



**CAGAYAN STATE UNIVERSITY
SANCHEZ MIRA CAMPUS**

**CITIZEN'S CHARTER
2025 (1st Edition)**



I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and Norther Luzon College of Agriculture into a state University, transferring the college level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

II. VISION

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

III. MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

IV. SERVICE PLEDGE

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.



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ACCOUNTING OFFICE

INTERNAL SERVICES

Name of Service:	RE-ISSUANCE OF STATEMENT OF ACCOUNTS / ASSESSMENT FORM FOR SCHOLARSHIP OF STUDENTS (Note: First issuance is free)			
Description of the service:	This is a process of ensuring that officially enrolled students are given updated Statement of Accounts and Assessment.			
Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Request Form		Accounting Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Fills out request form and pays corresponding amount to the cashier	Receives payment and issues Official Receipt	P30.00	2 minutes	<i>Cashier Clerk</i> Cashier's Office
Presents Request Form and Official Receipt for 2 nd Issuance of Assessment Form (<i>1st issuance is free</i>)	Receives the Request form and Official Receipt from the Student.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Verifies the student ledger in the data base.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
	Prints and signs the Statement of Accounts/ Assessment Form if entries are correct.	None	3 minutes	
	Makes the proper adjustment if entries on the student's ledger are not correct.	None	5 minutes	
Receives the SOA/ Assessment Form	Releases the SOA/Assessment Form to the student.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office

Evaluates the service received using the CSM Form and Drop to suggestion Box located in the PACD	Asks Client/s to evaluate the service/s availed	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None Php 30 for 2 nd issua nce	20 Minutes	

Name of Service:	PROCESSING OF REFUNDS TO STUDENTS			
Description of the service:	This is a process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students is being refunded to them.			
Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Assessment Form		Registrar's Office		
Official Receipt		Cashier's Office		
Approved Request Letter		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Request Form for Refund, Statement of Accounts and Official Receipt.	Receives request form together with supporting documents from the students.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Verifies validity of the claim and completeness of supporting documents.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
	Accepts the documents if the claims are valid and supporting documents are complete and informs the student to follow-up and/or claim his/her refund from the Cashier's Office after 3 working days .	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
	Processes the claim and prints Disbursement vouchers.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Releasing of Checks				
Presents School ID of Students and Employees	Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	<i>Cashier II</i> Cashier's Office <i>Cashier I/Cashier's Staff</i> Cashier's Office
Signs in the received payment box of the disbursement vouchers	Issues the Check	None	1 minute	<i>Cashier II</i> Cashier's Office <i>Cashier I/Cashier's Staff</i>

				Cashier's Office
Client receives the check and evaluates the service/s availed using the CSM Form and drops to the suggestion box located in the PACD	Asks client/s to evaluate the service/s availed	None	3 minutes	<i>Cashier II</i> Cashier's Office <i>Cashier I/Cashier's Staff</i> Cashier's Office
Total:		None	3 days and 18 minutes	

ADMISSION OFFICE

EXTERNAL SERVICES

Name of Service:		ONSITE REGISTRATION FOR THE COLLEGE ADMISSION TEST OF INCOMING COLLEGE FRESHMEN/TRANSFEREES		
Description of the service:		This is the process of registering incoming college freshmen/transferees to CSU – CAT portal (Onsite)		
Office or Division:		Admission Office		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Graduating Senior High School Students, K-12 Graduates and Transferees		
Checklist of Requirements		Where to Secure		
Photocopy of school ID (1 copy)/ Any valid ID (1 copy)		School currently enrolled in/ LTO, Comelec, PhilPost, BIR, Barangay Chairman of the Barangay where applicant is permanently residing, OWWA and DSWD		
Proof of Income of Parents Certificate of Indigency OWWA Certificate 4Ps ID				
Registration Form for the College Admission Test		Admission Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits requirements & enlists for the admission test Documentary Requirements: -Photocopy of school ID or any valid ID	1. Assists the client in filling-out the registration form.	None	10 minutes	Campus Admission Officer
2. Submits documents including fully accomplished CAT registration form	Evaluates submitted documents	None	10 minutes	Campus Admission Officer

3. Receives, inputs and views information about schedule & testing venue of the CAT through the registration portal	3. Disseminates / informs the registered examinees of the schedule of testing, testing venues & room assignments	None	44 days, 3 minutes	<i>Campus Admission Officer</i>
4. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
	Total:	None	44 days and 26 minutes	



Name of Service:		ONLINE REGISTRATION FOR THE COLLEGE ADMISSION TEST OF INCOMING COLLEGE FRESHMEN/TRANSFEREES		
Description of the service:		This is the process of registering incoming college freshmen/transferes to CSU – CAT portal (Online)		
Office or Division:		Admission Office		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Graduating Senior High School Students, K-12 Graduates and Transferes		
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Logs in to the CAT Registration portal: - Fills out the online form. - Waits for the status of application		None	10 minutes	
2. Submits online form - Waits for the status of application	. Receives and views information about schedule & testing venue of the CAT through the registration portal	None	44 days, 3 minutes	<i>Campus Admission Officer</i>
3. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
	Total:	None	44 days and 16 minutes	

Name of Service:		ADMINISTRATION AND RELEASE OF COLLEGE ADMISSION TEST RESULT		
Description of the service:		This is the process of administering and releasing CAT results to incoming college freshmen who intend to enroll in a baccalaureate program		
Office or Division:		Admission Office		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Graduating Senior High School Students, K-12 Graduates and Transferees		
Checklist of Requirements		Where to Secure		
Photocopy of school ID (1 copy)/ Any valid ID (1 copy)		School currently enrolled in/ LTO, Comelec, PhilPost, BIR, Barangay Chairman of the Barangay where applicant is permanently residing, OWWA and DSWD		
Proof of Income of Parents <ul style="list-style-type: none">- Certificate of Indigency- OWWA Certificate- 4Ps ID				
Registration Form for the College Admission Test		Admission Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Takes the College Admission Test Documentary requirement: -Photocopy of Valid ID – Proof of Income of Parents -Certificate of Indigency - OWWA Certificate -4Ps ID Student- applicants who failed to take the CAT during their assigned schedule will be notified and re scheduled on the	1. Administers the CAT in all Campuses of the University.	None	3 hours	Campus Admission Officers, Proctors and University Admission Office

2. Receives the CAT result (On-line viewing of CAT ratings)	2. Releases CAT result On-line	None	44 days	<i>Admission Director, Campus Admission Officer</i>
3. Secures Certificate of CAT rating Documentary Requirement: Valid ID of applicant or Authorization letter of examinee if claimed by an authorized representative	3. Verifies and Releases CAT Certificates	None	3 minutes	<i>Campus Admission Officer</i>
4. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Campus Admission Officer</i>
	Total:	None	44 days, 3 hours and 6 minutes	

CASHIER'S OFFICE

INTERNAL SERVICES

Name of Service:	COLLECTION OF FEES - INTERNAL			
Description of the Service:	This is the process of ensuring accurate collection from internal clients			
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	Students and Employees			
Checklist of Requirements		Where to Secure		
Assessment Form		Accounting Office		
Document Request Form		Registrar's Office		
Payment Slip		Business Office/Clinic/Auxiliary Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Presents Assessment Form/Document Request Form/Identification Card or duly accomplished Payment Slip	Receives Assessment Form/Document Request Form/Identification Card or duly accomplished Payment Slip	Please refer to the Schedule of Fees	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Pays amount indicated in the Payment Slip	Receives and Counts the Money Prints the Official Receipts	Please refer to the Schedule of Fees	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Receives Official Receipt and change	Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
	Total:	Please refer to the Schedule of Fees	6 minutes	

Name of Service:	RELEASING OF CHECKS - INTERNAL			
Description of the Service:	This is the process of ensuring validity, and propriety of claim based on the approved disbursement voucher			
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students and Employees			
Checklist of Requirements		Where to Secure		
School ID		CSU		
For Student Financial Assistance: Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with 3 specimen signatures, and 3. Colored photocopy of the representative's ID with 3 specimen signatures.		Issuing agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Presents School ID Students and Employees In case of authorized representatives for Scholarship: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with (3) specimen signatures, and 3. Colored photocopy of the representative's ID with (3) specimen signatures	Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
Signs in the received payment box of the disbursement vouchers	Issues the Check	None	1 minute	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
Client receives the check and evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
	Total:	None	6 minutes	

Name of Service:	ISSUANCE OF CERTIFICATE OF NET TAKE HOME PAY			
Description of the Service:	This is the process of issuing Certificate of Net Take Home Pay as per request of employees/clients.			
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	All Employees			
Checklist of Requirements		Where to Secure		
Request Form (F-720401)		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Fills-out the request form	Receives the request form	None	1 minute	<i>Cashier II</i> Cashier's Office
	Prepares Certificate of Net Take Home Pay	None	6 minutes	<i>Cashier II</i> Cashier's Office
Receives the Certificate of Net Take Home Pay and signs in the logbook	Issues Certificate of Net Take Home Pay	None	1 minute	<i>Cashier II</i> Cashier's Office
Evaluates the service/s availed using the CSM Form and drops to the suggestion box located in the PACD	Asks client/s to evaluate the service/s availed	None	3 minutes	<i>Cashier II</i> Cashier's Office
	Total:	None	11 minutes	

EXTERNAL SERVICES

Name of Service:	COLLECTION OF FEES - EXTERNAL			
Description of the Service:	This is the process of ensuring accurate collection process from external clients			
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	Graduates, Canteen Tenants and Other External Clients			
Checklist of Requirements		Where to Secure		
Assessment Form		Accounting Office		
Document Request Form		Registrar's Office		
Payment Slip		Business Office/Clinic/Auxiliary Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Presents Assessment Form/Document Request Form/Identification Card or duly accomplished Payment Slip	Receives Assessment Form/Document Request Form/Identification Card or duly accomplished Payment Slip	Please refer to the Schedule of Fees	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Pays amount indicated in the Payment Slip	Receives and Counts the Money Prints the Official Receipts	Please refer to the Schedule of Fees	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Receives Official Receipt and change	Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Cashier II Cashier's Office or Cashier I/Cashier's Staff Cashier's Office
	Total:	Please refer to the Schedule of Fees	6 minutes	

