



# **BATAAN PENINSULA STATE UNIVERSITY**

## **CITIZEN'S CHARTER**



## **I. 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).

## **II. Vision:**

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

## **III. 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.

## **IV. Service Pledge:**

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

**B**e responsive 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



## LIST OF SERVICES

<b>Citizen's Charter Handbook</b>	1
Mandate	2
Vision	2
Mission	2
Service Pledge	2
<b>CENTRAL OFFICE</b>	5
<b>Frontline Services</b>	5
<b>Library</b>	5
Issuance of Library Card (Student)	6
Issuance of Library Card (Employee)	7
Issuance of Guest Card (Alumni, Outside Researchers, Other Visitors)	8
Re-issuance of Lost and Dilapidated Library Card (Student)	9
Borrowing of Books (Computerized)	10
Borrowing of Books (Manual)	11
Returning of Books (Computerized)	12
Returning of Books (Manual)	13
Access to E-Resources	14
Signing of Clearance (Student)	15
Reservation of Facilities (for BPSU Students and Employees)	16
Issuance of Referral Letter	17
Request for Purchase of Library Materials	18
<b>Registrar</b>	19
Registration and Enrollment (Beginning First Year)	20
Registration and Enrollment (Continuing Students)	21
Request for Official Transcript of Records	22
Request for Transfer Credentials	23
Request for Replacement of Lost School Identification Card	25
Request for Replacement of School Identification Card Due to Dilapidated ID Card, Shifting of Program, Change of Name, Etc. Aside from Lost ID Card ...	26
<b>Cashier</b>	27
Payment of Tuition Fees, Misc. Fees & Other Fees (During Enrollment)	28
Payment / Settlement of Outstanding Balances	29
Payment of Transcript of Records (ToR), Certification Etc.	30
Issuance of Student's Clearance / Statement of Account	31
Releasing of Payroll / Checks (Refund & Other Claims)	32
Releasing of Checks to Suppliers (Disbursement)	33
<b>Non-Frontline Services</b>	34



<b>Human Resource</b>	34
Issuance of Service Record	35
Processing of Retirement	36
Processing of Terminal Leave	37
Processing of Request for Monetization of Leave	38
Application for Private Practice of Profession	39
Request for Certification of Performance Evaluation for BPSU Employees for Promotion, Permanency and Outstanding Employee	40
Processing of Request for Change of Name / Update of Personal Records	41
Processing of Request for Transfer to Other Campus	42
Processing for the Payment of Loyalty Cash Incentive	43
Processing of Scholarship	44
Processing of Application for Cash Surrender Value of Policy	45
Processing of Application for GSIS Tentative Computation	46
Processing of Issuance of University ID	47
Processing of Leave Credit Balance	48
Processing of Application for Sick Leave	49
Certificate of Employment	50
Issuance of Travel Order	51
Processing of Transfer to Other Agency	52
Processing of Mandatory / Optional Retirement / Separation	53
Processing of Separation in Case of Death	54
Processing of Application for Maturity of GSIS Policy	55
Processing for the Computation and Payment of Step Increment	56
Processing of Request for Granting of Service Credit & Compensatory Time-Off..	57
Confirmation of GSIS Loans	58
Securing BIR Tax Identification Number	59
Processing of Request for Approval for Renewal of Casual and Job Order Personnel	60
<b>Procurement</b>	61
Processing of Purchase Request	62
<b>Supplies</b>	64
Issuance of Certificate of Non-Availability of Supplies	65
Receipt of Supplies and Deliverables	66
Issuance of Supplies and Property, Plant & Equipment to the End-User	67
<b>Security Services</b>	68
Emergency Situation	69
Emergency Procedure (Medical)	69
(Fire)	70
(Earthquake)	71
Gate Security Procedure	72
Securing Area of Responsibility After Business Hours	73
<b>Feedback and Complaint Mechanism</b>	74
<b>List of Offices</b>	75



# **CENTRAL OFFICE FRONTLINE SERVICES LIBRARY**



## 1. ISSUANCE OF LIBRARY CARD (Student)

Issuance of Library Card to **NEWLY** enrolled students in the University (Undergraduate or Graduate Students)

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration / CoR		Registrar's Office		
Two (2) pcs 1"x1" picture with white background		Provided by the Student upon Enrollment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration (CoR) and two (2) pcs. 1"x1" picture with 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
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
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
<b>TOTAL:</b>		-	<b>6 minutes</b>	

### 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)



## 2. ISSUANCE OF LIBRARY CARD (Employee)

Issuance of Library Card to All BPSU Employees

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Employees (Teaching and Non-Teaching)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BPSU Employees Identification Card		Provided by the Client		
Two (2) pcs 1"x1" picture with white background		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present BPSU Employees Identification Card 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
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
3. Received valid library card and sign logbook	Issue valid library card. File correctly filled-out Patron's Information Sheet (PIS)	-	1 minute	Librarian/ Library Staff
<b>TOTAL:</b>		-	<b>6 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday

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



### 3. ISSUANCE OF GUEST CARD (Alumni, Outside Researchers, Other Visitors)

Issuance of Guest Card to other individuals aside from BPSU Students and employees who wants to avail the library services.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All (except BPSU Students and Employees)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
2. Fill-out the issued blank Guest's Information Sheet (GIS) and guest card.	Validate filled-out forms	-	2 minutes	Librarian/ Library Staff
3. Pay guest's library fee	Collection of Library Fee	50.00	2 minutes	Cashier
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
<b>TOTAL:</b>		<b>50.00</b>	<b>7 minutes</b>	

