

**1. Streamlining and process Improvement of Agency's Critical Services**

Name of Services(1)	Number of Steps(2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)		TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>Frontline Services</b>																
<b>1.COLLECTION-Tuition Fee (Graduate Program)</b>																
1.1	2	2	n/a	n/a	n/a	n/a	n/a	n/a	1	1	1	1	1 minute	30 seconds		
									1. Collecting Officer	1. Collecting Officer	1. Request Form issued by other offices 2. Accountable Form No. 51 (Official Receipt)	1. Request Form issued by other offices 2. Accountable Form No. 51 (Official Receipt)				
<b>2. PAYMENT (Issuance of check to payee)</b>																
1.1	3 ( Issue Voucher 2. Issuance of Official Receipt from the payee 3. Issuance of Check	3 ( Issue Voucher 2. Issuance of Official Receipt from the payee 3. Issuance of Check	n/a	n/a	n/a	n/a	n/a	n/a	2	2	1. Voucher 2. Check 3. Official Receipt (Issued by the payee)	1. Voucher 2. Check 3. Official Receipt (Issued by the payee)	7 minutes	3 minutes		

Prepared by:

*Agnes V. Pelayo*  
**AGNES V. PELAYO**

Acting Cashier

Reviewed by:

*Rohel S. Serrano*  
**ROHEL S. SERRANO, RCE**  
Executive Vice President

Noted by:

*Enrique G. Baking*  
**ENRIQUE G. BAKING, III**  
SUC President III


**DEPARTMENT/AGENCY: DON HONORIO VENTURA STATE UNIVERSITY**

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Name of Services(1)	Number of Steps(2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFATION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services																
<b>1. Issuance of Clearance</b>																
Formerly, clearances were secured by the students personally; otherwise, the student needs to write an authorization for others to secure it for him/her. The one to secure the clearance will have to sign on the Masterlist prepared by the office and write the OR No beside the signature.	4	2	n/a	n/a	n/a	n/a	n/a	n/a	1	0	1	0	5 mins	1 min		

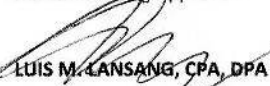
*Currently, the student just need to present his/her ID then wait for the clearance to be printed. For block sections, the clearances are already pre-printed and may be secured by their respective class presidents*

Prepared by:

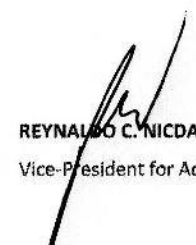
  
**JOSEPH VAN F. GUINTU**  
 Accountant IV

February 15, 2020  
 Date

Recommending Approval:

  
**LUIS M. LANSANG, CPA, DPA**  
 Chief Administrative Officer

February 15, 2020  
 Date

  
**REYNALDO C. NICDAO, Ph.D.**  
 Vice-President for Admin. and Finance

February 15, 2020  
 Date

Approved by:

  
**ENRIQUE O. BAKING Ed.D.**  
 SUC President III

February 15, 2020  
 Date



Republic of the Philippines  
**DON HONORIO VENTURA STATE UNIVERSITY**  
 Bacolor, Pampanga

**DEPARTMENT/AGENCY: DON HONORIO VENTURA STATE UNIVERSITY**

**1. Streamlining and process Improvement of Agency's Critical Services**

Name of Services(1)	Number of Steps(2)		TRANSACTION COSTS INCURRED BY THE TRANACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services																
<b>1.ENROLLMENT</b>																
1.1. For new students	5	4	n/a	n/a	n/a	n/a	n/a	n/a	3	3	6	5	3 working days	1.5 working days		
									1.Student 2.Chairman/Adviser 3.Dean	1.Student 2.Chairman/Adviser 3.Dean	1.TOR/F-137 2.Transfer Credential 3.Original Good Moral 4.Two pieces picture 5.PSA Birth Certificate 6.Pre-Registration Form	1.TOR/F-137 2.Transfer Credential 3.Original Good Moral 4.PSA Birth Certificate 5.Pre-Registration Form				
1.2. For old students	5	3	n/a	n/a	n/a	n/a	n/a	n/a	3	3	2	2	3 working days	1.5 working days		
									1.Student 2.Chairman/Adviser 3.Dean	1.Student 2.Chairman/Adviser 3.Dean	1.Clearance 2.Pre-registration Form	1.Clearance 2.Pre-registration Form				