Name of Service:	RELEASING OF CHECKS – EXTERNAL			
Description of the Service:	This is the process of ensuring validity, and propriety of claim based on the approved disbursement voucher			
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	Suppliers and Other Government Agencies			
Checklist of Requirements		Where to Secure		
Any Valid ID (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)		Issuing agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Presents any Valid ID	Requires Client to sign in the received payment box of the disbursement vouchers	None	1 minute	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
Signs in the received payment box of the disbursement vouchers	Requires Client to Issue Official Receipt	None	1 minute	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
Issues Official Receipt	Issues the Check	None	1 minute	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
Receives the check and evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	<i>Cashier II</i> Cashier's Office or <i>Cashier I/Cashier's Staff</i> Cashier's Office
	Total:	None	6 minutes	

CAMPUS CLINIC

INTERNAL SERVICES

Name of Service:	MEDICAL CONSULTATION, EXAMINATION AND COUNSELING			
Description of the Service:	This is the process of attending medical concerns (consultation, examination and counseling) of CSU students and employees			
Office or Division:	Campus Clinic			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists the client in signing the logbook	None	1 minute	<i>Nurse</i> Campus Clinic
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	5 minutes	<i>Nurse</i> Campus Clinic
3. Subjects the client for initial physical examination.	3. Gets vital signs.	None	3 minutes	<i>Nurse</i> Campus Clinic
4. Subjects the client for medical examination.	4. Conducts a thorough history and physical examination	None	10 minutes	<i>Nurse</i> Campus Clinic
5. Receives initial dose of medicine for the temporary relief of symptoms	5. Dispenses initial dose of medicine.	None	2 minutes	<i>Nurse</i> Campus Clinic
	For cases requiring further medical evaluation and management referral form is issued and client is advised to go to hospital/clinic.	None	5 minutes	
6. Receives health teaching from the campus nurse.	6. Provides health teaching to the patient.	None	5 minutes	<i>Nurse</i> Campus Clinic
Total:		NONE	31 MINUTES	

Name of Service:	FIRST AID TREATMENT			
Description of the Service:	This is the process of attending immediate medical attention/treatment of CSU students or employees			
Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalizes chief Complaints <i>if able</i>	1. Takes vital signs. Performs brief and concise history taking and physical examination.	None	3 minutes	<i>Nurse</i> Campus Clinic
2. Receives First aid treatment	2. Provides the emergency treatment and nursing care. In emergency situations requiring immediate medical attention, the adviser or relative is notified. While awaiting a response, a referral form is completed and issued.	None	15 minutes	<i>Nurse</i> Campus Clinic
3. Receives health teaching from the campus nurse	3. Provides health teaching	None	2 minutes	<i>Nurse</i> Campus Clinic
4. If the client is able, he/she signs in the logbook. If not ask the companion to sign in his/her behalf.	4. Assists the client or companion in the signing of logbook.	None	1 minute	<i>Nurse</i> Campus Clinic
Total:		None	21 Minutes	



Name of Service:	REQUEST FOR EXCUSE SLIP			
Description of service:	This is a process of attending to clients who need to be excused from classes due to illness.			
Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	Assists the client in signing the logbook	None	1 minute	<i>Nurse</i> Campus Clinic
2. Verbalizes the chief complaint that serves as the basis for the request of excuse slip.	Asks series of questions pertaining to chief complaints of the patients.	None	5 minutes	<i>Nurse</i> Campus Clinic
3. Subjects the client for physical assessment.	Gets vital signs and conducts health history and physical assessment.	None	15 minutes	<i>Nurse</i> Campus Clinic
	Prepares two copies of the excuse slip, indicating the reason for issuance. The client is then instructed to have the receiving copy signed by subject teachers and return it to the campus clinic for filing.		15 minutes	<i>Nurse</i> Campus Clinic
4. Returns the signed receiving copy of Excuse Slip.	Provides health teachings that aid in faster recovery from illness.	None	5 minutes	<i>Nurse</i> Campus Clinic
5. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Nurse</i> Campus Clinic
Total:		None	44 Minutes	

GENERAL SERVICES OFFICE

INTERNAL SERVICE

Name of Service:	REQUEST FOR CARPENTRY, ELECTRICAL, AIR-CONDITIONING UNIT REPAIR, AND PLUMBING SERVICES			
Description of service:	This is the process of attending to requests for repair/maintenance of facilities in the campus.			
Office or Division:	General Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may Avail:	Faculty Members, Administrative Personnel, Student Leaders			
Checklist of Requirements		Where to Secure		
Job Order Request Form		General Service Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure request form at the Campus GSO.	1. Instructs the client to fill out the request	None	3 minutes	General Services Officer
2. Submits accomplished request form.	2. Receives and reviews the request form	None	2 minutes	General Services Officer
	3. Approves the request.	None	1 minute	General Services Officer
	4. Sends/delivers the request form to the	None	5 minutes	General Services Officer
	5. Conducts the Inspection and lists the materials needed. Forwards the list of materials needed to the GSO.	None	20 minutes	Technical Working Group
	6. Prepares and forwards the list of materials needed to the GSO.	None	15 minutes	Technical Working Group
	7. Reviews and verifies the availability of materials needed for	None	5 minutes	General Services Officer
	8. If materials are available, GSO will issue job deployment to the personnel who will do the maintenance work.	None	3 minutes	General Services Officer

	9. If not available, the materials will be purchased and wait for the materials to	None	21 days	Supply Officer
	10. Performs the job as specified in the job	None	10 days	CARPENTER/PLUMBER/AIRCON TECH/
3. Verifies and inspects the completed work	11. Once completed, the GSO inspects the work	None	10 minutes	General Services Officer
4. After completing the requested work, accomplishes the CSM Survey Form and drop it in the designated drop box located in the PACD.	12. Asks the client to accomplish the CSM Survey Form.	None	3 minutes	General Services Officer
	Total	None	<p>If materials are available: 10 days, 1 hr., & 7 mins.</p> <p>If materials are not available: 31 days, 1 hour, & 7 mins.</p>	

GUIDANCE AND COUNSELING OFFICE

INTERNAL SERVICES

Name of Service:	COUNSELING SERVICE			
Description of Service:	This is the process of providing guidance services to students for the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.			
Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	1. Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	5 minutes	<i>Guidance Counselor</i> CCSO
2. Undergoes the counseling session	2. Conducts counseling	None	1 hour	<i>Guidance Counselor</i> CCSO
3. Signs in the office logbook	3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable Assists in signing the office logbook Files Intake Form	None	10 minutes	<i>Guidance Counselor</i> CCSO
4. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Guidance Counselor</i> CCSO
Total:		None	1 hour and 18 minutes	

Name of Service:	REFERRAL SERVICE			
Description of Service:	This is the process of providing assistance to the entire academic community. Students/clients who are deemed to be in need of guidance and counseling assistance are referred to the counselor for help. If needed, referrals are also made to external consultants/experts handling cases beyond the ability of the counselor to handle.			
Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may Avail:	Internal: Members of the academic community and students External: Guidance Counselor			
Checklist of Requirements		Where to Secure		
Referral Form		Counseling and Career Services Office (CCSO) and Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	Talks with the referring party about the referral	None	5 minutes	<i>Guidance Counselor</i> CCSO
2. Referred party undergoes the counseling session	Conducts counseling Terminates the counseling or conducts follow up session, or refers client to expert, whichever is applicable Files Intake Form	None	1 hour	<i>Guidance Counselor</i> CCSO
3. Signs in the office logbook	Assists in signing the office logbook	None	10 minutes	<i>Guidance Counselor</i> CCSO
4. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Guidance Counselor</i> CCSO
Total:		None	1 hour 18 minutes	

Name of Service:		INITIAL INTERVIEW		
Description of Service:		This is the process of conducting initial interview to establish relationship/contact between the Counselor and the student.		
Office or Division:		Counseling and Career Services Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		New students		
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the office for the scheduled Initial Interview	Assists the students in filling out the Initial Interview Form.	None	2 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
2. Fills out the Initial Interview Form	Guides in filling out the form and interviews the student Files the accomplished initial interview form	None	15 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
3. Evaluates the service rendered and signs in the attendance Sheet	Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	None	10 minutes	<i>Guidance Counselor</i> CCSO
4. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Guidance Counselor</i> CCSO
Total:		None	30 minutes	

Name of Service:		EXIT INTERVIEW		
Description of Service:		This is the process of conducting exit interview to outgoing students to give assistance specifically in relation to their choices whether to drop or transfer.		
Office or Division:		Counseling and Career Services Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students who are dropping or transferring		
Checklist of Requirements			Where to Secure	
N/A			N/A	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	Assists the students in filling-out the Exit Interview Form.	None	2 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
2. Fills out the form	Guides in filling out the form and interviews the student Files the accomplished exit interview form	None	10 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
3. Evaluates the service rendered and signs in the office logbook	Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	None	10 minutes	<i>Guidance Counselor</i> CCSO
4. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Guidance Counselor</i> CCSO
Total:		None	25 minutes	

Name of Service:	TERMINAL INTERVIEW			
Description of Service:	This is the process of assessing over-all stay and experience of the graduating students in the university.			
Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduating students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the office for the terminal interview	Provides and instructs the student to fill-out the interview form	None	2 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
2. Fills out the form	Guides in filling out the form and interviews the student Files the accomplished terminal interview form	None	10 minutes	<i>Guidance Counselor</i> CCSO <i>Assistant Guidance Staff</i> CCSO
3. Evaluates the service rendered and signs in the attendance Sheet	Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	None	10 minutes	<i>Guidance Counselor</i> CCSO
4. Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>Guidance Counselor</i> CCSO
Total:		None	25 minutes	

HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES

Name of Service:	REQUEST OF CERTIFICATE OF EMPLOYMENT			
Description of the Service:	This is the process of issuing a certificate of employment to employees and former employees			
Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Employees and Former Employees			
Checklist of Requirements		Where to Secure		
Document Request Form		Human Resource Management Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Fills up the HRMO Request Form	Receives the Request Form	None	15 minutes	HRMO or Staff
Client waits as HRMO or Staff prepares the document	HRMO or Staff checks with Records Officer the details of Employment of the Employee based on the 201 File	None	30 minutes	HR Staff and Records Officer
	HR Staff prepares the Certificate	None	15 minutes	HR Staff
Client waits as HRMO signs the document	Campus HRMO rechecks, verifies, and signs the Certificate of Employment	None	15 minutes	HRMO
Client waits as CEO signs the document	CEO Approves the Certificate of Employment	None	15 minutes	CEO
Client fills the Client Satisfaction Survey	Requests the client to evaluate the service availed	None	3 minutes	HR Staff
	Total:		1 hour and 33 minutes	

Name of Service:	REQUEST FOR CERTIFICATE OF LEAVE CREDITS			
Description of the Service:	This is the process of issuing a certificate of leave credits.			
Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Employees and Former Regular Employees			
Checklist of Requirements		Where to Secure		
Document Request Form		Human Resource Management Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Fills up the HRMO Request Form	Receives the Request Form	None	15 minutes	HR Staff
Client waits as HRMO or Staff prepares the document	HR Staff checks with Records Officer the details of Leave Credits of the Employee based on the Leave Cards	None	1 hour	HR Staff and Records Officer
	HR Staff prepares the Certificate	None	15 minutes	HR Staff
Client waits as HRMO signs the document	Campus HRMO rechecks, verifies, and signs the Certificate of Leave Credits	None	15 minutes	HRMO
Client waits as CEO signs the document	CEO Approves the Certificate of Leave Credits	None	15 minutes	CEO
Client fills out the Client Satisfaction Survey	Asks client to evaluate the service availed	None	3 minutes	HR Staff
	Total:		2 hours and 3 minutes	

Name of Service:	REQUEST FOR LETTER OF INTRODUCTION			
Description of the Service:	This is the process in the in the issuance of letter of introduction for new employees			
Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Employees			
Checklist of Requirements		Where to Secure		
Document Request Form		Human Resource Management Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
Fills up the HRMO Request Form	Receives the Request Form	None	15 minutes	HR Staff
Client waits as HRMO or Staff verifies the document	HRMO Staff checks with HR Files and Records the details of Employment of the Employee	None	30 minutes	HR Staff and Records Officer
Client waits as HRMO signs the document	HRMO rechecks, verifies and signs the document	None	15 minutes	HRMO
Client fills the Client Satisfaction Survey	Requests the client to evaluate the service availed	None	3 minutes	HR Staff
	Total:		1 hour and 3 minutes	

LIBRARY

INTERNAL SERVICES

Name of Service:		ISSUANCE OF LIBRARY CARD		
Description of the Service:		This covers the process of issuance of Library Identification Card.		
Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Students & Transferees		
Checklist of Requirements		Where to Secure		
Google form		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Scans the QR code and fills out the information needed.	1.1. Views the responses in the Google Sheets.	None	5 minutes	<i>Librarian / Library Staff In-charge</i>
	1.2. Copies the needed information and prints the Library Identification Card.	None	2 days	<i>Librarian / Library Staff In-charge</i>
2. Signs in the logbook for the issuance of borrower's card.	Issues the Library Identification card.		1 minute	<i>Librarian / Library Staff In-charge</i>
	Note: In case of lost, issues a Payment Order Form and instructs the client to pay 50.00 to the Cashiers Office and presents the Official Receipt to the librarian/ staff in-charge. Then proceed to step 1.2.	50.00		
3. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>

Total	P 50.00, in case of lost	2 days and 9 minutes	
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Name of Service:	CIRCULATION – BORROWING OF LIBRARY MATERIALS			
Description of the Service:	This covers the process of lending library materials.			
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, and Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Searches the library material using the Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	Assists the client in locating the library material/s using the OPAC.	None	3 minutes	<i>Client</i>
2. Locates the material on the shelf, seeks assistance from the librarian/staff if needed.		None	2 minutes	<i>Librarian / Library Staff In-charge</i>
3. Presents the library material together with the Library Identification Card to the Librarian/Staff.	Checks out the library material to the name of the client utilizing the Library Automated System / Logbook.	None	2 minutes	<i>Librarian / Library Staff In-charge</i>
4. Leaves the library identification card.	Issues the library material to the client.		30 seconds	<i>Librarian / Library Staff In-charge</i>
5. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
Total:		None	10 Minutes & 30 seconds	

Name of Service:	CIRCULATION – RETURNING OF LIBRARY MATERIALS			
Description of the Service:	This covers the process of returning borrowed library material/s.			
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, and Researchers			
Checklist of Requirements		Where to Secure		
Book		Library – Circulation Services		
Payment Order Form (If overdue)		Library – Circulation Services		
Official Receipt (if overdue)		Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the borrowed library material to the Librarian/Staff.	Inspects and checks in the library material utilizing the Library Automated System / Logbook.	None	2 minutes	<i>Librarian / Library Staff In-charge</i>
2. Waits for the processing of the service.	Verifies the due date of the borrowed library materials; If overdue, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.	None	1 minute	<i>Librarian / Library Staff In-charge</i>
3. Claims the Library Identification Card.	Returns the library materials in its proper shelves.	None	1 minute	<i>Librarian / Library Staff In-charge</i>
4. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
Total:		None	7 Minutes	

Name of Service:		INTERNET/E-LIBRARY SERVICES		
Description of the Service:		This covers the procedure in utilizing the computer units and available e-resources in the Internet section.		
Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Students, Faculty Members, Administrative Personnel, Administrators, and Researchers		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Logs the "time in" in the attendance record and leaves the library identification card at the counter.	Receives the library identification card.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
2. Looks for a vacant unit and utilize it, maximum for 45 minutes a day		None	30 seconds	<i>Client</i>
3. Upon exit, Logs the "time out" in the attendance record.	Returns the library identification card.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
4. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
Total:		None	4 minutes & 30 seconds	

Name of Service:		BORROWING FURNITURE AND EQUIPMENT		
Description of the Service:		This covers the process of lending furniture and equipment of the library.		
Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Students, Faculty Members, Administrative Personnel, Administrators		
Checklist of Requirements		Where to Secure		
Library Identification Card / School ID		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out the furniture and equipment Log sheet	Receives the library identification card.	None	1 minute	<i>Client</i>
2. Receives and file the form.		None	30 seconds	<i>Librarian / Library Staff In-charge</i>
3. Pull-out the furniture or equipment		None	3 minutes	<i>Client</i>
3. Returns the materials they borrowed	Returns the library identification card.	None	3 minutes	<i>Librarian / Library Staff In-charge</i>
4. Fills out the Client Satisfaction Survey	Gives the CSM form to the client.	None	3 minutes	<i>Client</i>
Total:		None	10 minutes and 30 seconds	

OFFICE OF STUDENT DEVELOPMENT AND WELFARE

INTERNAL SERVICES

Name of Service:		APPLICATION OF EMPLOYEES' GRANT		
Description of the Service:		This is the process of facilitating student application for Employees' Grant.		
Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C–Government-to-Citizen		
Who may Avail:		Children of CSU Employees/Regular CSU Employees enrolled in the Graduate School, College of Law and College of Medicine		
Checklist of Requirements		Where to Secure		
Doc.1-Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 -Photocopy of Enrolment/Assessment form(1copy)		CSU/Registrar's Office		
Doc. 3 -Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)		CSU/Records Office/Human Resource Office		
Doc.4 -Photocopy of School ID		CSU/IMC Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/Client Logbook	1. Gives the Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW Coordinator /OSDW Staff
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2.Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	OSDW Coordinator /OSDW Staff
3.Presents the original copy of Enrolment/ Assessment Form	3.1. Stamps the original copy of Enrolment/ Assessment Form 3.2. Files the Scholar Data Form and the	None	5 minutes	OSDW Coordinator /OSDW Staff

	documentary requirements			
4. Presents Assessment Form.	3.3. Receives copy of Assessment Form from the student	None	1 minute	<i>Assessment Clerk Accounting Office</i>
5. Waits for the processing of the service.	3.4. Makes the proper adjustment on the student ledger.	None	5 minutes	<i>Assessment Clerk Accounting Office</i>
6. Receives the (1) copy of Discounted Form	3.5. Gives the discounted Assessment Form	None	1 minute	<i>Assessment Clerk Accounting Office</i>
7. Presents the discounted Assessment Form	3.6. Checks the discounted Assessment Form	None	1 minute	<i>OSDW Staff</i>
8. Accomplishes the CSM Form	3.7. Requests the client to accomplish the CSM Form	None	3 minutes	<i>OSDW Staff</i>
Total:		None	36 minutes	