#### Schedule of Availability of Service:

Every Friday

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





#### 4. RE-ISSUANCE OF LOST AND DILAPIDATED LIBRARY CARD (Student)

Providing new Library Card to individuals currently enrolled in the University (Undergraduate or Graduate Students)

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Students (Undergraduate and Graduate)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Registration (COR)		Registrar's Office		
Replacement Form		Library		
One (1) pc 1" x1" picture with white background		Provided by the Client		
Official Receipt (OR) for penalty payment		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present COR / Secure and fill-out Replacement Form	Examine COR for validation		1 minute	Librarian/ Library Staff
2. Pay penalty fee	Collection of Penalty Fee	50.00	1 minute	Cashier
3. Present the one (1) pc. 1x1 picture, filled-out Replacement Form and O.R.	a. Verify requirements and issue a blank library card. b. File the Replacement Form with O.R. number for documentation and attached to the filed Patron's Information Sheet (PIS)	-	2 minutes	Librarian/ Library Staff
4. Fill out the issued blank library card.	Laminate the library card.		2 minutes	Librarian/ Library Staff
5. Received valid library card and sign logbook	Issue valid library card.		1 minute	Librarian/ Library Staff
<b>TOTAL:</b>		<b>50.00</b>	<b>7 minutes</b>	

#### 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)



## 5. BORROWING OF BOOKS (Computerized)

Process of borrowing of books electronically.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card (for Students and Employees)		Provided by the Client		
Guest Card (for all other individuals aside from BPSU Students and employees)		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present library card to the Circulation Section.	Receive and check the library card.	-	1 minute	Circulation Librarian
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
3.	Scan book's barcode and check- out from library system. File book card and library card.	-	2 minutes	Circulation Librarian
4.	Inform the client on the due date.	-	1 minute	Circulation Librarian
5. Receive the book being borrowed.	Give borrowed book to the client	-	1 minute	Circulation Librarian
<b>TOTAL:</b>		-	<b>6 minutes</b>	

### 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)



## 6. BORROWING OF BOOKS (Manual)

Process of borrowing of books manually.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card (for Students and Employees)		Provided by the Client		
Guest Card (for all other individuals aside from BPSU Students and employees)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card to the Circulation Section.	Receive and check the library card.	-	1 minute	Circulation Librarian
2. Search book in Card Catalog.	Assist the client in accessing Card Catalog.	-	2 minutes	Circulation Librarian
3.	Check the filled-out book card. Then, file book card and library card at the designated area.	-	5 minutes	Circulation Librarian
4.	Inform the client on the due date.	-	1 minute	Circulation Librarian
5. Receive the book being borrowed.	Give borrowed book to the client	-	1 minute	Circulation Librarian
<b>TOTAL:</b>		-	<b>10 minutes</b>	

### 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)



## 7. RETURNING OF BOOKS (Computerized)

Process of returning of books electronically.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book (s)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	-	1 minute	Circulation Librarian
2.	Scan the book's barcode and check it in from library system.	-	1 minute	Circulation Librarian
3. Receive the library card	Return library card to the client.	-	1 minute	Circulation Librarian
<b>TOTAL:</b>		-	<b>3 minutes</b>	

### 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)



## 8. RETURNING OF BOOKS (Manual)

Process of returning of books manually.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book (s)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	-	1 minute	Circulation Librarian
2.	Sign the book card as proof of return.	-	3 minutes	Circulation Librarian
3. Receive the library card	Return library card to the client.	-	1 minute	Circulation Librarian
<b>TOTAL:</b>		-	<b>5 minutes</b>	

### 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)



## 9. ACCESS TO E-RESOURCES

Process of accessing E-Resources materials.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card to the Electronic Resources Section and sign logbook.	Verify requirement	-	1 minute	Librarian/ Library Staff
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
3. Sign logbook after the duration of activity		-	1 minute	Librarian/ Library Staff
<b>TOTAL:</b>		-	<b>30 minutes to 1 hour</b>	

### Schedule of Availability of Service:

Monday to Friday

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

Saturday

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



## 10. SIGNING OF CLEARANCE (Student)

Signing of Student Clearance aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Library Card	Validate Library Card and sign clearance	-	2 minutes	Librarian/ Library Staff
<b>TOTAL:</b>		-	<b>2 minutes</b>	

### 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)



## 11. RESERVATION OF FACILITIES (for BPSU Students and Employees)

Providing library services through the use of library facilities, services and resources

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Slip		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check schedule for available slots.	Verify schedule for available slots / Issue blank reservation slip	-	1 minute	Librarian/ Library Staff
2. Fill-out reservation slip	Validate filled-out reservation slip / Plot schedule in the calendar	-	1 minute	Librarian/ Library Staff
3. Sign log-book.		-		
<b>TOTAL:</b>		-	<b>2 minutes</b>	

### 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)





## 12. ISSUANCE OF REFERRAL LETTER

Issuance of Referral Letter to use the library facilities and resources.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
BPSU ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2.	Prepare and sign referral letter	-	5 minutes	Librarian/ Library Staff
3. Claim Referral letter and sign logbook.	Issue Referral letter	-	1 minute	Librarian/ Library Staff
<b>TOTAL:</b>		-	<b>8 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 12:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 12:00 p.m. without noon break. (Graduate)



### 13. REQUEST FOR PURCHASE OF LIBRARY MATERIALS

Purchase of Library Material Form for reference purposes and acquisition

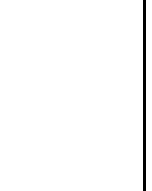
<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All BPSU Students and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Provided by the Client		
BPSU ID		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present library card	Verify requirement and issue request form for Purchase of Library Material	-	1 minute	Librarian/ Library Staff
2. Fill-out Purchase of Library Material Form	Validate and sign filled-out form	-	1 minute	Librarian/ Library Staff
3.	File Purchase of Library Material Form for reference purposes and acquisition	-	1 minute	Librarian/ Library Staff
<b>TOTAL:</b>		-	<b>3 minutes</b>	

#### Schedule of Availability of Service:

January, June, July

Monday to Saturday

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



**REGISTRAR**



## 1. REGISTRATION AND ENROLLMENT (Beginning First Year)

This procedure shall help all new students to ensure successful admission in the Campus.