Name of Services(1)	Number of Steps(2)		TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>Frontline Services</b>																
<b>2. TRANSCRIPT OF RECORD</b>																
2.1. TOR -Transcript of Records(records from 2012 downwards)	4	4	110/page	110/page	n/a	n/a	n/a	n/a	3	3	5	5	15 working days	7.5 working days		
									1. Prepared by 2.Checked by 3.University Registrar	1. Prepared by 2.Checked by 3.University Registrar	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts 5.2x2Pictures	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts 5.2x2Pictures				
2.2. TOR -Transcript of Records(records from 2013 onwards)	4	4	110/page	110/page	n/a	n/a	n/a	n/a	3	3	3	3	3 working days	1.5 working days		
									1. Prepared by 2.Checked by 3.University Registrar	1. Prepared by 2.Checked by 3.University Registrar	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts 5.2x2Pictures	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts 5.2x2Pictures				
2.3. TOR - Transcript of Records (for New Graduates)	3	3	n/a	n/a	n/a	n/a	n/a	n/a	3	3	3	3	3 working days	1.5 working days		
									1. Prepared by 2.Checked by 3.University Registrar	1. Prepared by 2.Checked by 3.University Registrar	1. Clearance 2.Receipts 3.Pictures	1. Clearance 2.Receipts 3.Pictures				

Name of Services(1)	Number of Steps(2)		TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>3. CERTIFICATIONS</b>																
3.1. Medium of Instruction 3.2. Certificate of Graduation 3.3. Certificate of Earned Units 3.4. Certificate of Enrolment 3.5. Certificate of Grades 3.5. Certificate of Commulative Grade Point Average 3.6. Certificate of Completed Academic Requirements	3	3	50/page	50/page	n/a	n/a	n/a	n/a	1	1	3	3	3 working days	1.5 working days		
									University Registrar	University Registrar	1. PSA Birth Certificate 2. Government Issued ID 3. Payment Receipts 4. Comprehensive Exam Result (for	1. PSA Birth Certificate 2. Government Issued ID 3. Payment Receipts				
<b>4. AUTHENTICATION</b>	3	3	50/set	50/set	n/a	n/a	n/a	n/a	1	1	2	2	3 working days	1.5 working days		
2.1. Diploma 2.2. Transcript of Records 2.3. Certification 2.4. Form-137									University Registrar	University Registrar	1. Documents to be authenticated 2. Payment receipts 3. Government Issued ID	1. Documents to be authenticated 2. Payment receipts 3. Government Issued ID				
<b>5. COURSE DESCRIPTION</b>	3	3	50/page	50/page	n/a	n/a	n/a	n/a	1	1	3	3	7 working days	3.5 working days		
									University Registrar	University Registrar	1. Transcript of Record 2. Payment receipts 3. Government issued ID	1. Transcript of Record 2. Payment receipts 3. Government issued ID				

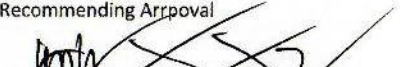
Name of Services(1)	Number of Steps(2)		TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>6. CAV-Certification, Authentication, Verification</b>	3	3	150/set	150/set	n/a	n/a	n/a	n/a	3	3	5	5	7 working days	3.5 working days		
									1. University Registrar 2.Chief Administrative Officer 3.Prepare by	1. University Registrar 2.Chief Administrative Officer 3.Prepare by	1. Original TOR 2.Original Diploma 3.Photocopy Tor/Diploma 4.Government issued ID 5.Payment Receipts	1. Original TOR 2.Original Diploma 3.Photocopy Tor/Diploma 4.Government issued ID 5.Payment Receipts				
<b>7.ACADEMIC PROGRAM EVALUATION</b>	2	2	100	100	n/a	n/a	n/a	n/a	1	1	1	1	3 working days	1.5 working days		
									University Registrar	University Registrar	1. Student ID	1. Student ID				
<b>8. TRANSFER CREDENTIALS/COPY OF GRADES</b>	3	3	150/set	150/set	n/a	n/a	n/a	n/a	3	3	3	3	7 working days	3.5 working days		
									1. Prepared by 2.Checked by 3.University Registrar	1. Prepared by 2.Checked by 3.University Registrar	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts	1.PSA Birth Certificate 2.Clearance 3.Government Issued ID 4.Payment Receipts				