Name of Service:		RELEASE OF INTERNALLY FUNDED GRANTS (FINANCIAL INCENTIVE PROGRAM)		
Description of the Service:		This is the process of releasing financial assistance of students for the Financial Incentive Program (Academic Grant, PWD Incentive, USCF Grant, Campus Publication Grant, Athletic Grant, Culture and Arts Grant)		
Office or Division:		Office of Student Development and Welfare		
Classification:		Complex		
Type of Transaction:		G2C–Government-to- Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		Where to Secure		
Doc.1- Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc.2- Latest Certification of grades with GWA (1 copy)		CSU/Registrar's Office		
Doc. 3 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc.4- Photocopy of School ID (1 copy)		CSU/IMC Office/Registrar's Office		
Doc.5–Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Visitor's/ Client Logbook	1.Determines the Financial Incentive Program applied for; Gives Scholar Data Form and provides Checklist of the documentary requirements	None	5 minutes	OSDW Coordinator/ OSDW Staff
2.Fills out the Scholar Data Forms and submits the duly accomplished	2. Receives and checks the completeness/ correctness of the accomplished Scholar Data	None	15 minutes	OSDW Coordinator/ OSDW Staff

Scholar Data Form and documentary requirements	Form and documents submitted.			
3. Waits until the financial documentary requirements have been processed and submitted	3.1. Prepares Payroll and Disbursement Voucher	None	(3 working days after the application period)	<i>OSDW Coordinator/ OSDW Staff/ Senior Bookkeeper</i>
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	<i>OSDW Coordinator</i>
	3.3. Forwards the payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	5 minutes	<i>Senior Bookkeeper</i>
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	5 minutes	Budget Officer
	3.5. Receives and signs the Obligation Request	None	2 minutes	<i>OSDW Staff</i>
	3.6. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	<i>OSDW Staff Budget Officer</i>
4.a Disbursement Procedures Thru LBP We Access				
	Receives approved disbursement vouchers (2 copies); Obligation request and supporting documents	None	1 minute	Cashier and cashier's Staff

	Verifies signatories in the Approved disbursement vouchers	None	2 minutes	Cashier and cashier's Staff
	Prepares Payroll Register using LBP FinDES and save it as text file. Prints the Payroll Register. Ensures that the total is the same as the approved payroll.	None	30 minutes	Cashier and cashier's Staff
	Signs the Payroll Register	None	2 minutes	Cashier II
	Forwards the Payroll Register to the authorized signatories.	None	3 minutes	OSDW Coordinator, Registrar, CEO
	Logs in to the LBP we access and upload the created payroll register text file for authorization and approval	None	2 minutes	Cashier II
	Prints the Transaction Acknowledgement, Debit Memo and Report on Successful Transactions	None	2 minutes	Cashier II
	Informs the OSDW Coordinator once uploaded to the bank accounts is done.	None	1 minute	Cashier and cashier's Staff
4.b.Disbursement Procedure Thru Cash Advance				
	Receives check and supporting documents	None	1 minute	Cashier and cashier's Staff
	Prepares pay slip based on the payroll	None	30 minutes	Cashier and cashier's Staff

	Encashes check in the authorized bank and counts the money	None	1 hour	Cashier and cashier's Staff
Waits for the information to receive Cash	Informs the payees through calls/text messages	None	3 minutes	Cashier and cashier's Staff
Submits Valid ID or authorization letter and I.D. of the person authorized to claim/receive	Requires and receives the payees to present valid I.D. or authorization letter and I.D. of the person given authority to claim.	None	3 minutes	Cashier and cashier's Staff
Signs the Payroll	Requires payees to sign the signature portion of the payroll	None	2 minutes	Cashier's Staff
Receives the cash grant	Pays the payee	None	1 minute	Cashier II

4.c. Disbursement Procedures through Check

Check Preparation				
	Receives approved disbursement vouchers (2 copies); Obligation request and supporting documents from Accounting Office	None	2 minutes	Cashier and cashier's Staff
	Verifies signatories in the Approved disbursement vouchers	None	1 minute	Cashier and cashier's Staff
	Prepares the check in 3 copies 1 st copy - Payor 2 nd copy -to be attached to the original DV 3 rd copy - to be attached to the duplicate DV	None	5 minutes	Cashier and cashier's Staff

	Records checks in the cash book	None	2 minutes	Cashier and cashier's Staff
	Forwards checks and disbursement vouchers to authorized officials for signature	None	4 minutes	Cashier and cashier's Staff
	Verifies the completeness of signature on the DV. Reviews the amount of check against the DV. Signs the check.	None	1 minute	Cashier and cashier's Staff
Releasing of Checks				
Receives information on the availability of checks	Informs the OSDW Coordinator /payees through call or text message that their check is ready for pick-up	None	2 minutes	Cashier and cashier's Staff (<i>OSDW Coordinator</i>)
Receives check	Requires the payee to present I.D., sign Box E of the DV and releases the check	None	5 minutes	Cashier and cashier's Staff
Accomplishes CSM Survey Form	Asks the client to accomplish the CSM Survey Form	None	3 minutes	<i>OSDW Staff</i>
	Total	None	a. Through LBP We Access: 3 days, 1 hr., 28 mins. b. Through Cash: 3 days, 2 hrs., 25 mins. c. Through Check: 3 days, 1 hr., 7 mins.	

Name of Service:		PROCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANTS (TES, TDP, PRIVATE SCHOLARSHIP/GRANT)		
Description of the Service:		This is the process of facilitating the release of financial assistance to grantees of externally funded grants.		
Office or Division:		Office of Student Development and Welfare		
Classification:		Complex		
Type of Transaction:		G2C–Government-to- Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		Where to Secure		
Doc. 1 - photocopy of Senior High School Card for first year students/Latest Certification of grades for 2 nd to 4 th year students (1 copy)		DEPED/Secondary School-Principal's Office CSU/Registrar's Office		
Doc. 2 -Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc.3-Colored Photocopy of School ID (1 copy)		CSU/IMC Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements	None	10 minutes	OSDW Coordinator/ OSDW Staff
2.Submits documentary requirements	2. Receives and checks the completeness/ correctness of documents submitted	None	15 minutes	OSDW Coordinator/ OSDW Staff
3. Waits until the financial documentary requirements have been processed and submitted	3.1. Prepares Payroll and Disbursement Voucher of grantees	None	(3 working days after the application period)	OSDW Coordinator/ OSDW Staff/ Senior Bookkeeper

	3.2. Signs the payroll and disbursement voucher	None	5 minutes	
	3.3. Forwards the payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	5 minutes	<i>Senior Bookkeeper</i>
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	5 minutes	Budget Officer
	3.5. Receives and signs the Obligation Request	None	2 minutes	<i>OSDW Staff</i>
	3.6. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	<i>OSDW Staff Budget Officer</i>
4.a Disbursement Procedures Thru LBP We Access				
	Receives approved disbursement vouchers (2 copies); Obligation request and supporting documents	None	1 minute	Cashier and cashier's Staff
	Verifies signatories in the Approved disbursement vouchers	None	2 minutes	Cashier and cashier's Staff
	Prepares Payroll Register using LBP FinDES and saves it as text file. Prints the Payroll Register. Ensures that the total is the same as the approved payroll.	None	30 minutes	Cashier and cashier's Staff

	Signs the Payroll Register	None	2 minutes	Cashier II
	Forwards the Payroll Register to the authorized signatories.	None	3 minutes	OSDW Coordinator, Registrar, CEO
	Logs in to the LBP we access and upload the created payroll register text file for authorization and approval	None	2 minutes	Cashier II
	Prints the Transaction Acknowledgement , Debit Memo and Report on Successful Transactions	None	2 minutes	Cashier II
	Informs the OSDW Coordinator once uploaded to the bank accounts is done.	None	1 minute	Cashier and cashier's Staff
4.b.Disbursement Procedure Thru Cash Advance				
	Receives check and supporting documents	None	1 minute	Cashier and cashier's Staff
	Prepares pay slip based on the payroll	None	30 minutes	Cashier and cashier's Staff
	Encashes check in the authorized bank and counts the money	None	1 hour	Cashier and cashier's Staff

Waits for the information to receive Cash	Informs the payees through call/text message	None	3 minutes	Cashier and cashier's Staff
Submit Valid ID or authorization letter and I.D. of the person authorized to claim/receive	Requires and receives the payees to present valid I.D. or authorization letter and I.D. of the person given authority to claim.	None	3 minutes	Cashier and cashier's Staff
Signs the Payroll	Requires payees to sign the signature portion of the payroll	None	2 minutes	Cashier's Staff
Receives the cash grant	Pays the payee	None	1 minute	Cashier II

4.c. Disbursement Procedures through Check

Check Preparation				
	Receives approved disbursement vouchers (2 copies); Obligation request and supporting documents from Accounting Office	None	2 minutes	Cashier and cashier's Staff
	Verifies signatories in the Approved disbursement vouchers	None	1 minute	Cashier and cashier's Staff
	Prepares the check in 3 copies 1 st copy - Payor 2 nd copy -to be attached to the original DV 3 rd copy - to be attached to the duplicate DV	None	5 minutes	Cashier and cashier's Staff

	Records checks in the cash book	None	2 minutes	Cashier and cashier's Staff
	Forwards checks and disbursement vouchers to authorized officials for signature	None	4 minutes	Cashier and cashier's Staff
	Verifies the completeness of signature on the DV. Reviews the amount of check against the DV. Signs the check.	None	1 minute	Cashier and cashier's Staff
Releasing of Checks				
Receives information on the availability of checks	Informs the OSDW Coordinator /payees through call or text message that their check is ready for pick-up	None	2 minutes	Cashier and cashier's Staff (OSDW Coordinator)
Receives check	Requires the payee to present I.D., signs Box E of the DV and releases the check	None	5 minutes	Cashier and cashier's Staff
Accomplishes CSM Survey Form	Asks the client to accomplish the CSM Survey Form	None	3 minutes	OSDW Staff
	Total	None	a. Through LBP We Access: 3 days, 1 hr., 33 mins. b. Through Cash: 3 days, 2 hrs., 30 mins. c. Through Check: 3 days, 1 hr., 12 mins.	

