

BATAAN PENINSULA STATE UNIVERSITY

CITIZEN'S CHARTER

FRONTLINE SERVICES

ANTI RED-TAPE ACT (ARTA) RA 9485





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PREFACE

The **BPSU Citizen's Charter** is a response of the University to the call for accountable and transparent governance as embodied in **Republic Act 9485** otherwise known as the **Anti Red Tape Act (ARTA) of 2007**.

This document complies the service standards of each frontline service provider in the University as an easy reference for clients which includes students, alumni and the general public. Required documents, applicable fees, estimated transaction time and client steps are specified to expedite the transaction process.

In 2010, the first version of the BPSU Citizen's Charter was put in place, covering one service for each frontline office. This document is the third version of the BPSU Citizen's Charter, a product of review of the existing service standards and the inclusion of additional frontline and non-frontline services. Series of consultations with the concerned offices and stakeholders were conducted to come up with service standards acceptable to both the provider and the client.

Improvement in service delivery is one of the primary reasons why the Citizen's Charter was formulated. And it is in the premise that the Citizen's Charter Team and the whole University commit to advance the spirit and enhance the contents and of this document for the benefits of our clients.

Mandate

The University shall primarily provide advanced instruction and professional training in education, engineering, science and technology, arts and humanities, computer and forestry, and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of Bataan and provide progressive leadership in its areas of specialization.

(Section 2, Republic Act 9403)

Vision

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030

Mission

To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resource capabilities and institutional mechanisms

Quality Policy

Bataan Peninsula State University commits itself to providing only the best to its stakeholders by:

- B** uilding a culture of quality in all core functions of the university.
- P** roviding responsive, relevant, innovative and transformative academic research, extension and production programs and services to all its stakeholders.
- S** ustaining the University's nationally and internationally recognized standards through adherence to statutory and regulatory requirements and continual improvements of its quality management system; and
- U** pholding transparency in governance through participatory policy-making and development planning.

Development Thrusts

Transparency in governance through participatory policy making and development planning;

Responsive, quality and relevant academic programs through attainment of internationally-recognized standards of excellence;

Unequaled service to stakeholders via facilities and mechanisms upgrading as results of concrete and up to date monitoring and evaluation;

Sustainable partnership with national and international academic and industry entities; and

Transformative research and extension programs through formidable pool of experts and replicated and functional outputs

Core Values

To realize the vision and mission of the University, the administrative staff, faculty members, support personnel, students and stakeholders resolve to live by the following core values:

Excellence. We commit ourselves to be the best that we can be and do, by continually enhancing our skills, and developing proper work attitude and people for the glorification of the Divine Providence.

Transparency. To help the community be aware of the programs and projects being undertaken in the University, we endeavor to make all transactions, deals and records on any activity open and known by all people concerned.

Honesty and Integrity. To help the community be aware of the programs and projects being undertaken in the University, we endeavor to make all transactions, deals and records on any activity open and known by all people concerned.

Initiative. We commit ourselves to act on our own, responsive to a given situation.

Creativity and Productivity. We shall be a dynamic, open-minded and innovative workforce, offering efficient and effective intervention to varying needs of our clientele, responsive to the changing times and circumstances, constantly challenging the status quo and everwilling to face risk and confront uncertainties.

Synergy and Community Spirit. We regard ourselves as a family providing one another support and inspiration in our work. We believe in practice and teamwork.

Service Pledge

The Bataan Peninsula State University Officials, Teaching, and Non-Teaching Personnel commit to:

- B**e responsible to the needs of the clients;
- P**erform the services we pledged to do;
- S**erve the public with promptness, courtesy and efficiency, and
- U**ndertake measures to address all complaints and put matters right

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FRONTLINESERVICES

Office of the University Registrar, University Cashier, University Library

REGISTRATION AND ENROLLMENT (BEGINNING FIRST YEAR)**Schedule of Availability of Service:**

Monday to Friday (Undergraduate Level) – Enrollment Schedule
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Beginning First Year Students

What are the Requirements?

1. *Form 138 (Report Card)*
2. *PSA-issued birth certificate*
3. *Medical Certificate (from Campus Clinic)*
4. *1 piece 2" x 2" photo (with nametag)*
5. *Long Brown Envelope*

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Registration: Present the requirements to the Program Clerk, receive and sign the Pre-registration/ Assessment and make payments at the Cashier	Receive and check as to the completeness and accuracy of the requirements, tag courses and table of fees, print and issue Pre-registration/ Assessment.	10 minutes (Based on system response time)	Program Clerk	See schedule of fees	Form 138 / Pre-registration
2	Official Enrollment: Return the Pre-registration/ Assessment and Official Receipt (OR) of payment then sign the Certificate of Registration (CoR) and receive Student's Copy	Receive the Pre-registration/ Assessment and OR, print two (2) copies of CoR and ask the student to sign them, then sign for the Campus Registrar and issue Student's copy	5 minutes (Based on system response time)	Program Clerk Campus Registrar	None	Pre-registration/ Assessment OR CoR
End of Transactions						

REGISTRATION AND ENROLLMENT (CONTINUING STUDENTS)**Schedule of Availability of Service:**

Monday to Friday (Undergraduate Level) – Enrollment Schedule
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Beginning First Year Students

What are the Requirements?

1. Student's School ID
2. Student's Clearance

Duration: 12 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Registration: Present the requirements to the Program Clerk, receive and sign the Pre-registration/ Assessment and make payments at the Cashier	Receive the requirements, check previous grades and/ or evaluation, tag courses and table of fees, print and issue Pre-registration/ Assessment.	7 minutes (Based on system response time)	Program Clerk	See schedule of fees	Student's Clearance Pre-registration/ Assessment
2	Official Enrollment: Return the Pre-registration/ Assessment and Official Receipt (OR) of payment then sign the Certificate of Registration (CoR) and receive Student's Copy	Receive the Pre-registration/ Assessment and OR, print two (2) copies of CoR and ask the student to sign them, then sign for the Campus Registrar and issue Student's copy.	5 minutes (Based on system response time)	Program Clerk Campus Registrar	None	Pre-registration/ Assessment OR CoR
End of Transactions						

REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS**Schedule of Availability of Service:**

Monday to Friday (Undergraduate Level)

8:00AM to 5:00PM

Monday to Friday (Graduate Level – Abucay and Dinalupihan Campuses)

8:00AM to 5:00PM

Tuesday to Saturday (Graduate Level – Main Campus only)

8:00AM to 5:00PM

Who May Avail of the Service?

Students; Graduates

What are the Requirements?