<b>Office or Division:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Beginning First Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138 (Report Card)		Previous School		
PSA-issued birth certificate		PSA		
Medical Certificate		Campus Clinic		
1 pc 2" x 2" photo (with nametag)		Provided by the Client		
Long Brown Envelope		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration: 1. 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.	See schedule of fees	10 minutes (Based on system response time)	Program Clerk
Official Enrollment: 2. 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
<b>TOTAL:</b>			<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday (Undergraduate Level) – Enrollment Schedule  
8:00AM to 5:00PM



## 2. REGISTRATION AND ENROLLMENT (Continuing Students)

This procedure shall help all continuing students to ensure successful admission in the Campus.

<b>Office or Division:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's School ID		Provided by the Client		
Student's Clearance		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration: 1. 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.	See schedule of Fees	7 minutes (Based on system response time)	Program Clerk
Official Enrollment: 2. 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
<b>TOTAL:</b>			<b>12 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday (Undergraduate Level) – Enrollment Schedule  
8:00AM to 5:00PM without noon break



### 3. REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS

This service facilitate the issuance of Transcript of Records to BPSU graduates to be used for employment, evaluation or further studies.

Office or Division:	Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL REQUEST:				
Fully accomplished Request for Documents form (BPSU-ROF-025)		Registrar’s Office		
Documentary Stamp (one per set)		BIR		
Student’s Clearance(if graduated or transferred out)		Provided by the Client		
Student’s School ID (if graduated or transferred out)		Provided by the Client		
IF REQUESTED THRU A REPRESENTATIVE:				
Authorization Letter		Provided by the Client		
One valid ID of the Representative		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	₱100.00 per page	5 minutes	Program Clerk
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 (+ 3 working days for the preparation of ToR)	Program Clerk
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
TOTAL:		₱100.00 per page	3 days and 10 minutes	

#### 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



#### 4. REQUEST FOR TRANSFER CREDENTIALS

This service facilitate the issuance Transfer Credentials for students who wish to transfer to other school.

Office or Division:	Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who seek to transfer out of the University or Graduates who pursue further studies in other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL REQUEST:				
Fully accomplished Request for Documents form (BPSU-ROF-025)		Registrar's Office		
Documentary Stamp (one per set)		BIR		
Student's Clearance (if graduated or transferred out)		Provided by the Client		
Student's School ID (if graduated or transferred out)		Provided by the Client		
IF REQUESTED THRU A REPRESENTATIVE:				
Authorization Letter		Provided by the Client		
One valid ID of the Representative		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	₱85.00 for Certification of Transfer Credentials,  ₱100.00 per page for ToR	5 minutes	Program Clerk
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 Certification f Transfer Credentials then return the Claim Stub and OR		3 minutes (+ 3 working days for the preparation of ToR)	Program Clerk



(cont.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. On the scheduled date of release, 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
<b>TOTAL:</b>		₱85.00 for Certification of Transfer Credentials, ₱100.00 per page for ToR	<b>3 days and 10 minutes</b>	

**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





## 5. REQUEST FOR REPLACEMENT OF LOST SCHOOL IDENTIFICATION CARD

This service provides new Identification Card to students (currently enrolled) who have lost their school ID.

<b>Office or Division:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students who lost School ID Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Request for Replacement of Lost ID Card (BPSU-ROF-025)		Registrar's Office		
Student's Certificate of Registration (CoR)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished BPSU-ROF-024A Request for Replacement of Lost ID Card and show Certificate of Registration (CoR), then receive the form with assessed fees and make payments at the Cashier	Provide the BPSU-ROF-024A form, receive the accomplished form and CoR, verify the completeness and check the status of the client and indicate the assessed fees.	₱230.00	5 minutes	Program Clerk
2. Return the BPSU-ROF-024A, and Official Receipt (OR) of payment to the MIS then receive the School ID Card	Receive the BPSU-ROF-024A and OR, then process, print and issue the School ID Card	-	10 minutes	MIS Staff
<b>TOTAL:</b>		<b>₱230.00</b>	<b>15 minutes</b>	

### 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**



## 6. REQUEST FOR REPLACEMENT OF SCHOOL IDENTIFICATION CARD DUE TO DILAPIDATED ID CARD, SHIFTING OF PROGRAM, CHANGE OF NAME, Etc. ASIDE FROM LOST ID CARD

This service provides new Identification Card to students (currently enrolled) due to dilapidated ID card, shifting of program, change of name, etc., aside from lost ID card.