Name of Service:		CLAIMS FROM THE STUDENT MUTUAL AID FUND PROGRAM (SMAFP)		
Description of Service:		This is the process of facilitating the release of financial benefits from the student mutual aid fund.		
Office or Division:		Office of Student Development and Welfare		
Classification:		Complex		
Type of Transaction:		G2C–Government-to-Citizen		
Who may Avail:		Currently enrolled students		
Checklist of Requirements		Where to Secure		
Doc.1–Student Mutual Aid Fund Form (1 copy)		CSU-OSDW		
Doc. 2 - Photocopy of Enrolment/Assessment Form(1copy)		CSU-Registrar's Office		
Doc.3-Incident Report/Medical Abstract (for medical assistance) 1 (copy)		Deans/ PNP/Hospital		
Doc.4–Medical certificate (1 copy)		Hospital/Clinic		
Doc. 5 – Official receipts (for medical assistance)				
Doc.6-Death Certificate (for death claim) (1 copy)		PSA		
Doc.7-Photocopy of Birth Certificate (for death claim) (1 copy)		PSA		
Doc.8-Marriage Certificate (if deceased student is married) (1 copy)		PSA		
Doc.9–Special Power of Attorney of the legal guardian of the deceased student (1 copy)		Legal Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Client/Visitor's Logbook. Submits accomplished SMAP form and supporting documents for the claim	1. Receives and checks the completeness/ correctness of the accomplished SMAP Form and documents submitted	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW

2. Waits until the financial documentary requirements have been processed	2.1. Facilitates the affixing of signatures of the campus officials in the SMAP Form	None	10 minutes	OSDW Coordinator/ OSDW Staff
	2.2. Submits the accomplished SMAP Form at OSDW Central for processing through.	None	2 minutes	OSDW Coordinator/ OSDW Staff
	a. Online (Scanned Copy) b. Printed Copies		1 day	OSDW Coordinator/ OSDW Staff
Waits for the processing of claims	Informs the Applicant for the approval as the documents will be submitted to Central for verification and processing			OSDW Coordinator/ OSDW Staff
	2.3. Signs the SMAP Form	None	2 minutes	OSDW Director
	2.4. Forwards the SMAP Form to the University Clinic for assessment and signature		5 minutes	OSDW Central Staff
	2.5. Gets the signed SMAP form from the University Clinic	None	5 minutes	OSDW Central Staff
	2.6. Forwards the SMAP Form to the Office of the Director of Finance for signature	None	5 minutes	OSDW Central Staff
	2.7. Gets the signed SMAP form from the Office of the Director for Finance	None	5 minutes	OSDW Central Staff
	2.8. Forwards the SMAP Form to the Office of the University President for signature	None	5 minutes	OSDW Central Staff
	2.9. Gets the signed SMAP form from the Office of the President	None	5 minutes	OSDW Central Staff
	2.10. Prepares the disbursement voucher	None	5 minutes	OSDW Central Staff

	2.11. Signs the disbursement voucher	None	2 minutes	<i>OSDW Director</i>
3. Waits for the final notice from the OSDW regarding the release of medical assistance/death claim.	3.1 Informs OSDW Coordinator/ claimant/ guardian on the availability of check through text messages, messenger, or home visitation	None	20minutes	<i>OSDW Central Staff</i>
	3.2 Travel to Tuguegarao to receive the check/s (financial benefit)	None	1 day	<i>OSDW Coordinator OSDW Staff</i>
Receives the check	<ul style="list-style-type: none"> • Informs claimant/ guardian on the availability of check through text messages, messenger, or home visitation • prepares acknowledgement Form • Facilitates the affixing of signature of the campus officials in the acknowledgement Form 	None	5 minutes	<i>OSDW Coordinator OSDW Staff</i>
4. Accomplishes the CSM form	Requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>OSDW Staff</i>
	Total:	None	2 days, 1hour, and 29 minutes	

Name of Service:		ISSUANCE OF CERTIFICATIONS		
Description of Service:		This is the process of issuing certifications (good moral character, non- enjoyment of scholarship, others)		
Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C–Government- to-Citizen		
Who may Avail:		Current and graduated students		
Checklist of Requirements		Where to Secure		
Doc.1-Request Form for certification (1 copy)		CSU/OSDW		
Doc. 2 -Official Receipt (for certificate of good moral character)		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/Client Logbook	1.1. Gives the Request Form for Certification for request for Certification of Good Moral Character and other certifications	None	2 minutes	OSDW Coordinator/ OSDW Staff
2. Pays for the requested form	Receives payment a. Certification of Good Moral Character b. Other Certifications	30.00 None	5 minutes	Cashier
3.a. Fills out the Request Form 3.b. Facilitates the affixing of signature of the campus officials in the Form	3.1. Receives the accomplished Request Form and checks the OR	None	2 minutes	OSDW Coordinator/ OSDW Staff
	3.2 Checks the scholars' database and Checks files on disciplinary cases	None	2 minutes	OSDW Coordinator/ OSDW Staff
	3.3. Prepares the certification	None	5 minutes	OSDW Coordinator/ OSDW Staff
	3.4. Signs the Certification	None	2 minutes	OSDW Coordinator

4.Receives the Certification and the OR	4.1. Issues the Certification and gives back OR	None	1minute	<i>OSDW Coordinator/ OSDW Staff</i>
	4.2. Files the accomplished request form	None	2minutes	<i>OSDW Staff</i>
5. Accomplishes the CSM form	Requests the client to accomplish the CSM Survey Form	None	3 minutes	<i>OSDW Staff</i>
Total:		CGM: P30.00 Others: None	24 minutes	

OFFICE OF THE COLLEGE DEANS

INTERNAL SERVICES

Name of Service:		CONDUCT OF MAKE-UP CLASSES		
Description of Service:		This is the process of requesting the conduct of make-up classes to cover missed class sessions due to justifiable reasons.		
Office or Division:		Office of the College Deans		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Faculty Members		
Checklist of Requirements		Where to Secure		
Make-up Class Request Form		Office of the College Dean		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fills out the Make-Up Class Request Form.	Issues the Make-up Class Request Form to the faculty	None	3 minutes	Office Staff/Faculty assigned
2. Submits the accomplished Make-up Class Request Form to the Program Coordinator. (If the college has no Program Coordinator, skip this step)	<p>Receives the Make-up Class Request Form, reviews the date and time requested for make-up class vis-à-vis the availability of students and classrooms then sign the form for recommending approval.</p> <p>Approves and gives back the approved form for the request on the conduct of Make-up class.</p>	None	3 minutes	<p>Program Coordinator</p> <p>College dean</p>

3. Receives the approved request for make-up.		None	1 minute	Faculty
Accomplishes the CSM Form and drops it to the designated box.	Requests the client to accomplish the CSM Survey Form	None	3 minutes	Faculty
Total		None	10 minutes	

Name of Service:		PETITIONING OF COURSES		
Description of Service:		This is the process for the opening of petitioned courses for graduating and irregular students		
Office or Division:		Office of the College Deans		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Irregular students or those who are graduating within the school year and who have not completed all the course requirements needed for graduation.		
Checklist of Requirements		Where to Secure		
Request Form for Petitioned Courses		Office of the College Dean		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures and accomplishes the Request Form for Petitioned Courses.	Issues the Request Form for Petitioned Courses. Let the student sign in the Petition Course Log	None	3 minutes	Program Coordinator or Class Adviser
2. Submits the accomplished Request Form for Petitioned Courses	<p>The program coordinator reviews the accomplished Request Form for Petitioned Courses</p> <p>The College Dean peruses and approves the request .</p> <p>The Dean identifies a faculty member to teach the petitioned course.</p> <p>The identified faculty accepts the petitioned course as a load by affixing his or her signature in the form.</p>	None	7 minutes	Program Coordinator/ College Dean

3.Receives the Form and proceeds to the Accounting Office for the computation of the Petitioned Course Fee	Accounting Staff indicates the petitioned course fee to be paid by the student petitioning the course.	None	5 minutes	Accounting Staff
4.Submits a copy of the approved Request Form for Petitioned Courses with the computed fee to the College Dean	<p>The Dean advises the student to prepare the following documents for endorsement to the Campus Academic Coordinator:</p> <ul style="list-style-type: none"> - Letter addressed to the CEO requesting for the opening of the petitioned course. - Joint affidavit of voluntary contribution by the student and his/her duly notarized parents 	None	3 minutes	College Dean
5.Prepare and submits to the Dean the letter addressed to the CEO and the joint affidavits	<p>The Dean accepts and peruses the submitted documents</p> <p>The Dean prepares the Joint Affidavit of the Dean and the CEO</p> <p>The Dean endorses the set of documents to the Campus Academic Coordinator.</p> <p>The Campus Academic Coordinator checks the documents and countersigns before endorsing it to the Campus Executive Officer</p> <p>The Campus Executive Officer approves the request and signs in the Joint Affidavit of the Dean and the CEO.</p>	None	3 days	<p>College Dean</p> <p>Campus Academic Affairs Coord.</p> <p>CEO</p>



	<p>The Campus Academic Coordinator returns a copy of the approved request to the College Dean.</p> <p>The academic coordinator prepares endorsement to the VPAA for her approval.</p>			Campus Academic Affairs Coordinator
6.Receives the copy of the approved documents	<p>Issues a copy of the approved documents to the petitioning student.</p> <p>Incorporates the petitioned course as a load of the faculty and attaches a copy of the approved request in the faculty workload.</p> <p>Gives a copy of the approved request to the registrar.</p>	None	5 minutes	College Dean Registrar
7.Proceeds to enroll the approved petitioned course.	Assists the student in enrolling the petitioned course	None	10 minutes	College Enrolling Officer
Accomplishes the CSM Form and drops it to the designated box.	Requests the client to accomplish the CSM Survey Form	None	3 minutes	College Enrolling Officer
Total		None	3 days & 36 minutes	