1. Duly Approved Request for Documents form (BPSU-ROF-025)
2. Documentary Stamp (one per set)
3. Student's Clearance (if graduated or transferred out)
4. Student's School ID (if graduated or transferred out)

If to be requested thru a representative

1. Authorization Letter and
2. One valid ID of the representative

Duration: 10 minutes for application and release
3 working days for preparation of ToR

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit fully accomplished BPSU-ROF-025 Request for Document form and Student's Clearance, then receive the form with assessed fees and make payments at the Cashier	Provide the BPSU-ROF-025 form, receive the accomplished form and student's clearance, verify the completeness and check the status of the client and indicate the assessed fees.	5 minutes	Program Clerk	Php100.00 per page	BPSU-ROF-025 Student's Clearance
2	Return the BPSU-ROF-025, documentary stamp and Official Receipt (OR) of payment then receive the Claim Stub and return on the date of release.	Indicate on the form the date of release for the client to pick up the Official Transcript of Records (ToR) then return the Claim Stub and OR	3 minutes	Program Clerk	None	BPSU-ROF-025 OR Documentary Stamp
3	On the scheduled date of release, submit the Claim Stub and get the Official ToR	Receive the Claim Stub and give the Official ToR	2 minutes	Program Clerk	None	BPSU-ROF-025 OR Claim Stub
End of Transactions						

REQUEST FOR REPLACEMENT OF SCHOOL IDENTIFICATION CARD DUE TO DILAPIDATED ID CARD, SHIFTING OF PROGRAM, CHANGE OF NAME, ETC ASIDE FROM LOST ID CARD

Schedule of Availability of Service:

Monday to Friday (Undergraduate Level)
8:00AM to 5:00PM
Monday to Friday (Graduate Level – Abucay and Dinalupihan Campuses)
8:00AM to 5:00PM
Tuesday to Saturday (Graduate Level – Main Campus only)
8:00AM to 5:00PM

*ID Processing during Thursday only at the MIS Office

Who May Avail of the Service?

Students who wants replacement of School ID Card due to dilapidated ID card, shifting of program, change of name, etc.

What are the Requirements?

1. Duly Approved Request for Replacement of Lost ID Card (BPSU-ROF-025)
2. Student's Certificate of Registration (CoR)

Duration: 15 minute

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit fully accomplished BPSU-ROF-024 Request for Re-placement of ID Card and show Certificate of Registration (CoR), then receive the form with as-sessed fees and make payments at the Cashier	Provide the BPSU-ROF-024 form, receive the accomplished form, ID to be replaced and CoR, verify the completeness and check the status of the client and indicate the assessed fees.	5 minutes	Program Clerk	Php230.00	BPSU-ROF-024A Student's CoR
2	Return the BPSU-ROF-024, and Official Receipt (OR) of payment to the MIS then receive the School ID Card	Receive the BPSU-ROF-024 and OR, then pro-cess, print and issue the School ID Card	10 minutes	MIS Staff	None	BPSU-ROF-024A OR
End of Transactions						

REQUEST FOR REPLACEMENT OF LOST SCHOOL IDENTIFICATION CARD**Schedule of Availability of Service:**

Monday to Friday (Undergraduate Level)
8:00AM to 5:00PM
Monday to Friday (Graduate Level – Abucay and Dinalupihan Campuses)
8:00AM to 5:00PM
Tuesday to Saturday (Graduate Level – Main Campus only)
8:00AM to 5:00PM

*ID Processing during Thursday only at the MIS Office

Who May Avail of the Service?

Students who lost School ID Card

What are the Requirements?

1. Duly Approved Request for Replacement of Lost ID Card (BPSU-ROF-025)
2. Student's Certificate of Registration (CoR)

Duration: 15 minute

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit fully accomplished BPSU-ROF-024 Request for Re-placement of ID Card and show Certificate of Registration (CoR), then receive the form with as-sessed fees and make payments at the Cashier	Provide the BPSU-ROF-024 form, receive the accomplished form, ID to be replaced and CoR, verify the completeness and check the status of the client and indicate the assessed fees.	5 minutes	Program Clerk	Php230.00	BPSU-ROF-024A Student's CoR
2	Return the BPSU-ROF-024, and Official Receipt (OR) of payment to the MIS then receive the School ID Card	Receive the BPSU-ROF-024 and OR, then pro-cess, print and issue the School ID Card	10 minutes	MIS Staff	None	BPSU-ROF-024A OR
End of Transactions						

REQUEST FOR TRANSFER CREDENTIALS**Schedule of Availability of Service:**

Monday to Friday (Undergraduate Level)

8:00AM to 5:00PM

Monday to Friday (Graduate Level – Abucay and Dinalupihan Campuses)

8:00AM to 5:00PM

Tuesday to Saturday (Graduate Level – Main Campus only)

8:00AM to 5:00PM

Who May Avail of the Service?

Students who seek to transfer out of the University or Graduates who pursue further studies in other institutions

What are the Requirements?

1. Duly Approved Request for Documents form (BPSU-ROF-025)
2. Documentary Stamp
3. Student's Clearance (if graduated or transferred out)
4. Student's School ID (if graduated or transferred out)

If to be requested thru a representative

1. Authorization Letter and
2. One valid ID of the representative

Duration:

10 minutes for application and release

3 working days for the preparation of the Certification of Transfer

Credentials with ToR for evaluation

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit fully accomplished BPSU-ROF-025 Request for Document form and Student's Clearance, then receive the form with assessed fees and make payments at the Cashier	Provide the BPSU-ROF-025 form, re-ceive the accomplished form and stu-dent's clearance, verify the complete-ness and check the status of the client and indicate the assessed fees.	5 minutes	Program Clerk	Php85.00 for Certification of Transfer Credentials, Php100.00 per page for ToR	BPSU-ROF-025 Student's Clearance
2	Return the BPSU-ROF-025, documentary stamp and Offi-cial Receipt (OR) of payment then receive the Claim Stub and return on the date of re-lease.	Indicate on the form the date of re-lease for the client to pick up the Cer-tification f Transfer Credentials then return the Claim Stub and OR	3 minutes	Program Clerk	None	BPSU-ROF-025 OR Documentary Stamp
3	On the scheduled date of re-lease, submit the Claim Stub and get the Certification of Transfer Credentials	Receive the Claim Stub and give the Certification of Transfer Credentials	2 minutes	Program Clerk	None	BPSU-ROF-025 OR Claim Stub
End of Transactions						

PAYMENT OF TUITION FEES, MISC FEES, AND OTHER FEES (DURING ENROLLMENT)**Schedule of Availability of Service:**

Monday-Friday

8:00a.m.- 5:00p.m. without noon break

Who May Avail the Service:

Students, Parents, Graduates

What are the Requirements:

Student ID

Duration:

5 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Assessment Form from the Registrar's Office	The Officer/Staff will verify the validity of the assessment to the enrollment system	2 minutes	Cashier	None	Assessment Form
2	Payment of required fees	Receive money, count and issue Official Receipt	3 minutes	Cashier	Depends on the Assessed Fees of the Student	Official Receipt
End of Transactions						

PAYMENT/SETTLEMENT OF OUTSTANDING BALANCES**Schedule of Availability of Service:**

Monday-Friday

8:00a.m.- 5:00p.m. without noon break

Who May Avail the Service:

Students, Parents, Graduates

What are the Requirements:

Student ID

Duration:

5 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Student ID	The Officer/Staff will check the ledger of the student	2 minutes	Cashier	None	
2	Payment of required fees	Receive money, count and issue Official Receipt	3 minutes	Cashier	Depends on the Assessed Fees of the Student	Official Receipt
End of Transactions						

