Services	Research Building	rds@catsu.edu.ph
Extension Services	Extension Building	es@catsu.edu.ph
Corporate Business Operations	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
Abaca Technology Innovation Center	ATIC Building	atic@catsu.edu.ph
Center for Island Climate Change Solutions	In front of College of Agriculture and Fisheries	ciccsd@catsu.edu.ph
PANGANIBAN CAMPUS		
Campus Administrator's Office	CatSU Panganiban Campus	oicpc@catsu.edu.ph