Name of Service:		RECTIFICATION OF GRADES		
Description of Service:		This is the process of grade rectification by the faculty members due to errors committed in the computation/ entry in the student's grade		
Office or Division:		Office of the College Deans		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students who seek rectification of grades from faculty members concerned.		
Checklist of Requirements		Where to Secure		
Request Form for Rectification of Grades		Office of the College Dean		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Writes a letter or approaches the faculty member to verify about a grade received.	Faculty member verifies from the class record the grade given to the student and presents the computation of the grade given.	None	5 minutes	Faculty concerned
2.Shows evidences on hand to prove claim (i.e. returned quizzes, examination papers, graded projects, etc.)	<p>The faculty reconciles his/her records with the student's evidences</p> <p>If found meritorious, the faculty secures a copy of Grade Rectification Form from the Office of the College Dean.</p> <p>The faculty concerned fills-out the rectification form and explains to the College Dean the reason for rectifying the grade submitted.</p> <p>The Dean peruses the request and the evidence of the faculty and student, the approves the rectification form by affixing his/her signature.</p>	None	7 minutes	<p>Faculty concerned</p> College Dean

3. Waits for the grade to be rectified in the IAS	The faculty member submits to the Registrar's Office the approved copy of rectification form for posting.	None	5 minutes	Faculty concerned Registrar
Accomplishes the CSM Form and drops it to the designated box.	Requests the client to accomplish the CSM Survey Form	None	3 minutes	College Dean
Total		None	20 minutes	

Name of Service:		BORROWING AND RETURNING OF EQUIPMENT, TOOLS, FURNITURE ETC.		
Description of Service:		This is the process on borrowing and returning of properties in the college.		
Office or Division:		Office of the College Deans		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students, Faculty and Staff		
Checklist of Requirements		Where to Secure		
Borrower's Slip/Form		Office Custodian/ Faculty- in-charge		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fills out and signs a Borrower's Slip in triplicate copy and hand it to the Custodian at least 2 hours before the equipment and/or materials are to be used.	Assists the client in filling-out the borrower's slip	None	5 minutes	Custodian/Person-in-charge
2. Submits the filled-out borrower's slip to the custodian	Receives, checks the list, and signs the borrower's slip, then prepares the requested equipment and/or materials	None	15 minutes	Custodian
3. Receives and checks the requested equipment and/or materials	Logs the requested materials in the borrower's log book and prepares the requested equipment and/or materials.	None	2 minutes	Custodian
4. Returns the borrowed equipment and/or materials after use	Receives and checks the returned equipment and/or materials	None	10 minutes	Laboratory Custodian
	Reflects on the Borrower's Log Book that borrowed equipment and materials are returned and record whether the borrowed equipment/materials are	None	2 minutes	

	returned in good condition with the corresponding date.			
Accomplishes the CSM Survey Form and drops it to the designated drop box	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	Laboratory Custodian
Total		None	37 minutes	

Name of Service:		ADVISING OF IRREGULAR STUDENTS		
Description of Service:		This is the process in advising transferees and irregular students preceding enrollment.		
Office or Division:		Office of the College Dean		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Irregular Students, Shiftees, Transferees, Returnees		
Checklist of Requirements		Where to Secure		
Student Identification		Office of the Registrar		
Copy of Grades		Office of the Registrar		
Admission Requirements:				
CAT Result		Admission Office		
Copy of Grades / Transcript of Records / Honorable Dismissal		Office of the Registrar / Previous School Records / College Records		
Proof of Income of Parents / ITR		BIR/ Employer of Parents		
Certificate of Indigency		Barangay where client permanently resides		
OWWA Certificate		OWWA		
4Ps ID		DWSD		
Birth Certificate / Marriage Certificate (for married students)		PSA		
Advising Form/ Enrollment Form		Office of the College Dean		
Student Contract on RA 10931		Office of the College Dean		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Presents a copy of school ID and/or pertinent school records with admission requirements	Checks and evaluates admission requirements and / or school records vis-à-vis curriculum - Gives the student the advising/ enrollment form indicating courses to be enrolled - Gives and explains the Student Contract for RA 10931 (if applicable)	None	20 minutes	Advising Faculty Member / College Dean
2.Fills out the advising/enrollment form and the Student Contract for RA 10931 (if applicable) - Submits documents	Receives, reviews, and signs the advising/enrollment form, then endorses the Student Contract for RA 10931 for the Dean's signature	None	15 minutes	Advising Faculty Member / College Dean

3.Receives documents and submits to the Dean for signing	Signs the Student Contract for RA 10931 - Advises the client to proceed to the Office of the Registrar for the completion of the enrollment process.	None	3 minutes	College Dean
Accomplishes the CSM Form and drops it to the designated box.	Asks/requests the client to accomplish the CSM Survey Form	None	3 minutes	College Dean
Total		None	41 minutes	

REGISTRAR'S OFFICE

INTERNAL SERVICES

Name of Service:	ENROLMENT OF CONTINUING STUDENTS			
Description of Service:	This is the process of enrolling students who are previously enrolled in the University register and officially continue their studies in subsequent academic semesters.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Old Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Advising Form - 1 original copy	Office of the College Deans – CSU			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplishes the advising form	Evaluates the record of the student and signs the advising form	None	5 minutes	College Department
2. Submits the advising form at the Registrar's Office counter.	Reviews and verifies the documents.	None	3 minutes	Registrar's Enrollment Officer
3. Secures the assessment slip of the enrollment confirmation.	Registers the information and program course in the system and provides the assessment slip with a stamped mark "OFFICIALLY ENROLLED".	None	3 minutes	Registrar's Enrollment Officer
4. Receives two (2) copies of the assessment slip and sign in the record logbook.	Releases the assessment slip and instructs the students to submit one copy to the respective college for official records, while retaining another copy for personal reference.	None	2 minutes	Registrar's Enrollment Officer
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Enrollment Officer
TOTAL		None	16 minutes	

Name of Service:		ISSUANCE OF CERTIFICATIONS		
Description of Service:		This is the process of providing a second or duplicate copy of an official document containing a student's academic record. These certifications serve as formal proof of a student's academic achievements. They may include documents such as Certificates of Grades, Enrollment, Graduation, Latin Honor, Class Ranking, General Weighted Average (GWA), Medium of Instruction (MOI), and Authenticity.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Graduates/Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		CSU Graduates/Students		
Valid I.D.		Government-issued I.D.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issues Official Receipt	Certifications: Grades: ₱30.00 Enrollment: ₱30.00 Graduation: ₱120.00 Latin Honor: ₱120.00 Authenticity of Documents: ₱120.00 GWA: ₱120.00	2 minutes	Cashier
3. Submits accomplished DRF and Official Receipt together with the requirements	Receives the accomplished document request form and other requirements.	None	2 minutes	Registrar's Records Custodian
4. Receives the Certification with a dry seal and sign in the record logbook.	Prepares and releases the Certification with a dry seal.	None	5 minutes	Registrar's Records Custodian

5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		Grades: ₱30.00 Enrollment: ₱30.00 Graduation: ₱120.00 Latin Honor: ₱120.00 Authenticity of Documents: ₱120.00 GWA: ₱120.00	13 minutes	

Name of Service:		ADDING/CHANGING/DROPPING OR CANCELLING OF COURSE		
Description of Service:		This is the process of adding, changing, dropping, or cancelling of course within one (1) week from the first day of class, provided it is approved by the college dean. This process is only applicable within the current semester and must comply with the institution's academic policies and guidelines.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Adding/Dropping/Cancelling Form (ADC)		Registrar's Office		
Official Receipt		Cashier's Office		
School I.D.		Bring your school ID		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Adding/Dropping/Cancelling Form(ADC).	Issues ADC and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issue Official Receipt	₱20.00 per subject	2 minutes	Cashier
3. Submits the accomplished adding, canceling, and dropping of the subject's form to the Registrar's Office.	Receives and verifies the document for approval by the registrar. If approved: Updates the record in the system and prints the updated assessment document.	None	5 minutes	Registrar's Records Custodian
4. Receives the approved request form and updated assessment form.	Releases two (2) copies of the ACD Form (one for the student and one for the College) and assessment document.	None	2 minutes	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian



TOTAL	Php 20/subject	13 minutes	
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Name of Service:		COMPLETION OF GRADES		
Description of Service:		Refers to the process of resolving and finalizing grades that have been marked as "incomplete" for a particular student. An incomplete grade is typically assigned when a student has not completed all the required coursework or assessments by the end of the academic term or course. The INC must be completed within 1 year from its accumulation.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form – 3 original copies		Registrar's Office		
Official Receipt		Cashier's Office		
School ID		Students		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure completion form	Issues Completion Form to be accomplished by the client and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceed to the cashier's office for payment.	Collect payment and issue Official Receipt	₱30.00	2 minutes	Cashier
3. Submit the accomplished and approved Completion Form and official receipt at the Registrar's Office.	Reviews, approves and signs all 3 copies of the Completion Form. Updates the academic record of the student in the system.	None	5 minutes	Registrar's Records Custodian
4. Receive the two (2) copies of the approved Completion Form and sign in the record logbook.	Releases the approved Completion Form. Instructs the client to submit 1 copy to the College Dean.	None	2 minutes	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		₱30.00	13 minutes	

Name of Service:		REQUEST FOR RECTIFICATION OF GRADES		
Description of Service:		This is the process of correcting or adjusting grades where a faculty makes an error in recording or computing a student's academic grade. Grade rectification is valid solely if the faculty member has mistakenly entered an incorrect grade on the grading sheet or miscalculated the final grade. Any request for rectification must be supported by class records and computation as evidence of the error and must follow the institution's established guidelines and approval procedures.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for rectifying a grade by the instructor (duly Approved by the Dean) with attached updated grade sheet.		Faculty		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the required documents to the Registrar's Office.	Receives and verifies the document for approval by the registrar. If approved: Updates the record in the system and prints an updated Certification of Grades for the students.	None	10 minutes	Registrar's Records Custodian
2. Signs the record logbook.	Releases the updated Certification of Grades to the student.	None	2 minutes	Registrar's Records Custodian
3. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		None	15 minutes	