PAYMENT OF TRANSCRIPT OF RECORDS (TOR), CERTIFICATION ETC.**Schedule of Availability of Service:****Monday-Friday****8:00a.m.- 5:00p.m. without noon break****Who May Avail the Service:****Students, Parents, Graduates, and Other Clients****What are the Requirements:****Properly Accomplished Request Form; Student ID****Duration: 5 minutes****How to Avail of the Service:**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Student ID Present properly accomplished Request Form and Student ID	The Officer/Staff will tag required fees for each requested documents	2 minutes	Cashier	None	Request Form
2	Payment of required fees	Receive money, count and issue Official Receipt	3 minutes	Cashier	Depends on the Assessed Fees of the Student	Official Receipt
End of Transactions						

Application for:

Transcript of Record- P 100.00/page

Certification- P 85.00

Authentication (CAV)- P 165.00 for BSN with RLE Certification and P 145.00 for other courses

Report of Grades (2nd issuance)- P 50.00

Certificate of Registration (2nd issuance)- P 50.00

Certified True Copy- P 10.00/page

Diploma (2nd copy)- P1000.00

Course Description- P 100.00

Program Prospectus- P 85.00 for Graduate Courses

ISSUANCE OF STUDENT'S CLEARANCE/ STATEMENT OF ACCOUNT**Schedule of Availability of Service:****Monday-Friday****8:00a.m.- 5:00p.m. without noon break****Who May Avail the Service:****Students, Parents****What are the Requirements:****Student ID****Duration:****15 minutes****How to Avail of the Service:**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Student ID	The Officer/Staff print the clearance/ SOA of the student	5 minutes	Cashier	No required fees for 1st copy	Student Clearance/SOA
2	Payment of penalty fees; if the student request for 2nd copy	Receive money, count and issue Official Receipt	5 minutes	Cashier	P 50.00 for reprinting of Clearance or SOA	Official Receipt
3	Receive the documents requested	Release of clearance/SOA	5 minutes	Cashier	None	2nd copy of Clearance or SOA
End of Transactions						

RELEASING OF CHECKS TO SUPPLIERS (DISBURSEMENT)**Schedule of Availability of Service:****Monday-Friday****8:00a.m.- 5:00p.m. without noon break****Who May Avail the Service:****Outside Suppliers, Contractors, Utilities Company****What are the Requirements:****Official Receipt****Duration: 10 minutes****How to Avail of the Service:**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Ask for available checks for pick up	The Officer/Staff will verify the availability of checks	2 minutes	Cashier	None	
2	Issue Official Receipt; Signing of Disbursement Voucher and FMS Tracking Form	Verify the correctness of signed documents	5 minutes	Cashier	None	Official Receipt; DV; Tracking Form
3	Receive the Checks and Income Tax Return	Release of Checks and ITR Copy of the suppliers	3 minutes	Cashier	None	
End of Transactions						

RELEASING OF PAYROLL/CHECKS (Refund and other Claims)**Schedule of Availability of Service:**

Monday-Friday

8:00a.m.- 5:00p.m. without noon break

Who May Avail the Service:

Students, Parents, Faculty, Graduates and Other Clients

What are the Requirements:

1. *Any Valid ID;*
2. *Acknowledgement receipt if applicable; or*
3. *Authorization letter and Valid ID if by representative*

Duration: 10 minutes**How to Avail of the Service:**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Student ID	The Officer/Staff will verify the availability of checks/payroll for refund	2 minutes	Cashier	None	
2	Signing of Disbursement Voucher or Payroll and fill out FMS Tracking Form	Verify the correctness of signed documents	5 minutes	Cashier	None	DV, Payroll, Tracking Form
3	Receive cash or check	Release of cash of check	3 minutes	Cashier	None	
End of Transactions						

ISSUANCE OF LIBRARY CARD (Student)**Schedule of Availability of Service:**

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

BPSU Students (Undergraduate and Graduate)

What are the Basic Requirements?

1. *Certificate of Registration (C.O.R)*
2. *Two (2) pcs. 1x1 picture with white background*

Duration: 6 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Certificate of Registration (C.O.R.) and two (2) pcs. 1x 1 picture, white background at the Circulation Desk	Verify requirements of client and issue a blank Patron's Information Sheet and library card	3 minutes	Librarian/ Library Staff	None	C.O.R
2	Fill-out the issued blank Patron's Information Sheet (PIS) and library card.	Validate filled-out forms then laminate the card with picture	2 minutes	Librarian/ Library Staff	None	Patron's Information Sheet (PIS) Library Card
3	Receive valid library card and sign logbook	Issue valid library card. File correctly filled-out Patron's Information Sheet (PIS)	1 minute	Librarian/ Library Staff	None	Library Card
End of Transactions						

ISSUANCE OF LIBRARY CARD (Employee)

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Faculty

Non-Teaching Personnel

What are the Basic Requirements?

1. *BPSU Employees Identification card*
2. *Two (2) pcs. 1x1 picture with white background*

Duration: 6 minutes

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Certificate of Registration (C.O.R.) and two (2) pcs. 1x 1 picture, white background at the Circulation Desk	Verify requirements of client and issue a blank Patron's Information Sheet and library card	3 minutes	Librarian/ Library Staff	None	BPSU Employees Identification Card.
2	Fill-out the issued blank Patron's Information Sheet (PIS) and library card.	Validate filled-out forms then laminate the card with picture	2 minutes	Librarian/ Library Staff	None	Patron's Information Sheet (PIS) Library Card
3	Receive valid library card and sign logbook	Issue valid library card. File correctly filled-out Patron's Information Sheet (PIS)	1 minute	Librarian/ Library Staff	None	Library Card
End of Transactions						

ISSUANCE OF GUEST CARD (Alumni, Outside Researchers, Other visitors)**Schedule of Availability of Service:**

Every Friday

08:00 a.m. to 05:00 p.m. without noon break.

Who May Avail of the Service?

Alumni, Outside Researchers, Other visitors

What are the Basic Requirements?

1. Any valid ID

Duration: 7 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present any valid ID at the Circulation Desk	Verify requirements of client and issue a blank Guest's Information Sheet (GIS) and guest card.	2 minutes	Librarian/ Library Staff	None	Any valid ID
2	Fill-out the issued blank Guest's Information Sheet (GIS) and guest card	Validate filled-out forms	2 minutes	Librarian/ Library Staff	None	Guest's Information Sheet (GIS) and guest card.
3	Pay guest's library fee		2 minutes	Cashier	50.00	Official Receipt
4	Received valid guest card and sign logbook	Issue valid guest card. File correctly filled-out Guest's Information Sheet (GIS)	1 minute	Librarian/ Library Staff	None	Guest's Card
End of Transactions						

RE-ISSUANCE OF LOST AND DILAPIDATED LIBRARY CARD (Student)**Schedule of Availability of Service:**

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

BPSU Students (Undergraduate and Graduate)

What are the Basic Requirements?