Name of Services(1)	Number of Steps(2)		PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS(7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>9. FORM-137</b>																
9.1. Form-137 (records 2012 downwards)	4	4	110/page	110/page	n/a	n/a	n/a	n/a	3	3	4	4	15 working days	7.5 working days		
									1. Prepared by 2. Checked by 3. University Registrar	1. Prepared by 2. Checked by 3. University Registrar	1. PSA Birth Certificate 2. Clearance 3. Government Issued ID 4. Payment Receipts	1. PSA Birth Certificate 2. Clearance 3. Government Issued ID 4. Payment Receipts				
9.2. Form-137 ( records from 2013 onwards)	4	4	110/page	110/page	n/a	n/a	n/a	n/a	3	3	3	3	3 working days	1.5 working days		
									1. Prepared by 2. Checked by 3. University Registrar	1. Prepared by 2. Checked by 3. University Registrar	1. PSA Birth Certificate 2. Clearance 3. Government Issued ID 4. Payment Receipts	1. PSA Birth Certificate 2. Clearance 3. Government Issued ID 4. Payment Receipts				
9.3. Form-137 (for New Graduates)	3	3	n/a	n/a	n/a	n/a	n/a	n/a	3	3	3	3	3 working days	1.5 working days		
									1. Prepared by 2. Checked by 3. University Registrar	1. Prepared by 2. Checked by 3. University Registrar	1. Clearance 2. Receipts 3. Pictures	1. Clearance 2. Receipts 3. Pictures				

Prepared by:

  
**ESTRELLA MATRIC-FORD, MAIE**  
 UNIVERSITY REGISTRAR

Recommending Approval

  
**REDEN M. HERNANDEZ, RCE, MM**  
 University Registrar

Approved by:

  
**ENRIQUE G. BAKING, Ed.D.**  
 University President

February 15, 2020  
 Date



ANNEX 3A:  
MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT

**DON HONORIO VENTURA STATE UNIVERSITY**  
Cabambangan, Bacolor, Pampanga

**DEPARTMENT/AGENCY: OFFICE OF ADMISSIONS**

**I. Streamlining and Process Improvement of the Agency's Critical Services**

General University Admission (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURN-AROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>Frontline Services</b>																
Service 1 Student Application Beginning Student	3	3	n/a	RA 10931	N/A					1. Evaluator 2. Profiling 3. Psychometrician (3)	1. Evaluator 2. Profiling 3. Psychometrician (3)	(1) Reduction of required documents, OR simplification of forms	(1) 1. Application form -No submissions of photocopied documents	90% reduction of turnaround time, and complete the transaction within 5days	100% Processed Admission Transaction within the day	Overall customer satisfactory rating
Service 2 Application for Shifting	2	2	n/a	RA 10931	N/A					Reduce to 3 signatures	1. Admission Director 2. Program Chair 3. Dean/ Campus Director	(2) Reduction of required documents, OR simplification of forms	(2) 1. Shifting Form 2. Certified true copy of grades	50% reduction of turnaround time, and complete the transaction within 15 days	100% Processed less than a day and can proceed to enrollment	Overall customer satisfactory rating
Service 3 Incoming Transferee	3	3	n/a	RA 10931	N/A					Reduce to 3 signatures	1. Evaluator 2. Profiling 3. Psychometrician	(2) Reduction of required documents, OR simplification of forms	(2) 1. Application form -No submissions of photocopied documents 2. Admission Slip	50% reduction of turnaround time, and complete the transaction within 15 days	100% Processed within the day and can proceed to enrollment	Overall customer satisfactory rating
Service 4 Returnee	3	3	n/a	RA 10931	N/A					Reduce to 3 signatures	1. Evaluator 2. Profiling 3. Psychometrician	(2) Reduction of required documents, OR simplification of forms	(2) 1. Application form -No submissions of photocopied documents 2. Admission Slip	50% reduction of turnaround time, and complete the transaction within 15 days	100% Processed within the day and can proceed to enrollment	Overall customer satisfactory rating

\* Departments/Agencies may add rows as needed.

Prepared by:  
  
**RICHARD N. BRIONES, MAGC, RGC**  
Director, Office of Admissions  
Guidance & Testing Center and  
Career Services

Recommending Approval  
  
**DOLORES V. QUIAMBAO, Ed. D.**  
VP for Student Affairs and Services

Approved by:  
  
**ENRIQUE G. BAKING, Ed. D.**  
SUC President III  
Date \_\_\_\_\_