<b>Office or Division:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students who wants replacement of School ID Card due to dilapidated ID card, shifting of program, change of name, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Request for Replacement of ID Card (BPSU-ROF-025)		Registrar's Office		
Student's Certificate of Registration (CoR)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished BPSU-ROF-024 Request for Replacement of ID Card and show Certificate of Registration (CoR), then receive the form with assessed 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.	₱230.00	5 minutes	Program Clerk
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 process, print and issue the School ID Card	-	10 minutes	MIS Staff
<b>TOTAL:</b>		<b>₱230.00</b>	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday (Undergraduate Level)

8:00AM to 5:00PM

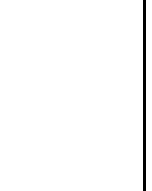
Monday to Friday (Graduate Level – Abucay and Dinalupihan Campuses)

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**



**CASHIER**



# 1. PAYMENT OF TUITION FEES, MISC FEES, AND OTHER FEES (During Enrollment)

Collection of fees, charges and other assessments from Students / Parents.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students, Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment Form		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
2. Payment of required fees	Receive money, count and issue Official Receipt	Depends on the Assessed Fees of the Student	3 minutes	Cashier
<b>TOTAL:</b>		Depends on the Assessed Fees of the Student	<b>5 minutes</b>	

## Schedule of Availability of Service:

Monday-Friday  
8:00am- 5:00pm without noon break



## 2. PAYMENT/SETTLEMENT OF OUTSTANDING BALANCES

Collection of fees, charges and other assessments from Students / Parents / Graduates.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students, Parents, Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	The Officer/Staff will check the ledger of the student		2 minutes	Cashier
2. Payment of required fees	Receive money, count and issue Official Receipt	Depends on the Outstanding Balance of the Student	3 minutes	Cashier
<b>TOTAL:</b>		Depends on the Outstanding Balance of the Student	<b>5 minutes</b>	

### Schedule of Availability of Service:

Monday-Friday

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



### 3. PAYMENT OF TRANSCRIPT OF RECORDS (ToR), CERTIFICATION Etc.

Collection of fees, charges and other assessments from Clients.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students, Parents, Faculty, Graduates and Other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly Accomplished Request Form		Registrar's Office		
Student ID		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present properly accomplished Request Form and Student ID	The Officer/Staff will tag required fees for each requested documents		2 minutes	Cashier
2. Payment of required fees	Receive money, count and issue Official Receipt	Please see summary of fees for each requested documents	3 minutes	Cashier
<b>TOTAL:</b>		Please see summary of fees for each requested documents	<b>5 minutes</b>	

#### Schedule of Availability of Service:

Monday-Friday

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

#### Application for:

Transcript of Record- P 100.00/page

Certification- P 85.00

Authentication (CAV)- P 165.00 for BSN with RLE Certification & 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



#### 4. ISSUANCE OF STUDENT'S CLEARANCE/ STATEMENT OF ACCOUNT

Issuance of Student Clearance aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	The Officer/Staff print the clearance/ SOA of the student	No required fees for 1 <sup>st</sup> copy	5 minutes	Cashier
2. Payment of penalty fees; if the student request for 2 <sup>nd</sup> copy	Receive money, count and issue Official Receipt	P 50.00 for reprinting of Clearance or SOA	5 minutes	Cashier
3. Receive the documents requested	Release of clearance/SOA		5 minutes	Cashier
<b>TOTAL:</b>		P 50.00 for reprinting of Clearance or SOA	<b>15 minutes</b>	

#### Schedule of Availability of Service:

Monday-Friday

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



## 5. RELEASING OF PAYROLL/CHECKS (Refund and other Claims)

This service provides proper administration on the releasing of payrolls / checks for refund and other claims.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents, Faculty, Graduates and Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Provided by the Client		
Acknowledgement receipt (if applicable)				
Authorization letter and Valid ID (if by representative)		Provided by the Client and the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Any Valid ID	The Officer/Staff will verify the availability of checks/payroll for refund	-	2 minutes	Cashier
2. Signing of Disbursement Voucher or Payroll and fill out FMS Tracking Form	Verify the correctness of signed documents	-	5 minutes	Cashier
3. Receive cash or check	Release of cash of check	-	3 minutes	Cashier
TOTAL:		-	10 minutes	

### Schedule of Availability of Service:

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





## 6. RELEASING OF CHECKS TO SUPPLIERS (Disbursement)

This service provides proper administration on the releasing of checks to Suppliers for disbursement.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business			
<b>Who may Avail:</b>	Outside Suppliers, Contractors, Utilities Company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Provided by the Client / Business		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for available checks for pick up	The Officer/Staff will verify the availability of checks	-	2 minutes	Cashier
2. Issue Official Receipt; Signing of Disbursement Voucher and FMS Tracking Form	Verify the correctness of signed documents	-	5 minutes	Cashier
3. Receive the Checks and Income Tax Return	Release of Checks and ITR Copy of the suppliers	-	3 minutes	Cashier
<b>TOTAL:</b>		-	<b>10 minutes</b>	

### Schedule of Availability of Service:

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



# **NON – FRONTLINE SERVICES**

## **HUMAN RESOURCE**



## 1. ISSUANCE OF SERVICE RECORD

This service provides the client the copy of their service record upon their request.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees who are active and in-active in service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	Receive and verify the accomplished form	-	5 minutes	OAS
2. Wait while the requested documents are being processed.	Processed documents requested	-	10 minutes	OAS
3. Receive the documents requested	Release requested documents to client	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>18 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 2. PROCESSING OF RETIREMENT

This service aims to help retiring employees process their retirement by providing them necessary employment records for personal and other transaction purposes.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employee who are schedule/opt for Mandatory and Optional Retirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Retire		Provided by the Client		
Fully Accomplished Employee's Clearance		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent to retire for approval	Receive the letter of intent to retire	-	3 minutes	OAS
2.	Submit the letter of intent for the approval of Campus Director; Vice President and University President at the Central Office	-	1 day	OAS
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
4. Submit approved Employee's Clearance Form	Receive approved employee's clearance form for 201 file	-	3 minutes	OAS
5. Receive GSIS Application for Retirement Form	Release GSIS Application for Retirement Form and advice the employee on the procedure	-	5 minutes	OAS
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
7. Receive approved GSIS Form for submission to GSIS Field Office for validation	Release approved GSIS Form	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>2 days and 19 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday

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



### 3. PROCESSING OF TERMINAL LEAVE

This service aims to help retiring/retired/resigned/separated employees process their terminal leave claims by providing them necessary employment records for personal and other transaction purposes.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees who are retired/resigned/separated with incurred leave credit and service credit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Employee's Clearance		HR		
Retirement Voucher		GSIS		
Letter of Intent to Retire/Resign		Provided by the Client		
Certification of Leave/Service Credit		HR		
Service Record		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit photocopy of retirement voucher from GSIS	Receive photocopy of retirement voucher from GSIS	-	3 minutes	OAS
2.	Process Service Record and Certification of Leave/Service Credit	-	10 minutes	OAS
3.	Certify and submit to the Accounting Office all the requirements needed in 2 copies for processing	-	10minutes	OAS
<b>TOTAL:</b>		-	<b>23 minutes</b>	

#### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



#### 4. PROCESSING OF REQUEST FOR MONETIZATION OF LEAVE

This service aims to help employees process their monetization of leave credits by providing them necessary employment records for personal and other transaction purposes.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees with incurred Vacation and Sick Leave credits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CSC Form 6 (Leave Form)		HR		
Notice of Salary Adjustment / Notice of Step Increment		HR		
Service Record		HR		
University Memorandum for Faculty with designation as Key Official		Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished CSC Form 6 (Leave Form)	Receive accomplished Form 6	-	3 minutes	OAS
2.	Certify and process the Form 6 for the available balance of incurred leave/service credits subject for monetization	-	10 minutes	OAS
3.	Submit certified Form 6 for approval of University President at the Central Office	-	1 day	OAS
4.	Submit approved Form 6 with all the requirements for consolidation at Central Office for DBM funding	-	1 day	OAS
<b>TOTAL:</b>		-	<b>2 days and 13 minutes</b>	

#### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 5. APPLICATION FOR PRIVATE PRACTICE OF PROFESSION

This service aims to assist Employees who wants to practice their profession to private agency.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees who wants to practice profession to private agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished for Permit to Teach Form		HR		
Photocopy of Approved Faculty Load		College Clerks		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished form for Permit to Teach	Receive accomplished form	-	5 minutes	OAS
2.	Submit for approval of VPAA and University President at the Central Office	-	2 days	OAS
3. Receive the approved form	Release 1 copy of approved form and the other copy for 201 file	-	3 minutes	OAS
<b>TOTAL:</b>		-	2 days and 8 minutes	

### Schedule of Availability of Service:

Monday – Friday

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



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

This service aims to provide the client the certification they needed for various purposes.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees who are active in service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Request		Provided by the Client		
Letter of request if more than one employee		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2.	Retrieve the requested record for photocopied and certified true copy	-	10 minutes	OAS
3.	Process the certification requested	-	10 minutes	OAS
4. Receive the documents requested	Release the requested documents	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>28 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break





## 7. PROCESSING OF REQUEST FOR CHANGE OF NAME/UPDATE OF PERSONAL RECORDS

This service aims to update personal information of the client.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		HR		
PSA birth certificate/marriage contract		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2. Accomplish form and attach specific requirements (PSA birth certificate /marriage contract)	Receive the accomplished form and the needed requirements	-	10 minutes	OAS
<b>TOTAL:</b>		-	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 8. PROCESSING OF REQUEST FOR TRANSFER TO OTHER CAMPUS

This service aims to assist the client who wishes to transfer to other campus.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request for Transfer		Records Office		
Employee's Clearance		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved request or notice of transfer	Receive the approved letter request	-	5 minutes	OAS
2. Accomplish form and submit the required document (clearance)	Receive the accomplished form and the needed requirements	-	10 minutes	OAS
<b>TOTAL:</b>		-	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 9. PROCESSING FOR THE PAYMENT OF LOYALTY CASH INCENTIVE

This service aims to assist the employees of the university when claiming their Loyalty Cash Incentive.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Record		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Prepare and Submit approved loyalty pay incentive for the month with attachment (service record)	-	10 minutes	FMS
<b>TOTAL:</b>		-	<b>10 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 10. PROCESSING OF SCHOLARSHIP

This service aims to help the employees of the University in processing their scholarship.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Scholarship grant		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request for Scholarship	Receive the approved scholarship	-	5 minutes	OAS
2. Sign the MOA	Issue the MOA for signature	-	10 minutes	OAS
<b>TOTAL:</b>		-	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 11.PROCESSING OF APPLICATION FOR CASH SURRENDER VALUE OF POLICY

This service aims to assist the employees in processing documents prior to their retirement to GSIS.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University (resigned/retired)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
GSIS CSV form		GSIS		
Service Record		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request needed form to be accomplished and the required attachment	Issue the form needed	-	5 minutes	OAS
2. Receive the signed form and the needed attachment	Issue the signed form and the attachment (service record)	-	10 minutes	OAS
<b>TOTAL:</b>		-	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 12. PROCESSING OF APPLICATION FOR GSIS TENTATIVE COMPUTATION

This service aims to assist the employees in processing documents prior to their retirement to GSIS.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of service record (for GSIS use)	Issue the form needed to be filled-up	-	5 minutes	OAS
2. Receive the requested service record and sign on the logbook	Issue the service record		10 minutes	OAS
<b>TOTAL:</b>		-	<b>15 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