1. *Certificate of Registration (C.O.R)*
2. *Duly Approved Replacement Form*
3. *One (1) pc. 1x1 picture with white background*
4. *Official Receipt (OR) for penalty payment*

Duration: 7 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present C.O.R.	Examine C.O.R for validation	1 minute	Librarian/ Library Staff	None	C.O.R
	Secure and fill-out Replacement Form					Replacement Form
2	Penalty Fee		1 minute	Cashier	50.00	Official Receipt
3	Present the one (1) pc. 1x1 picture, filled- out Replacement Form and O.R.	Verify requirements and issue a blank library card. File the Replace- ment Form with O.R. number for documentation and attached to the filed Patron's Information Sheet (PIS)	2 minutes	Librarian/ Library Staff		Blank Library Card
4	Fill out the issued blank library card.	Laminate the library card.	2 minutes	Librarian/ Library Staff	None	Library Card
5	Received valid library card and sign logbook	Issue valid library card.	1 minute	Librarian/ Library Staff	None	Library Card
End of Transactions						

BORROWING OF BOOKS (COMPUTERIZED)

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Basic Requirements?

For BPSU student, library card duly endorsed for the current term by the University/Campus librarian.

For faculty and Non- teaching Personnel, present the library card.

Duration: 6 minutes

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present library card to the Circulation Section.	Receive and check the library card.	1 minute	Circulation Librarian	None	Library Card
2	Search book in the Online Public Access Catalog (OPAC) or Manual Card Catalog.	Assist the client in accessing Online Public Access Catalog (OPAC) or Manual Card Catalog.	1 minute	Circulation Librarian	None	
3		Scan book's barcode and check-out from library system. File book card and library card.	2 minutes	Circulation Librarian	None	Book Card; Library Card
4		Inform the client on the due date.	1 minute	Circulation Librarian	None	
5	Receive the book being forwarded	Give borrowed book to the client	1 minute	Circulation Librarian	None	Book
End of Transactions						

BORROWING OF BOOKS (MANUAL)**Schedule of Availability of Service:**

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?*For BPSU student, library card duly endorsed for the current term by the University/Campus librarian.**For faculty and administrative employees, present the library card.***Duration:** 10 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present library card to the Circulation Section.	Receive and check the library card.	1 minutes	Circulation Librarian	None	Library Card
2	Search book in Card Catalog.	Assist the client in accessing Card Catalog.	2 minutes	Circulation Librarian	None	
3		Check the filled-out book card. Then, file book card and library card at the designated area.	5 minutes	Circulation Librarian	None	Book card; Library Card
4		Inform the client on the due date.	1 minute	Circulation Librarian	None	
5	Receive the book being borrowed.	Give borrowed book to the client	1 minute	Circulation Librarian	None	Book
End of Transactions						

RETURNING OF BOOKS (COMPUTERIZED)

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?

Borrowed book (s)

Duration: 3 minutes

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	1 minute	Circulation Librarian	None	Book
2		Scan the book's barcode and check it in from library system.	1 minute	Circulation Librarian	None	Library card; Book Card
3	Receive the library card	Return library card to the client.	1 minute	Circulation Librarian	None	Library Card
End of Transactions						

RETURNING OF BOOKS (MANUAL)**Schedule of Availability of Service:****Monday to Friday**

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?*Borrowed book (s)***Duration:** 5 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	1 minute	Circulation Librarian	None	Book
2		Sign the book card as proof of return.	3 minutes	Circulation Librarian	None	Library card; Book Card
3	Receive the library card	Return library card to the client.	1 minute	Circulation Librarian	None	Library Card
End of Transactions						

ACCESS TO E-RESOURCES

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?

For BPSU student, library card duly endorsed for the current term by the University/Campus librarian.

For faculty and Non- teaching Personnel, present the library card.

Duration: 30 minutes – 1 hour

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present library card to the Electronic Resources Section and sign logbook.	Verify requirement	1 minute	Librarian/ Library Staff	None	Library Card
2	Search and access the needed information using the databases and other e-resources	Assist the client in accessing e-resources	30 minutes – 1 hour	Librarian/ Library Staff	None	
3	Sign logbook after the duration of activity		1 minute	Librarian/ Library Staff	None	Logbook
End of Transactions						

SIGNING OF CLEARANCE (Student)**Schedule of Availability of Service:****Monday to Friday**

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

BPSU students

What are the Requirements?*Library Card***Duration:** 2 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present Library Card	Validate Library Card and sign clearance	2 minutes	Librarian/ Library Staff	None	Library Card
End of Transactions						

ISSUANCE OF REFERRAL LETTER

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?

Library Card

BPSU ID

Duration: 8 minutes

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present library card and fill- out request form for Referral letter	Verify requirement and issue request form for Referral letter	2 minutes	Librarian/ Library Staff	None	Request Form
2		Prepare and sign referral letter	5 minutes	Librarian/ Library Staff	None	Referral Letter
3	Claim Referral letter and sign logbook.	Issue Referral letter	1 minute	Librarian/ Library Staff	None	Referral Letter
End of Transactions						

RESERVATION OF FACILITIES(for BPSU Students and Employees)**Schedule of Availability of Service:****Monday to Friday**

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?*Reservation Slip***Duration:** 2 minutes**How to Avail the Service?**

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Check schedule for available slots.	Verify schedule for available slots	1 minute	Librarian/ Library Staff	None	Blank Reservation Slip
		Issue blank reservation slip				
2	Fill-out reservation slip	Validate filled-out reservation slip	1 minute	Librarian/ Library Staff	None	Reservation Slip
		Plot schedule in the calendar				
3	Sign log-book.					
End of Transactions						

REQUEST FOR PURCHASE OF LIBRARY MATERIALS

Schedule of Availability of Service:

Monday to Friday

January, June, July

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate/Graduate)

Who May Avail of the Service?

Officially enrolled students; and

Faculty and Non- teaching Personnel

What are the Requirements?

Library Card

BPSU ID

Duration: 4 minutes

How to Avail the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Present library card	Verify requirement and issue request form for Purchase of Library Material	1 minute	Librarian/ Library Staff	None	Purchased of Library Material Form
2	Fill-out Purchase of Library Material Form	Validate and sign filled-out form	2 minute	Librarian/ Library Staff	None	Purchased of Library Material Form
3		File Purchase of Library Material Form for reference purposes and acquisition	1 minute	Librarian/ Library Staff	None	
End of Transactions						

NON - FRONTLINE SERVICES

University Human Resources, Procurment, Supplies and Security Services

ISSUANCE OF SERVICE RECORD

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All employees who are active and in-active in service

What are the Requirements?

Properly accomplished request form

Duration: 18 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill out request form	Receive and verify the accomplished form	5 minutes	OAS	None	Request Form
2	Wait while the requested documents are being processed.	Processed documents requested	10 minutes	OAS	None	
3	Receive the documents requested	Release requested documents to client	3 minutes	OAS	None	Certified Service Record
End of Transactions						

Processing of Retirement

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employee who are schedule/opt for Mandatory and Optional Retirement

What are the Requirements?