Name of Service:		DROPPING OUT		
Description of Service:		This refers to the process of withdrawing or discontinuing enrollment in all courses for a specific academic semester. A student may be allowed to drop from a course before the midterm examination within the enrolled semester.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Drop-out Form – 4 original copies		Registrar's Office		
Assessment slip (copy of the college & student)		College Department and Students		
School ID		Students		
Terminal Clearance if SOA needs to be settled		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures the dropping-out form at the Registrar's Office.	Provides copies of the Drop-out Form and instructs the client to complete the form.	None	1 minute	Registrar's Records Custodian
2. Submits the accomplished and approved Drop-out Form at the Registrar's Office.	Reviews, approves and signs all copies of the Drop-out Form. Updates the academic record of the student.	None	10 minutes	Registrar's Records Custodian
3. Receives the three (3) copies of the approved Drop-out Form.	Releases approved copies of the Drop-out Form. Instructs the client to submit each approved copy to the Guidance and Dean.	None	1 minute	Registrar's Records Custodian
4. Returns the assessment slip and school ID to the Registrar's Office and sign in the record logbook.	Receives the slip and school ID.	None	1 minute	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		None	16 minutes	

EXTERNAL SERVICES

Name of Service:	ENROLLMENT OF FRESHMEN STUDENTS			
Description of Service:	This process is for new or incoming first-year students and involves several steps, including submitting applications, providing required documents, selecting courses, paying fees, and obtaining official enrollment status.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Incoming first year students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Admission Test Result - original copy	Admissions Office – CSU			
PSA Birth Certificate-1 copy (Original or authenticated)	Philippine Statistics Authority (PSA)			
Form 138/ Senior High school Card -1 original copy	Senior High School last attended			
Good Moral Certificate original copy				
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile form.pdf or get a copy from the admitting department/College			
Advising Certificate/Form - 1 original copy	Admitting College/ Department – CSU			
Marriage certificate (if married) - original or authenticated copy	Philippine Statistics Authority (PSA)			
Long brown envelope				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the College Department for an interview and evaluation. If advised, proceeds to the Registrar's Office with the requirements for enrollment.	Evaluates the documents of the student and signs the advising form	None	10 minutes	College Department
2. Submits all required documents at the designated Registrar's Office counter.	Reviews and verifies the documents and registers the information and program course in the system.	None	5 minutes	Registrar's Enrollment Officer
3. Secures the assessment slip of the enrollment confirmation.	Confirms enrollment and provides the assessment slip with a stamped mark "OFFICIALLY ENROLLED".	None	3 minutes	Registrar's Enrollment Officer

4. Receives two (2) copies of the assessment slip.	Releases the assessment slip and instructs the students to proceed to the assessment office to get assessment and to submit one copy to the respective college for official records, while retaining another copy for personal reference.	None	2 minutes	Registrar's Enrollment Officer
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Enrollment Officer
TOTAL		None	23 minutes	

Name of Service:	ENROLMENT OF TRANSFEREES			
Description of Service:	This is the process by which students transfer from one educational institution to Cagayan State University to continue their studies. It includes submitting transfer credentials, crediting of subjects, undergoing evaluation, and completing enrollment requirements.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Transferees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Advising Form - 1 original copy	Admitting College/ Department – CSU			
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile form.pdf or get a copy from the admitting Department/College			
Admission Test Result - original copy	Admissions Office – CSU			
Transfer Credit Form (original)	Admitting College/Department – CSU			
Transcript of Records (TOR) (original)	College previously attended			
Honorable Dismissal (HD) w/ Certificate of Grades from the school of origin (original)	College previously attended			
Good Moral Certificate original copy	College previously attended			
PSA Birth Certificate-1 original or authenticated copy	Philippine Statistics Authority (PSA)			
Marriage certificate (if married) - original or authenticated copy	Philippine Statistics Authority (PSA)			
Long brown envelope				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplishes the advising form	Evaluates the record of the student and signs the advising form	None	5 minutes	College Department
2. Submits all enrollment requirements.	Verifies the completeness and authenticity of the requirements submitted; registers the information and program course in the system.	None	15 minutes	Registrar's Record Custodian
3. Receives the assessment slip and sign in the record logbook	Prints and issues assessment slips.	None	2 minutes	Registrar's Record Custodian

If Opt-In , secures the Assessment Slip, then proceed to the Accounting Office to validate the assessment.	Provides the assessment slip and instructs the applicant to proceed to the Accounting Office for printing and validation.	None	1 minute	Registrar's Records Custodian
If Opt-Out , secures the printed assessment document, then proceed to the Cashier's Office and Accounting Office for account validation.	Prints and issues the assessment document and instructs the applicant to proceed to the Cashier's Office and the Accounting Office for final validation.	None	5 minutes	Registrar's Records Custodian
4. Secures the return slip and signs in the record logbook.	Releases the return slip and instructs the students	None	2 minutes	Registrar's Enrollment Officer
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Enrollment Officer
TOTAL		None	33 minutes	

Name of Service:	ENROLMENT OF POST-BACCALAUREATE DEGREE			
Description of Service:	This refers to the process of admitting and enrolling students who have already completed a bachelor's degree and are seeking further studies at the post-baccalaureate level.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Post-Baccalaureate students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Advising Form - 1 original copy	Graduate School Department – CSU			
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy	Graduate School Department – CSU			
Undergraduate's Official Transcript of Records (for Masters) - original copy	The school graduated – college level			
Master's Official Transcript of Records (for Doctorate) - original copy	The school graduated – master's level			
PSA Birth Certificate-1 original or authenticated copy	Philippine Statistics Authority (PSA)			
Marriage certificate (if married) -original or authenticated copy	Philippine Statistics Authority (PSA)			
Long brown envelope				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the office of the Graduate School for an interview and evaluation	Evaluates the documents of the student and signs the advising form	None	10 minutes	Dean, Graduate School
2. Submits all enrollment requirements.	Verifies the completeness and authenticity of the requirements submitted; registers the information and program course in the system.	None	5 minutes	Registrar's Record Custodian
3. Receives the assessment slip.	Prints and issues assessment slips.	None	2 minutes	Registrar's Record Custodian
4. Proceeds to the Cashier's office and accounting office.	Instructs the applicant to proceed to the Cashier's Office and proceeds to the assessment section of the accounting office for validation of	None	5 minutes	Registrar's Record Custodian

	the assessment form with the stamped mark "OFFICIALLY ENROLLED"			
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Record Custodian
TOTAL		None	25 minutes	

Name of Service:	FIRST ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)			
Description of Service:	This refers to the initial release or provision of an official document that contains a comprehensive record of a student's academic achievements and coursework completed at a particular educational institution.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	CSU Graduates/Out-going students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Document Request Form (DRF)	Registrar's Office			
Terminal Clearance	Registrar's Office			
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)	Graduates			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to fill out the form.	None	1 minutes	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issues Official Receipt	100 per page	2 minutes	Cashier
3. Submits the document request form and requirements to the Records Custodian window.	Receives the complete requirements and prepares the OTR.	None	2 days	Registrar's Records Custodian
4. Receives the Official Transcript of Records (OTR) with a dry seal and signs in the record logbook.	Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		100 per page	2 days, 8 minutes	

Name of Service:	First Issuance of Official Transcript of Records (OTR) (RA 11261 or the “First Time JOBSEEKER ASSISTANCE ACT” (for clients availing RA 11261)			
Description of Service:	This refers to the initial release or provision of an official document that contains a comprehensive record of a student’s academic achievements and coursework completed at a particular educational institution.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	CSU Graduates			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Document Request Form (DRF)	Registrar’s Office			
Terminal Clearance	Registrar’s Office			
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)	Graduates			
Barangay Certification that the client can avail RA 11261 or the “First Time JOBSEEKER ASSISTANCE ACT” (for clients availing RA 11261)	Barangay Hall			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure and complete the Document Request Form (DRF).	Issues DRF and instructs the client to fill out the form.	None	1 minute	Registrar’s Records Custodian
2. Submits the document request form and requirements to the Records Custodian window.	Receives the complete requirements and prepares the OTR.	None	2 days	Registrar’s Records Custodian
3. Receive the Official Transcript of Records (OTR) with a dry seal and sign in the record logbook.	Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	Registrar’s Records Custodian
4. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar’s Records Custodian
TOTAL		None	2 days, 6 minutes	

Name of Service:	RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS			
Description of Service:	This is the process of issuing a second or duplicate copy of an official document containing a student's academic record after graduation.			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	CSU Graduates/Out-going students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Document Request Form (DRF)	Registrar's Office			
Official Receipt	Cashier's Office			
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)	Client			
Valid I.D.	Government-issued I.D.			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment of the OTR fee.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issues Official Receipt	100 per page	2 minutes	Cashier
3. Submits the document request form and requirements to the Records Custodian window.	Receives the requirements and prepares the requested document.	None	2 days	Registrar's Records Custodian
4. Receive the Official Transcript of Records (OTR) with a dry seal and sign in the record logbook.	Releases the Official Transcript of Records (OTR) with a dry seal.	None	1 minute	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		P100/page	2 days, 7 minutes	