### 13. PROCESSING OF ISSUANCE OF UNIVERSITY ID

This service provides the employee in acquiring their University ID.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form		HR		
Employee Profile		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up request for issuance of employee profile	Issue request form to be filled up	-	5 minutes	OAS
2. Accomplish form and submit	Receive the accomplished form	-	5 minutes	OAS
3. Receive the document and sign on the logbook	Issue the requested document	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>13 minutes</b>	

#### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



#### 14. PROCESSING OF LEAVE CREDIT BALANCE

This service helps the employees in computing their leave credit balance.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request for leave credit balance	Issue form for request of documents	-	10 minutes	OAS
2. Receive the document and sign on the logbook	Receive the filled-up form and issue the requested document	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>13 minutes</b>	

#### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break





## 15. PROCESSING OF APPLICATION FOR SICK LEAVE

This service helps the employees file their Leave of Absence for proper recording.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All present employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical certificate should be attached to application of sick leave for more than five (5) days of absences		Government Physician		
Leave Form (Form 6)		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application for leave and have it approve by the immediate superior		-	2 minutes	OAS
2. Submit accomplished form for processing	Update, compute and certify employee's leave credits and balance	-	5 minutes	OAS/HR
3.	Proceed for signature and approval of the application for leave.	-	3 minutes	CADI
<b>TOTAL:</b>		-	<b>10 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 16. CERTIFICATE OF EMPLOYMENT

This service aims to provide the employees acquire their Certificate of Employment for whatever legal purpose it may serve.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees of the University who are active and in-active in the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	Process the requested record	-	10 minutes	OAS
2. Receive the requested documents	Release the requested documents	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>13 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 17. ISSUANCE OF TRAVEL ORDER

This service aims to provide the employees in acquiring their official travel order.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Letter of Invitation		Records Office		
University Memorandum		Records Office		
Request letter		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the preparation of travel order	Record and process the travel order	-	5 minutes	OAS
2.	Approval of the concerned immediate supervisor and Campus Director of the travel order	-	5 minutes	CADI
3. Receive the approved travel order	Release the approved travel order	-	3 minutes	CADI
<b>TOTAL:</b>		-	<b>13 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 18. PROCESSING OF TRANSFER TO OTHER AGENCY

This service aims to assist the client who wishes to transfer to other agency/ies.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Provided by the Client		
Employee's Clearance		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for transfer	Prepare endorsement with the conformity of the previous employer	-	5 minutes	OAS
2. Accomplished and submit clearance for transfer	Received and process documents for transfer	-	30 minutes	OAS
3. Receive documents for transfer	Issue documents for transfer	-	5 minutes	OAS
<b>TOTAL:</b>		-	<b>40 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 19. PROCESSING OF MANDATORY/OPTIONAL RETIREMENT/SEPARATION

This service aims to assist the employees in processing their retirement / separation and other documents for submission to GSIS.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Active members with compulsory LEP, ELP or OLI policy; In active members with compulsory LEP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Application form				
Service Record with LWOP certification indicating the specific dates of LWOP				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for the preparation of documents to be submitted to GSIS	Received, validate and prepare documents for retirement	-	30 minutes	OAS
2.	Proceed for signature of the concerned immediate superior	-	5 minutes	OAS
3. Received documents	Release documents	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>38 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 20. PROCESSING OF SEPARATION IN CASE OF DEATH

This service aims to help the designated / surviving heir of the deceased employee in processing any legal document with regards to the death of the employee.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Designated / surviving heirs of active members with compulsory and or optional life insurance policy who died while the policy is in force			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Application form		HR		
Service record		HR		
Death certificate of member		Provided by the Client		
Affidavit of surviving heirs		Provided by the Client		
Birth and marriage certificate		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Assistance	Assist the survivor in filing claims for benefits	-	10 minutes	OAS
2.	Prepare documents needed for the claim	-	10 minutes	OAS
3. Received documents	Issue the documents	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>23 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 21. PROCESSING OF APPLICATION FOR MATURITY OF GSIS POLICY

This service aims to assist the employee in applying for the maturity of their GSIS Policy.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All employees of the University who are a member of GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS policy contract				
Application form				
Life insurance benefits form				
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for documents needed for maturity	Received and process documents for maturity claim and signed by the concerned units	-	10 minutes	OAS
2. Received and submit requirements to GSIS for validation.	Released documents for submission to GSIS	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>13 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break



## 22. PROCESSING FOR THE COMPUTATION AND PAYMENT OF STEP INCREMENT

This service aims to assist the employee for updating their salary and notify them of their current salary/rate.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All permanent employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Record		HR		
Notice of Step Increment		HR		
Performance Rating (must be Very Satisfactory)		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Prepare Notice of Salary Step Increment.	-	5 minutes	OAS
2. Receive copy	Issue a copy to the applicant and to the Finance officer for salary adjustment	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>8 minutes</b>	

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break





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

This service helps the employees to process their additional service credit / compensatory time-off grants for proper recording.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Employees except Job Orders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter from the immediate superior duly approved by the University President		Records Office		
Accomplishment Report		Records Office		
Duly signed Daily Time Record		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents by the immediate superior	Check/Verify the submitted documents	-	5 minutes	Clerk of CD
2.	Forward the documents to the Central Office for evaluation and approval	-	6 working days	OAS
3.	Forward to HRMO for log-in to the leave Card	-	5 minutes	HRMO
<b>TOTAL:</b>		-	<b>6 working days and 10 minutes</b>	

### Schedule of Availability of Service:

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



## 24. CONFIRMATION OF GSIS LOANS

This service helps the employees for the approval of their GSIS loans.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Employees who are GSIS Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of net take-home pay		FMSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the HRMO of loan application personally or by phone	Confirmation of loan application	-	3 minutes	OAS/HRMO
2.	Inform the loan applicant of the confirmation	-	1 minute	OAS/HRMO
<b>TOTAL:</b>		-	<b>4 minutes</b>	

### Schedule of Availability of Service:

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



## 25. SECURING BIR TAX IDENTIFICATION NUMBER

This service helps the employees in securing their BIR Tax Identification Number.