1. *Letter of Intent to Retire*
2. *Employee's Clearance*

Duration: 2 Days and 19 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit the letter of intent to retire for approval	Receive the letter of intent to retire	3 minutes	OAS	None	Letter of Intent
2		Submit the letter of intent for the approval of Campus Director; Vice President and University President at the Central Office	1 day	OAS	None	
3	Receive the approved letter of intent to retire and Employee's Clearance Form	Release the approved letter of intent to retire, Employee's Clearance Form and advice for the signatories	5 minutes	OAS	None	Employee's Clearance Form
4	Submit approved Employee's Clearance Form	Receive approved employee's clearance form for 201 file	3 minutes	OAS	None	Approved Employee's Clearance Form
5	Receive GSIS Application for Retirement Form	Release GSIS Application for Retirement Form and advice the employee on the procedure	5 minutes	OAS	None	GSIS Application for Retirement Form
6	Submit the accomplished GSIS Form for approval at the Central Office	Receive and submit GSIS Form for the approval of University President	1 day	OAS	None	
7	Receive approved GSIS Form for submission to GSIS Field Office for validation	Release approved GSIS Form	3 minutes	OAS	None	Approved GSIS Form
End of Transactions						

PROCESSING OF TERMINAL LEAVE

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees who are retired/resigned/separated with incurred leave credit and service credit

What are the Requirements?

1. *Approved Employee's Clearance*
2. *Retirement Voucher from GSIS*
3. *Letter of Intent to Retire/Resign*
4. *Certification of Leave/Service Credit*
5. *Service Record*

Duration: 23 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit photocopy of retirement voucher from GSIS	Receive photocopy of retirement voucher from GSIS	3 minutes	OAS	None	
2		Process Service Record and Certification of Leave/Service Credit	10 minutes	OAS	None	Certified Service Record and Certification
3		Certify and submit to the Accounting Office all the requirements needed in 2 copies for processing	10 minutes	OAS	None	Certified true copy of all documents
End of Transactions						

PROCESSING OF REQUEST FOR MONETIZATION OF LEAVE

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees with incurred Vacation and Sick Leave credits

What are the Requirements?

1. *CSC Duly Approved Form 6 (Leave Form)*
2. *Notice of Salary Adjustment/Notice of Step Increment*
3. *Service Record*
4. *University Memorandum for Faculty with designation as Key Official*

Duration: 2 days and 13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit accomplished CSC Duly Approved Form 6 (Leave Form)	Receive accomplished Form 6	3 minutes	OAS	None	Form 6
2		Certify and process the Form 6 for the available balance of incurred leave/ service credits subject for monetization	10 minutes	OAS	None	
3		Submit certified Form 6 for approval of University President at the Central Office	1 day	OAS	None	Duly Approved Form 6
4		Submit approved Form 6 with all the requirements for consolidation at Central Office for DBM funding	1 day	OAS	None	
End of Transactions						

APPLICATION FOR PRIVATE PRACTICE OF PROFESSION

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees who wants to practice profession to private agency

What are the Requirements?

1. Properly accomplished for Permit to Teach Form
2. Photocopy of Approved Faculty Load

Duration: 2 days and 18 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit accomplished form for Permit to Teach	Receive accomplished form	5 minutes	OAS	None	Permit to Teach Form
2		Submit for approval of VPAA and University President at the Central Office	2 days	OAS	None	
3	Receive the approved form	Release 1 copy of approved form and the other copy for 201 file	3 minutes	OAS	None	Approved Permit to Teach Form
End of Transactions						

REQUEST FOR CERTIFICATION OF PERFORMANCE EVALUATION FOR BPSU EMPLOYEES FOR PROMOTION, PERMANENCY AND OUTSTANDING EMPLOYEE

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All employees who are active in service

What are the Requirements?

1. Request personally
2. Letter of request if more than one employee

Duration: 28 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Request certification personally or submit letter of request if more than one employee	Receive request personally or the letter of request	5 minutes	OAS	None	
2		Retrieve the requested record for photocopied and certified true copy	10 minutes	OAS	None	
3		Process the certification requested	10 minutes	OAS	None	
4	Receive the documents requested	Release the requested documents	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF REQUEST FOR CHANGE OF NAME/UPDATE OF PERSONAL RECORDS

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Duly Approved Request form*
2. *PSA birth certificate/marriage contract*

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit letter of request to change name/update marital status/name addressed to OAS Officer	Receive the letter of request and issue the needed form	5 minutes	OAS	None	Request for Change of Name/Update of personal records
2	Accomplish form and attach specific requirements (PSA birth certificate/marriage contract)	Receive the accomplished form and the needed requirements	10 minutes	OAS	None	
End of Transactions						

PROCESSING OF REQUEST FOR TRANSFER TO OTHER CAMPUS

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Approved Request for Transfer*
2. *Employee's Clearance*

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit approved request or notice of transfer	Receive the approved letter request	5 minutes	OAS	None	Request for transfer form
2	Accomplish form and submit the required document (clearance)	Receive the accomplished form and the needed requirements	10 minutes	OAS	None	
End of Transactions						

PROCESSING FOR THE PAYMENT OF LOYALTY CASH INCENTIVE**Schedule of Availability of Service:**

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Service Record*

Duration: 10 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1		Prepare and Submit approved loyalty pay incentive for the month with attachment (service record)	10 minutes	FMS	None	
End of Transactions						

PROCESSING OF SCHOLARSHIP**Schedule of Availability of Service:**

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

Approved Scholarship grant

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit letter of request to change name/update marital status/name addressed to OAS Officer	Receive the letter of request and issue the needed form	5 minutes	OAS	None	Request for Change of Name/Update of personal records
2	Accomplish form and attach specific requirements (PSA birth certificate/marriage contract)	Receive the accomplished form and the needed requirements	10 minutes	OAS	None	
End of Transactions						

PROCESSING OF APPLICATION FOR CASH SURRENDER VALUE OF POLICY

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University (resigned/retired).

What are the Requirements?

1. *GSIS CSV form*

2. *Service Record*

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Request needed form to be accomplished and the required attachment	Issue the form needed	5 minutes	OAS	None	GSIS CSV form
2	Receive the signed form and the needed attachment	Issue the signed form and the attachment (service record)	10 minutes	OAS	None	
End of Transactions						

PROCESSING OF APPLICATION FOR GSIS TENTATIVE COMPUTATION

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Duly Approved Request form*
2. *Service Record*

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Request for the issuance of service record (for GSIS use)	Issue the form needed to be filled-up	5 minutes	OAS	None	Request for issuance of documents
2	Receive the requested service record and sign on the logbook	Issue the service record	10 minutes	OAS	None	
End of Transactions						

PROCESSING OF ISSUANCE OF UNIVERSITY ID

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Duly Approved Request form*
2. *Employee Profile*

Duration: 13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill-up request for issuance of employee profile	Issue request form to be filled up	5 minutes	OAS	None	Request for issuance of documents
2	Accomplish form and submit	Receive the accomplished form	5 minutes	OAS	None	
3	Receive the document and sign on the logbook	Issue the requested document	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF LEAVE CREDIT BALANCE

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

Duly Approved Request form

Duration: 13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill-up request for leave credit balance	Issue form for request of documents	10 minutes	OAS	None	Request for issuance of documents
2	Receive the document and sign on the logbook	Receive the filled- up form and issue the requested document	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF APPLICATION FOR SICK LEAVE

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All present employees of the University

What are the Requirements?