Name of Service:		ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)		
Description of Service:		This refers to the process of issuing CAV to confirm the authenticity, accuracy, and completeness of a student's academic records. It is often required by the Department of Foreign Affairs (DFA) for overseas travel or employment. Additionally, it is used for local employment verification by agencies such as the Department of Education (DepEd) , Philippine National Police (PNP) , Philippine Coast Guard (PCG) , and other government/private institutions conducting background investigations for their applicants.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Graduates/Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Original copy of TOR and Diploma together with the Authenticated TOR and Diploma		Client		
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		Client		
Valid I.D.		Government-issued I.D.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and complete the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issues Official Receipt	₱160.00	2 minutes	Cashier
3. Submits the required documents to the Registrar's Office.	Receives and verify the authenticity of the requirements and prepares the requested document.	None	10 minutes	Registrar's Records Custodian
4. Receives the requested document with a dry seal and signs in the record logbook.	Releases the requested document with the authenticated TOR and Diploma.	None	2 minutes	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian



box located in the PACD				
TOTAL		₱160.00	15 minutes	

Name of Service:		RE-ISSUANCE OF DIPLOMA		
Description of Service:		This refers to the process of issuing a duplicate copy of the diploma that has been previously awarded to a student. This may be necessary if the original diploma is lost, damaged, or requires updates or corrections.		
Office or Division:		Registrar's Office		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		CSU Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Notarized Affidavit for: Loss, Damaged, or Corrections (Note: If the request is for updates or corrections, please bring with you the original issued diploma as an attachment to the request)		Notary Public		
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		CSU Graduates		
Valid I.D.		Government-issued I.D.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issue Official Receipt	₱300.00	2 minutes	Cashier
3. Submits the required documents to the Registrar's Office.	Receives the requirements and instructs the client on the scheduled date of release of the document.	None	1 minute	Registrar's Records Custodian
4. Receives the claim stub and waits up to 3 working days for processing.	Issue claim stubs to the client for claiming the said document. Then prepare the requested diploma for the University's Official signatures.	None	3 days	Registrar's Records Custodian
5. Claims the re-issued diploma and signs in the record logbook	Releases the requested diploma.	None	2 minutes	Registrar's Records Custodian
6. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		₱300.00	3 days, 9 minutes	

Name of Service:		ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)		
Description of Service:		This refers to the process of providing a formal document to a student who is leaving or withdrawing from the University in good standing. This document, known as an "honorable dismissal" serves as official confirmation that the student has voluntarily withdrawn from the institution and is eligible to transfer to another school or pursue other educational opportunities without any negative repercussions.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Original copy of Form 137 (For Regular Students) or TOR (for transferee)		Client		
Student's Clearance				
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		Client		
Valid I.D.		Government-issued I.D.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collect payment and issue Official Receipt	₱30.00	2 minutes	Cashier
3. Submits the required documents to the Registrar's Office.	Verifies and reviews academic record of the student in the system and prepares the requested document.	None	15 minutes	Registrar's Records Custodian
4. Receives the Transferee Credentials and signs in the record logbook.	Releases the Transferee Credentials and Certification of Grades.	None	2 minutes	Registrar's Records Custodian
5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		₱30.00	23 minutes	

Name of Service:		AUTHENTICATION OF TRANSCRIPT OF RECORDS AND DIPLOMA		
Description of Service:		This refers to the process of authenticating TOR/Diploma to ensure the authentication and certification of a true copy of the Official Transcript of Records and Diploma. It applies to students who already possess these documents and require verification for official use. Requests must be formally submitted along with the original documents for validation. The institution will review and certify the authenticity of the records following established policies and regulatory standards before issuing an authenticated copy.		
Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		CSU Graduates/Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Document Request Form (DRF)		Registrar's Office		
Official receipt		Cashier's Office		
Photocopy of Transcript of Records and/or Diploma		CSU Graduates		
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing a signature (if applicable)		Provided by the client		
Valid ID		Government-issued I.D.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and completes the Document Request Form (DRF).	Issues DRF and instructs the client to proceed in the Cashier's Office for payment.	None	1 minute	Registrar's Records Custodian
2. Proceeds to the cashier's office for payment.	Collects payment and issues Official Receipt	₱80.00 per page	2 minutes	Cashier
3. Submits accomplished DRF and photocopied TOR and Diploma at the Registrar's Office.	Verifies the documents submitted and authenticates the photocopied TOR and/or Diploma. The registrar verifies and signs the authenticated copies.	None	8 minutes	Registrar's Records Custodian
4. Receives the authenticated documents and signs the record logbook.	Releases the authenticated documents to the client.	None	1 minute	Registrar's Records Custodian

5. Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Registrar's Records Custodian
TOTAL		₱80.00 per page	15 minutes	

SUPPLY OFFICE

INTERNAL SERVICES

Name of Service:	PROCUREMENT			
Description of the Service:	This refers to the process of acquiring supplies, materials, and equipment.			
Office or Division:	Supply Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity, G2G – Government to Government			
Who May Avail:	Faculty and Administrative Personnel			
Checklist of Requirements		Where to Secure		
Doc. 1 - Purchase Request		End-User		
Doc. 2 - Earmark		Budget Office		
Doc. 3 - Abstract of Quotation		Bids and Awards Committee		
Doc. 4 - Purchase Order		Supply Office		
Doc. 5 - Inspection & Acceptance Report		Supply Office		
Doc. 6 – RIS, ICS and/or PAR		Supply Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requests for PR Control Number (End-user)	Receives Purchase Request (PR) with attached PPMP and provides control number and logs the PR	none	1 day	Supply Officer
	Forwards the PR to the Budget Office after having seen the completeness of the required form for Earmarking	none		Supply Staff
2. Submits Earmarked Purchase Request (Budget Office)	Receives Earmarked Purchase Request (PR) for approval	none	1 day	OCEO Saff
	Approves Purchase Request (PR) and forwards it to the BAC	none		HOPE (CEO)
3. Submits signed & approved Purchase Request (OCEO / HOPE)	Receives the approved Purchase Request with Earmark and PPMP	none	15 days	BAC Secretariat
	Checks PPMP and evaluates technical specifications of goods/services/ infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	none		BAC Chair & Members
	Discusses to determine the mode of procurement pertaining to the Purchase Request received.	none		BAC Chair & Members
	Prepares a resolution pertaining to the mode of procurement for the signature of the BAC Chair and Members, Head of the BAC Secretariat and the Campus Executive Officer.	none		BAC Chair & Members
	Prepares Request for Quotation	none		BAC Secretariat

	Posts in PhilGEPS in case the Allocated Budget for the Contract reaches Fifty Thousand Pesos (Php 50,000.00) and above	none		BAC Secretariat
	Issues Request for Quotation to at least three (3) good suppliers of good standing technically, legally and financially capable	none		Canvasser
	Retrieves the Request for Quotation	none		Canvasser
	Conducts a meeting to determine and award the contract to Lowest and Responsive Bidder	none		BAC Chair & Members
	Prepares minutes of the meeting	none		BAC Secretariat
	Prepares the Abstract of Quotation for the signature of BAC Members, Head of BAC Secretariat and Campus Executive Officer.	none		BAC Secretariat
	Approves the Abstract of Quotation.	none		Campus Executive Officer
	Transmits the approved Abstract of Quotations to the BAC Office	none		CEO's Staff
	Duplicates the approved Abstract of Quotations & its supporting documents	none		BAC Secretariat
	Transmits a copy of the approved Abstract of Quotation and its supporting documents to the Supply Office.	none		CEO's Staff
4. Submits signed & approved Abstract of Quotations with the corresponding attachments (Bids & Awards Committee)	Receives and reviews the Abstract of Quotation, BAC Resolution, RFQ, Earmark, and PR	none	1 day	Supply Officer
	Prepares Purchase Order (PO) or Job Order (JO) then provides control number and logs PO/JO	none		Supply Officer
	Forwards PO/JO to the Accounting Office	none		Supply Staff
4. Submits signed & approved Purchase Order/s with the	Receives the approved PO/JO from CEO's Office	none	30 days	Supply Officer
	Serves the approved PO/JO to supplier/s	none		Supply Officer Admin. Assistant I

corresponding attachments (OCEO / HOPE)	Monitors delivery of supplies and/or provision of services	none		Supply Officer
	Requests the presence of end-user and inspection committee to inspect deliveries	none		Property Custodian
	Accepts the delivered supplies, materials, and/or equipment	none		Supply Officer
5. Receives supplies / materials / equipment (End-user)	Issues supplies, materials and equipment to end-users	none	1 day	Property Custodian Admin. Assistant I
	Prepares disbursement vouchers due to suppliers	none		Supply Staff
	Forwards disbursement vouchers to Accounting Office	none		Supply Staff
Evaluates the service/s availed using the CSM Form and drops to suggestion box located in the PACD	Requests client/s to evaluate the service/s availed	None	3 minutes	Supply Staff
Total:		none	49 days, and 3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ul style="list-style-type: none"> • Get a copy of the CSM Survey Form in the Public Assistance and Complaints Desk (PACD) located at the entrance of the Administration Building. At the back of the survey form, accomplish the last part which requires your suggestions and/or feedback to further improve our services. Drop the survey form in the designated drop box in the PACD after accomplishing the form. • Accomplish the online survey form which can be accessed through the link https://tinyurl.com/csusmCSMsurvey. The online survey form provides an item for you to include your feedback on the services you received in the campus.
How the feedback is processed?	Accomplished Feedback Forms (both online and via drop box) are collected, evaluated and acted accordingly with the implementation of corrective measures, if necessary. The client is informed of the action taken, if applicable.
How to file a complaint?	Get a copy of a complaint form in the Public Assistance and Complaints Desk (PACD). Accomplished the form and drop it in the designated box located in the PACD.
How the complaints are processed?	All complaints retrieved in the drop box in the PACD will be summarized, evaluated and requested for the endorsement of the campus executive officer to the Office of the University CART Director for further action.
Contact Information of ARTA, PCC, CCB	ATRA: complaints@arta.gov.ph , 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)

DIRECTORY OF CAMPUS FRONTLINE OFFICES		
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