<b>Office or Division:</b>	Human Resource			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Form 1902 or 2305				
Birth Certificate				
Photocopy of any valid ID				
Marriage contract (if married)				
P500.00 registration fee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished 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
2. Receive the BIR TIN	Release of the BIR TIN to the applicant/client	-	3 minutes	OAS
<b>TOTAL:</b>		-	<b>4 hours and 3 minutes</b>	

### Schedule of Availability of Service:

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



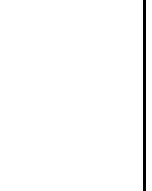
## 26. PROCESSING OF REQUEST FOR APPROVAL FOR RENEWAL OF CASUAL AND JOB ORDER PERSONNEL

This service helps the employees in processing their renewal of appointment as Casual and Job Order Personnel.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Casual and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Provided by the Client		
Letter of Recommendation from the immediate superior		Records Office		
Letter of Endorsement from the Campus Director		Records Office		
Personnel Data Sheet		HR		
Position Description Form		HR		
IPCR		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2.	Prepare the consolidated Job Renewal Form and submit to the Central Office	-	20 minutes	Campus Director
3.	Forward approved request to the HRMO for processing of appointment	-	1 minute	OAS
TOTAL:		-	26 minutes	

### Schedule of Availability of Service:

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



# PROCUREMENT



## 1. PROCESSING OF PURCHASE REQUEST

This service aims to help various offices in processing their Purchase Request.

<b>Office or Division:</b>	Procurement			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees and Students of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed copy of the PPMP/APP				
Purchase Request				
Supplemental Letter approved by the University President (for items not included in the PPMP / APP)		Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>STEP 1:</b>				
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
1.2.	Signing of the University President if for Central Office, Campus Directors if for Campuses	-	1 day	Procurement Staff
1.3.	Indication of Purchase Request No.	-	10 minutes	Procurement Staff
1.4.	Preparation of Request for Quotation RFQ/ Canvass	-	1 hour	Procurement Staff
1.5.	Canvassing	-	Maximum of 4 days for Common goods	Procurement Staff
1.6.	Check conformity of specification with the end-user	-	1 hour	Procurement Staff



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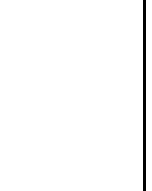
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7.	Preparation of Abstract of Bids and Purchase Order of the lowest calculated responsive bidder	-	2 hours	Procurement Staff
1.8.	BAC signing for recommendation for approval or disapproval of the quotation of the supplier	-	4 hours	Procurement Staff
1.9.	Transmittal to Accounting Office for checking and posting of funds	-	1 hour	Procurement Staff
<b>STEP 2:</b>				
2.1.	Signing of the Purchase Order for the winning Responsive bidder (Conforme)	-	3 days	Procurement Staff
2.2.	Transmittal to Supply Office	-	30 minutes	Procurement Staff
<b>TOTAL:</b>		-	<b>9 Days, 9 Hours and 40 Minutes</b>	

**Schedule of Availability of Service:**

Monday – Friday

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

Employees and Students of the University



# SUPPLIES





## 1. ISSUANCE OF CERTIFICATE OF NON-AVAILABILITY OF SUPPLIES

This service provides the employees / offices their Certificate of Non-Availability of Supplies as basis for preparing Purchase Request and other Reimbursement forms.

<b>Office or Division:</b>	Supplies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees and students (End –Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Requisition and Issue Slip (RIS)		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the RIS form completely	Received and check the filled up RIS form from the End-user	-	5 minutes	Supply office staff
2.	Check the availability of stocks/items requested in the stock room	-	1 hour	Supply office staff
3.	Approved the RIS form	-	1 minute	Supply Officer
4.	Issued the available stocks/items requested	-	1 hour	Supply office staff
5. Take the available stocks/items and a copy of approved RIS	Issued the certificate of Non-Availability of supplies	-	1 minute	Supply Officer
<b>TOTAL:</b>		-	<b>2 hours and 7 minutes</b>	

### Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break



## 2. RECEIPT OF SUPPLIES AND DELIVERABLES

This service facilitates the receipt and acceptance of supplies, materials and equipment delivered by winning bidder/supplier.

<b>Office or Division:</b>	Supplies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees and students (End –Users); Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order and other documents (Purchase Request, Abstract of Bids, Request for Quotation, Contract, PPMP, APP, etc.)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement staff take the approved Purchase Order to the Supply office	Received Purchase Order and other documents	-	5 minutes	Supply office staff
2.	Lead time for the deliveries of supplies	-	120 days (depending on what is stated in the PO)	Supply office staff
3.	Inspect the deliveries	-	2 working days	Inspector
4.	Record the deliveries in the stock card	-	1 hour	Supply office staff
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
6.	Forward to Accounting Office for payment	-	30 minutes	Supply office staff
<b>TOTAL:</b>		-	2 working days, 5 hours and 35 minutes	

### Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break



### 3. ISSUANCE OF SUPPLIES AND PROPERTY, PLANT & EQUIPMENT TO THE END-USER

This service facilitates the issuance supplies, materials and equipment delivered by winning bidder/supplier to the end-user.