1. *Medical certificate should be attached to application of sick leave for more than five (5) days of absences.*
2. *Duly Approved Form 6*

Duration: 10 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application for leave and have it approve by the immediate superior		2 minutes	OAS	None	Duly Approved Form 6
2	Submit accomplished form for processing	Update, compute and certify employee's leave credits and balance	5 minutes	OAS/HR	None	
3		Proceed for signature and approval of the application for leave.	3 minutes	OAS	None	
End of Transactions						

CERTIFICATE OF EMPLOYMENT

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All employees of the University who are active and in-active in the service.

What are the Requirements?

Duly Approved Request form

Duration: 13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill out request form	Process the requested record	10 minutes	OAS	None	
2	Receive the requested documents	Release the requested documents	3 minutes	OAS	None	
End of Transactions						

ISSUANCE OF TRAVEL ORDER**Schedule of Availability of Service:**

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?**All employees of the University.****What are the Requirements?**

1. *Letter of invitation.*
2. *University Memorandum.*
3. *Request letter.*

Duration:

13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Request for the preparation of travel order	Record and process the travel order	5 minutes	OAS	None	
2		Approval of the concerned immediate supervisor and Campus Director of the travel order	5 minutes	CADI	None	
3	Receive the approved travel order	Release the approved travel order	3 minutes	CADI	None	
End of Transactions						

PROCESSING OF TRANSFER TO OTHER AGENCY

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All employees of the University.

What are the Requirements?

1. *Request letter*
2. *Employee's Clearance*

Duration: 40 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit request for transfer	Prepare endorsement with the conformity of the previous employer	5 minutes	OAS	None	
2	Accomplished and submit clearance for transfer	Received and process documents for transfer	30 minutes	OAS	None	Clearance 201 file Leave credits
3	Receive documents for transfer	Issue documents for transfer	5 minutes	OAS	None	
End of Transactions						

PROCESSING OF MANDATORY/OPTIONAL RETIREMENT/SEPARATION

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

1. **Active members with compulsory LEP, ELP or OLI policy**
2. **In active members with compulsory LEP**

What are the Requirements?

1. *Duly Approved Application form*
2. *Service Record with LWOP certification indicating the specific dates of LWOP*

Duration: 40 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit request for the preparation of documents to be submitted to GSIS	Received ,validate and prepare documents for retirement	30 minutes	OAS	None	Clearance Service record
2		Proceed for signature of the concerned immediate superior	5 minutes	OAS	None	
3	Received documents	Release documents	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF SEPARATION IN CASE OF DEATH

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Designated/surviving heirs of active members with compulsory and or optional life insurance policy who died while the policy is in force.

What are the Requirements?

1. *Duly Approved Application form*
2. *Service record*
3. *Death certificate of member*
4. *Affidavit of surviving heirs*
5. *Birth and marriage certificate*

Duration: 23 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit request for Assistance	Assist the survivor in filing claims for benefits	10 minutes	OAS	None	Death Certificate Birth/ Marriage Certificate
2		Prepare documents needed for the claim	10 minutes	OAS	None	Service Record
3	Received documents	Issue the documents	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF APPLICATION FOR MATURITY OF GSIS POLICY

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All employees of the University who are a member of GSIS.

What are the Requirements?

1. *GSIS policy contract*
2. *Duly Approved Application form*
3. *Life insurance benefits form*
4. *Service Record*

Duration: 13 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit request for documents needed for maturity	Received and process documents for maturity claim and signed by the concerned units	10 minutes	OAS	None	Application for retirement Life insurance benefits form
2	Received and submit requirements to GSIS for validation.	Released documents for submission to GSIS	3 minutes	OAS	None	Service Record
End of Transactions						

PROCESSING FOR THE COMPUTATION AND PAYMENT OF STEP INCREMENT

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All permanent employees

What are the Requirements?

1. *Service Record*
2. *Notice of Step Increment*
3. *Performance Rating (must be Very Satisfactory)*

Duration: 8 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1		Prepare Notice of Salary Step Increment.	5 minutes	OAS	None	Notice of Step Increment Form
2	Receive copy	Issue a copy to the applicant and to the Finance officer for salary adjustment	3 minutes	OAS	None	
End of Transactions						

PROCESSING OF REQUEST FOR GRANTING OF SERVICE CREDIT AND COMPENSATORY TIME-OFF

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All Employees except Job Orders

What are the Requirements?

1. *Request Letter from the immediate superior duly approved by the University President*
2. *Accomplishment Report*
3. *Duly signed Daily Time Record*

Duration: 6 working days and 10 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submission of the required documents by the immediate superior	Check/Verify the submitted documents	5 minutes	Clerk of CD	None	
2		Forward the documents to the Central Office for evaluation and approval	6 working days	OAS	None	
3		Forward to HRMO for log-in to the leave Card	5 minutes	HRMO	None	
End of Transactions						

SECURING BIR TAX IDENTIFICATION NUMBER

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All Employees

What are the Requirements?

1. *BIR Form 1902 or 2305*
2. *Birth Certificate*
3. *Photocopy of any valid ID*
4. *Marriage contract (if married)*
5. *P500.00 registration fee*

Duration: 4 hours 3 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submission of Duly Approved BIR Form 1902 or 2305, and other document. Fee of P500.	Check/Verify the submitted documents and forward to the BIR Bataan Provincial Office and claim until release	4 hours	OAS	None	BIR Form 1902; BIR Form 2305
2	Receive the BIR TIN	Release of the BIR TIN to the applicant/client	3 minutes	CADI	None	
End of Transactions						

PROCESSING OF REQUEST FOR APPROVAL FOR RENEWAL OF CASUAL AND JOB ORDER PERSONNEL

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Casual and Job Order Personnel

What are the Requirements?

1. *Letter of Intent*
2. *Letter of Recommendation from the immediate superior*
3. *Letter of Endorsement from the Campus Director*
4. *Personnel Data Sheet*
5. *Position Description Form*
6. *IPCR*

Duration: 26 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1		Receive the Letter of Intent , Job Renewal Form and other required documents with recommendation from the immediate superior and check the completeness of the required documents and forward to the Campus Director	5 minutes	OAS	None	
2		Prepare the consolidated Job Renewal Form and submit to the Central Office	20 minutes	Campus Director	None	
3		Forward approved request to the HRMO for processing of appointment	1 minute	OAS	None	
End of Transactions						

CONFIRMATION OF GSIS LOANS

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All Employees who are GSIS Members

What are the Requirements?

1. *Certification of net take-home pay*

Duration: 4 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Notify the HRMO of loan application personally or by phone	Confirmation of loan application	3 minutes	OAS/HRMO	None	Certificate of net take-home pay
2		Inform the loan applicant of the confirmation	1 minute	OAS/HRMO	None	
End of Transactions						

PROCESSING OF APPOINTMENT FOR CSC ATTESTATION, RECEIVING AND RECORDING OF APPOINTMENT

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Selected Applicants

What are the Requirements?

1. Applicant

Duration: 16 days, 27 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submits/Presents the complete documents: - PDS - PDF - TOR/Diploma - Medical Certificate - NBI Clearance - IPCR/SET for Old Employees - Other pertinent documents - Evaluation Result	Reviews and checks all the requirements and supporting documents	10 minutes	OAS/HRDMO	None	
		Submits all the requirements to the HRDO for preparation of appointment	10 days	OAS/HRDMO	None	
		Affixes signature at the back of the appointment paper	1 minute	OAS/HRDMO	None	
		Forwards to the Chairman of the PSB for the signature	5 minutes		None	
		Signs the certification at the back of the appointment paper	1 minute		None	
		Forwards appointment paper to the President for approval and signature	5 minutes	University President	None	
		Furnishes the Local HR with a photocopy of appointment for submission to the CSC	1 day	Campus OAS/HR	None	

		Submits the appointment to the CSC for approval	5 days	OAS/HRMDO	None	
		Approves and signs the Appointments	2 minutes	CSC Director	None	
		Officially transmits to the Local HR a copy of the CSC Approved Appointment	2 minutes	Campus OAS/HR	None	
2	Receives CSC Approved Appointment	Records Receipt of Appointment	1 minute	Campus OAS/HR	None	
End of Transactions						

ISSUANCE OF TRIP TICKET

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All University personnel

What are the Requirements?

1. *Approved Travel Order*

Duration: 5 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit approved Travel Order	Check the important details of Travel Order and other attachment/s.	1 minute	OAS	None	Travel Order
		Check the availability of service vehicle and driver, based on the date and time of travel.	2 minutes	OAS	None	
		Give confirmation if the request is already on schedule.	1 minute	OAS	None	
		Inform the client if the request is on Re- schedule due to unavailability of Service Vehicle.	1 minute	OAS	None	
End of Transactions						

PROCESSING FOR THE PRINTING OF DTR FOR OVERTIME SERVICES

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All University personnel - permanent, temporary, contractual, casual and job order status

What are the Requirements?

1. *Approved Overtime Request Form*

Duration: 12 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Submit a copy of the Approved Overtime Request Form.	Receive and file the copy of the Approved Overtime Request Form.	1 minute	OAS/HRDMO	None	Overtime Request Form
		Plot the Overtime schedule	5-10 minutes	OAS/HRDMO	None	Work Plan of Activities
2	Receive the printed DTR	Print and issue the plotted DTR schedule	1 minute	OAS/HRDMO	None	
End of Transactions						

APPLICATION FOR STUDY LEAVE

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

All university permanent employees

What are the Requirements?

1. *Approved Letter of Request*
2. *Permit to Study Form*
3. *Copy of IPCR for the past two (2) years*
4. *Study Contract Agreement*

Duration: 13 days, 2 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Accomplish the Application form obtained from the OAS/HR Submit the Form to the Office of the University President together with the proposed of work study plan	Endorse the documents to the HRDM Office	1 minute	Clerk Office of the University President	None	Study Leave Application Form
		Endorse the documents to the OAS/HRDMO Director	1 minute	OAS/HRDMO	None	
		Convene and evaluate the applicant's proposed study work plan of activities	3-5 days	OAS/HRDMO	None	
		Prepare endorsement for Board Confirmation	3-5 days	OAS/HRDMO Board of Regents (BOR)	None	
		Notify the applicant on the status of his/her application and facilitate the contract signing when approved.	1-3 days	OAS/HRDMO		
End of Transactions						

PROCESSING OF PURCHASE REQUEST

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees and Students of the University

What are the Requirements?

1. Duly signed copy of the PPMP/APP
2. Purchase Request

What are the additional requirements if requested items are not available in the PPMP/APP:

Supplemental Letter approved by the University President

How to Avail of the Service:

Duration for Step 1: 6 days, 9 hours and 10 minutes

Step 1	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1.1	Purchase Request signed by the End-user; Recommending Approval (if any), Budget Officer and University Budget Officer. Certificate of non-availability of Supply/Requisition and Issuance Slip	Verification and checking of Availability of items listed in the APP	1 day	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS
1.2		Signing of the University President if for Central Office, Campus Directors if for Campuses	1 day	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS
1.3		Indication of Purchase Request No.	10 minutes	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS
1.4		Preparation of Request for Quotation RFQ/ Canvass	1 hour	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS

Step 1	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1.5		Canvassing	Maximum of 4 days for Common goods	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS
1.6		Check conformity of specification with the end-user	1 hour	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS, RFQ
1.7		Preparation of Abstract of Bids and Purchase Order Of the lowest calculated responsive bidder	2 hours	Procurement Staff	None	Purchase Request, Copy of the Approved APP, RIS, RFQ
1.8		BAC signing for recommendation for approval or disapproval of the quotation of the supplier	4 hours	Procurement Staff	None	Purchase Request, Copy of the approved APP, RIS, RFQ, Abstract of Bids, Purchase Order
1.9		Transmittal to Accounting Office for checking and posting of funds	1 hour	Procurement Staff	None	Purchase Request, Copy of the approved APP, RIS, RFQ, Abstract of Bids, Purchase Order
End of Transactions						

Duration for Step 2: 3 days, 30 minutes

Step 2	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
2.1		Signing of the Purchase Order for the winning responsive bidder (Conforme)	3 days	Procurement Staff	None	Purchase Request, Copy of the approved APP, RIS, RFQ, Abstract of Bids, Purchase Order
2.2		Transmittal to Supply Office	30 minutes	Procurement Staff	None	Purchase Request, Copy of the approved APP, RIS, RFQ, Abstract of Bids, Purchase Order
End of Transactions						

ISSUANCE OF CERTIFICATE OF NON-AVAILABILITY OF SUPPLIES

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees and Students (End –Users)

What are the Requirements?

Completely filled up Requisition and Issue Slip (RIS)

Duration: 2 hours and 7 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill up the RIS form completely	Received and check the filled up RIS form from the End-user	5 minutes	Supply office staff	None	RIS Form
2		Check the availability of stocks/items requested in the stock room	1 hour	Supply office staff	None	RIS and Stock card
3		Approved the RIS form	1 minute	Supply Officer	None	RIS Form
4		Issued the available stocks/items requested	1 hour	Supply office staff	None	RIS Form
5	Take the available stocks/items and a copy of approved RIS	Issued the certificate of Non-Availability of supplies	1 minute	Supply Officer	None	RIS Form
End of Transactions						

RECEIPT OF SUPPLIES AND DELIVERABLES

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees and students (End –Users)

Suppliers

What are the Requirements?

Approved Purchase Order and other documents (Purchase Request, Abstract of Bids, Request For Quotation, Contract, PPMP, APP, etc.)

Duration: 2 working days, 5 hours and 35 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Procurement staff take the approved Purchase Order to the Supply office	Received Purchase Order and other documents	5 minutes	Supply office staff	None	Purchase Order, Purchase Request, Request for Quotation, Abstract of Bids, Contract, etc.
2		Lead time for the deliveries of supplies	120 days (depending on what is stated in the PO)	Supply office staff	None	PO, Sales Invoice (SI) or Delivery Receipt (DR)
3		Inspect the deliveries	2 working days	Inspector	None	PO, Sales Invoice (SI) or Delivery Receipt (DR)
4		Issued the available stocks/items requested	1 hour	Supply office staff	None	PO, Sales Invoice (SI), Stock Card

5		Prepare the Inspection and Acceptance Report (IAR), (including the photocopying, sorting, and signing of signatories before forwarding to the Accounting Office)	4 hours	Supply office staff	None	Purchase Order, Purchase Request, Request for Quotation, Abstract of Bids, Contract, etc.
6		Forward to Accounting Office for payment	30 minutes	Supply office staff	None	Purchase Order, Purchase Request, Request for Quotation, Abstract of Bids, Contract, etc. and Letter from supply with checklist
End of Transactions						

ISSUANCE OF SUPPLIES and PROPERTY, PLANT & EQUIPMENT TO THE END-USER

Schedule of Availability of Service:

Monday to Friday

8:00AM to 5:00PM Without Noon Break

Who May Avail of the Service?