<b>Office or Division:</b>	Supplies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Employees and students (End –Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip (RIS), Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) and Sticker (when necessary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the RIS form completely	Receive Filled up RIS form	-	5 minutes	Supply office staff
2.	Check the availability of supplies (ocular inspection)	-	1 hour	Supply office staff
3.	Issue the available supplies	-	2 hours	Supply office staff
4. Sign the received portion of RIS	Sign approve portion of RIS	-	1 minute	Supply office staff
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
<b>TOTAL:</b>		-	2 days, 3 hours, and 6 minutes	

#### Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break



# **SECURITY SERVICES**



## 1. EMERGENCY SITUATION

The Designated Emergency Medical Team / Fire Response Team / Disaster Response Committee and Safety & Security Personnel provides and attends medical Consultation and Treatment of University Clients during emergency situations to ensure the safety of all individuals inside the university's premises.

<b>Office or Division:</b>	Security Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All Employees and Students in the Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Emergency Procedure (Medical) <i>*in coordination with the Campus Clinic</i></b>				
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
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)
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
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
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		5 minutes	Hospital staff Medical Personnel of BPSU
<i>Procedure ends upon admittance of the injured person in the hospital as patient for medical procedure</i>				



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Procedure (Fire) * <i>In-Case there is injury during Office Hours, Emergency Medical Team (EMT) will also be activated</i>				
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
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
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
Procedure ends when the proper authority declares "fire out"				



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Emergency Response (Earthquake) * <i>In-Case there is injury and or fire during Office Hours, EMT and Fire Response will also be activated</i></b>				
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
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.
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
<i>Activate EMT and/or Fire Response if needed</i>				
<i>Drill ends when the Command Center declares drill is terminated.</i>				
<i>*Procedure Ends when the crisis is declared by the Government as contained.</i>				
<b>TOTAL:</b>				

### Response Procedure During Office Hours:

Monday to Saturday  
0800H – 1700H

### Response Procedure After Office Hours:

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



## 2. GATE SECURITY PROCEDURE

The Security Personnel conducts proper security procedure for all individuals who wishes to enter the university's premises for safety purposes.

<b>Office or Division:</b>		Security Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Alumni, Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. For students, present oneself in proper uniform and pin ID 1.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
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
3. For University Official Vehicles returning to station	Record time of arrival	-	1 minute	Gate Sentry on duty
<b>TOTAL:</b>		-	<b>12 minutes</b>	

### Response Procedure During Office Hours:

Monday to Friday  
0600H to 2100H  
Saturday  
0600H to 0600H





### 3. SECURING AREA OF RESPONSIBILITY AFTER BUSINESS HOURS

The Security Personnel conducts proper security inspection / procedure after business hours inside the university's for safety purposes.

<b>Office or Division:</b>	Security Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Conduct patrol inside the Campus perimeter		10– 20 minutes depending on weather and perimeter size	Gate Sentry on duty
2.	Inspect of classrooms, offices if properly locked/secured			Gate Sentry on duty
3.	Taking note if electrical facilities/equipment are secured and/or turned-off			Gate Sentry on duty
4.	Monitor peace and order and apprehend 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
<b>TOTAL:</b>				

#### Response Procedure During Office Hours:

Monday to Friday  
2100H to 0600H  
Saturday  
1800H to 0600H  
Sunday  
0600H - onwards until Monday 0600H



## FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISM	
<b>How to send a feedback</b>	Accomplish Customers' Feedback Form and drop it at the Suggestion Box in front of the desk officers.
<b>How feedback is processed</b>	<p>The Office-in-Charge collects, evaluates and consolidates the accomplished form on a monthly basis.</p> <p>Customer feedback analysis will be presented to all staff during meetings.</p> <p>The Office-in-Charge submits a copy of report of customers' feedback using the Customers' Feedback Monthly Report.</p> <p>The HR staff consolidates all the reports of customers' feedback from all offices.</p>
<b>How to file a complaint</b>	<p>Proceed to HR office and accomplish Customers' Complaint Form.</p> <p>Complaints may be also received thru phone and e-mail.</p>
<b>How complaints are processed</b>	<p>The OAS staff assesses the situation/complaint and reports it to the OAS Director.</p> <p>In the case that the complainant is present, the OAS Director will try to resolve as quickly as possible the complaints which are straightforward and require little or no investigation.</p> <p>For complaints received by phone and in e-mail, the OAS Director solicits facts and other information from the employee/unit being complained to fully understand the situation. The process has a maximum duration of five (5) working days upon receipt of the complaint.</p> <p>The OAS communicates the frontline resolution outcome to the complainant. This may be done face-to-face, by phone, in writing or e-mail.</p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p><b>BPSU OAS Central Office:</b>  <b>RUBILITA C. DIAZ</b>          OIC - Director, Administrative Services</p> <p><b>MONALIZA C. RODRIGUEZ</b>          Administrative Assistant V</p> <p>(047) 237 – 6180          oas_central@gsfe.bpsu.edu.ph          oascentraloffice@gmail.com</p> <p><b>CCB:</b> 0908-881-6565 / 8888</p> <p><b>PCC:</b> (02)-8736-8645 / (02)-8736-8603 / (02)-8736-8606 / (02)-8736-8629 / (02)-8736-8621 / Telefax: (02)-8736-8621</p>



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Library	University E-Library Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 4750 univlibrary@bpsu.edu.ph
Registrar	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 5430 universityregistrar@bpsu.edu.ph
Cashier	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 2350 cashier@bpsu.edu.ph
Human Resource	2/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6180 oas_central@bpsu.edu.ph oascentraloffice@gmail.com
Procurement	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 1341 procurement_central@bpsu.edu.ph
Supplies	1/F University E-Library Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6112 supply@bpsu.edu.ph
Security Services	BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6180 security_central@bpsu.edu.ph