Employees and Students (End –Users)

What are the Requirements?

Requisition Issue Slip (RIS), Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) and Sticker (when necessary)

Duration: 2 days, 3 hours, and 6 minutes

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fill up the RIS form completely	Receive Filled up RIS form	5 minutes	Supply office staff	None	RIS & PO
2		Check the availability of supplies (ocular inspection)	1 hour	Supply office staff	None	Stock Card
3		Issue the available supplies	2 hours	Supply office staff	None	RIS Form
4	Sign the received portion of RIS	Sign approve portion of RIS	1 minute	Supply office staff	None	RIS Form
5	Sign & receive the PAR, ICS & sticker	Issue the Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) & Sticker (when necessary)	2 days	Supply office staff	None	PAR, ICS, Sticker
End of Transactions						

EMERGENCY SITUATION**Response Procedure During Office Hours:**

Monday to Friday
0800H-1700H

Response Procedure After Office Hours:

Monday to Sunday
1700H - onwards until office personnel resumes duty

Who will Respond During Office Hours

All designated office personnel with special function if an emergency situation occurs

Who will Respond After Office Hours

All duty personnel from the Security Services

Duration: 5 minutes under normal condition to unknown

How to Avail of the Service: *Emergency Procedure(Medical) in coordination with the Campus Clinic*

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Notification from the Safety and Security personnel for the present situation that is happening (injury/accident)	The safety personnel will inform and call the attention of the medical personnel for the case	2 minutes under normal condition.	Designated Emergency Medical Team Safety and Security Personnel	None	
2	Medical Team will assess the patient's status	Necessary treatment or first aid will apply	Depends on the severity of the patient's condition (5 minutes)	Medical team (Doctor and Nurses)	None	
3	Transport of the patient to the clinic for further assessment and treatment.	Thorough assessment and examination will be done	Depends on the patient's overall status and condition	Medical Team Security Personnel	Depends on Hospital Services fees	
4	If the condition is severe and cannot be treated or handle in the Clinic, patient will be conducted to the nearest hospital for further management	Conduction vehicle should be readily available in order to transport the patient immediately	Maximum transport time depends on the chosen hospital or facility	Emergency Medical Technician Doctor and Nurses Security Personnel	None	
5	Patient will be endorsed to the medical staff in the emergency department Full endorsement should be made for proper hand over of the patient	Issue the Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) & Sticker (when necessary)	5 minutes	Hospital staff	None	
Procedure ends upon admittance of the injured person in the hospital as patient for medical procedure.						

How to Avail of the Service: Emergency Procedure(Fire)

* In-Case there is injury during Office Hours, Emergency Medical Team (EMT) will also be activated.

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Fire Response	Perform Fire Response procedure and/ or hold the fire incident area until BFP arrives	5 minutes	Designated Fire Response Team according to Zone/Area	None	
2	Notifications	1. Contact BFP thru land phone# of local City/ Municipal Agency 2. Contact local Campus Officials	Depends on traffic situation and availability of Fire Truck	Designated Fire Response Team according to Zone/Area	None	
3	Bureau of Fire and Protection (BFP)	BFP operatives will take-over the situation upon arrival.	Depends on fire level/category	Designated Fire Response Team according to Zone/Area Municipal and/or Provincial BFP	None	
Procedure ends when the proper authority declares "Fire Out"						

How to Avail of the Service: Emergency Procedure(Earthquake)

* In-Case there is injury during Office Hours, Emergency Medical Team (EMT) will also be activated.

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	Earthquake	1. Alarm/siren during drills. 2. Alarm/siren whenever possible if the actual event occurs.	1. 1 minute for drills. 2. observe the actual event and hold position.	Person In-Charge in the College Department and Offices according to Zone/Area	None	
2	Evacuation	1. Teacher/Officer will initiate and lead students/ personnel with the evacuation. 2. Follow evacuation procedure according to building structure and proceed to assigned route to evacuation zone/ area.	5 minutes	Faculty, officer in-charge of each office.	None	
3	Assembly	1. Organize all evacuees according to group. 2. Account all student/personnel according to group. 3. Report missing student/personnel to the Incident Command Center to organize a search and rescue.	unknown	Faculty, officer in-charge of each office Campus Officials Designated Disaster Response Committee	None	
		Activate EMT and/ or Fire Response if needed.				
Drill ends when the Command Center declares drill is terminated. *Procedure Ends when the crisis is declared by the Government as contained.						

GATE SECURITY PROCEDURE**Response Procedure During Office Hours:**

Monday to Friday
0800H-1700H

Saturday
0600H to 0600H

Who will Respond During Office Hours
Students, Alumni, Visitors

Who will Respond After Office Hours
Valid ID

Duration: 12 minutes

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Fees	Form
1	a. For students, present oneself in proper uniform and pin ID. b. For Non-student and/or Visitor, present valid ID and must be in appropriate attire. Leave ID and signs the logbook.	a. Visual check on students b. Queries on purpose of visit and inspect suspicious luggage and guides to location of offices. c. In case of non- conformity, subject for denial of entry, notification or turn-over to concerned offices.	2 to 10 minutes	Gate Sentry on duty	None	Logbook
2	For outgoing University Official Vehicles, provide copy of trip ticket for security file.	a. Record time of departure on the logbook. b. In case of non- conformity, subject will be recorded on the logbook for reference.	1 minute	Gate Sentry on duty	None	Logbook
3	For University Official Vehicles returning to station	Record time of arrival	1 minute	Gate Sentry on duty	None	Logbook
END OF TRANSACTION						

SECURING AREA OF RESPONSIBILITY AFTER BUSINESS HOURS

Response Procedure During Office Hours:

Monday to Friday

2100H-0600H

Saturday

1800H to 0600H

Saturday

0600H - onwards until Monday 0600H

How to Avail of the Service:

Step	Applicant/ Client	Action Officer	Duration of Activity	Person in Charge	Form
1		Conduct patrol inside the Campus perimeter	10– 20 minutes depending on weather and perimeter size	Gate Sentry on duty	Logbook
2		Inspect of classrooms, offices if properly locked/ secured		Gate Sentry on duty	Logbook
3		Taking note if electrical facilities/ equipment are secured and/or turned-off		Gate Sentry on duty	Logbook
4		Monitor peace and order and appre- hend unlawful intruder(s) in sight whenever possible and capable		Gate Sentry on duty	
5		Enters all observation on the logbook upon return to post and whenever possible, notification to concerned officer or personnel on the status of classroom/office significant findings during the patrol.		Gate Sentry on duty	Logbook
END OF TRANSACTION					



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