

Republic of the Philippines

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

# **CITIZENS'**

# **CHARTER**

**F.Y. 2021**



## **I. Mandate**

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

## **II. Vision**

A lead university in producing quality individuals with competent capacities to generate knowledge and technology and enhance professional practices for sustainable national and global competitiveness through continuous innovation.

## **III. Mission**

DHVSU commits itself to provide an environment conducive to continuous creation of knowledge and technology towards the transformation of students into globally competitive professionals through the synergy of appropriate teaching, research, service and productivity functions.

## **IV. Service Pledge**

Don Honorio Ventura State University is committed to ensure and maximize quality and relevance of instruction, produce holistic and *globally* competitive graduates, engage in viable and relevant research, expand extension and training services, sustain and improve prudent financial management, upgrade and safeguard physical facilities, strengthen engagement of stakeholders, advocate gender and development initiative, develop a culture of resiliency and transformation, and continue monitoring and improving the quality management system towards the attainment of customer-centric environs.



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**OFFICE OF THE UNIVERSITY PRESIDENT**  
**Internal Service**





## 1. Issuance of Memorandum

This procedure describes the guidelines of the office on issuance of memoranda and correspondence; approval of documents and request for appointment with the University President

<b>Office or Division:</b>		Office of the University President (OUP)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2B, G2C - Government to Government, Government to Business, Government to Citizen		
<b>Who may avail:</b>		Government agencies, Business entities and Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Appointment form (1 original)	1	Office of the University President (2 <sup>nd</sup> Floor, Admin Bldng.)	
<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 issuance of memoranda	1. Issue and disseminate the memoranda either for the whole university or specific university official and personnel	None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the University President
2 Request for approval of disbursement vouchers, checks, appointment letters, and other correspondences	2 Receive and record the documents for approval of the University President	None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the University President
3 Secure request form for an appointment with the University President	3. Receive the request form for appointment	None	2 Minutes	<i>Administrative Aide</i> Office of the University President
<b>TOTAL:</b>		None	2 Days, 2 Minutes	



**OFFICE OF THE EXECUTIVE VICE PRESIDENT  
Internal Services**



## 1. Checking and Recording of Disbursement Vouchers

This describes the process of checking and recording of disbursement vouchers in the Office of the Executive Vice President (OEVF).

<b>Office or Division:</b>		Office of the Executive Vice President		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Accounting Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Disbursement Voucher (1 original)	1	Accounting Office	
2	DHVSU-QSP-OEVP-001 form	2	EVP 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 Disbursement Voucher	<p>1.1 Receive and check the voucher if duly signed by designated authorities</p> <p>1.2 Records the voucher's particulars in the DHVSU-QSP-OEVP-001 form if in order  <i>* Note: If not in order, returns the voucher to the Accounting Office and if in order submits the voucher to the EVP for signing</i></p>	None	10 Minutes	<i>Administrative Aide Office of the Executive Vice President</i>
2. Wait for the release of the signed voucher to the Office of the University President	2.Countercheck the voucher entries and sign the voucher that is in order and returns the	None	9 Minutes	<i>Executive Vice President Office of the Executive Vice Presidents</i>





	same to the Office Secretary			
	3. Forward the signed voucher to the Office of the University President	None	1 Minute	<i>Administrative Aide</i> Office of the Executive Vice President
<b>TOTAL:</b>		None	20 Minutes	

## 2. Preparation and Issuance of EVP Memorandum

This describes the process of preparing and issuing of memorandum by the Office of the Executive Vice President (EVP).

<b>Office or Division:</b>		Office of the Executive Vice President		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Requesting Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Communication Letter / Directive Memorandum from the University President (1 original)	1	Requesting Office	
2	DHVSU-QSP-OEVP-003 form / DHVSU-QSP-OEVP-004 form	2	EVP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit communication letter / directive memorandum from the University President	1.1 Receive and log the communication letter from concerned unit/department / directive memorandum from the	None	1 Minute	<i>Administrative Aide</i> Office of the Executive Vice President



2. Wait for the release of the approved memorandum for dissemination	<p>University President</p> <p>1.2 Draft and submit the memorandum to the EVP for approval *Note: If corrected by the EVP, re-encodes the memo</p> <p>1.3. Approve the memorandum</p>	None	10 Minutes	<i>Executive Vice President Office of the Executive Vice Presidents</i>
	<p>2. Forwards the memorandum to the Office of the University President for approval</p> <p>2.1 Release the memorandum signed by the EVP and the University President.</p>	None	9 Minutes	<i>Administrative Aide Office of the Executive Vice President</i>
<b>TOTAL:</b>		None	20 Minutes	



# OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Internal Service





## 1. Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Academic Affairs

This describes the process for the approval of the proposed external seminars, trainings, and workshops related to academic affairs.

<b>Office or Division:</b>	Vice President for Academic Affairs (VPAA) Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All bona fide DHVSU employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office	
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 <sup>nd</sup> Floor, Admin Bldng.)	
3	Request Letter (1 original)	3	Immediate Supervisor	
4	List of participants who will attend (1 original)	4	Immediate Supervisor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPAA Office	1. Receive and check the submitted document	None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPAA Office
2. Wait for the release of the memorandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to the requesting client	None	1 Hour	Administrative Aide VPAA Office
3. Receive the approved memorandum from VPRET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET	None	10 Minutes	Administrative Aide VPAA Office
<b>TOTAL:</b>		None	1 Hour, 20 Minutes	



## 2. Issuance of Memoranda

This describes the process concerning Issuance of Memoranda for both internal and external purposes for heads, faculty, students and staff under the VPAA Cluster

Office or Division:		Office of the Vice President for Academic Affairs				
Classification:		Simple				
Type of Transaction:						
Who may avail:		All Deans, Directors, Unit Heads, Faculty and Staff under the VPAA Cluster of DHVSU				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
1	Invite or letter of request		1	Requesting institution or agency		
2	President's Office Routing Slip		2	DHVSU, Office of the President		
3			3			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests issuance of Memoranda	1	Verify receipt of invite or request	None	2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
2	Waiting	2	Receives and logs in the communication letter from President's Office with Routing Slip	None	1 minute	Administrative Aide I, VPAA Office, DHVSU Admin. Bldg.
3	Waiting	3	Drafts and encodes the memorandum, and forwards it to the VPAA (Note: If corrected by the VPAA, re-encodes the memo)	None	7 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
4	Waiting	4	Submits the memorandum to the VPAA for approval	None	2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
5	Waiting	5	Approves the Memorandum	None	2 minutes	VPAA, VPAA Office, DHVSU Admin. Bldg.



6	Waiting	6	Forwards the memorandum to the Office of the Executive Vice President	None	2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
7	Receipt of the memorandum	7	Photocopies the approved memorandum and disseminates the same to concerned offices and/or departments.	None	4 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
<b>TOTAL</b>					20 Minutes	





**OFFICE OF THE VICE PRESIDENT FOR  
ADMINISTRATION AND FINANCE**

Internal Service



## 1. Release of Budget Utilization Request (BUR) and Obligation Request (OR)

This covers the procedure in releasing Budget Utilization Request (BUR) and Obligation Request (OR) for processing of payment of various expenditures.

<b>Office or Division:</b>		Office of the Vice President for Administration and Finance		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2C, G2B		
<b>Who may avail:</b>		Personnel from the DHVSU Administrative Office and Accounting Office, students and business entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Complete and signed BURS and ORS from the Budget Office (1 original)	1	Office of the Vice President for Administration and Finance (2 <sup>nd</sup> Floor, Admin Bldng.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Have the BURS and ORS received	1 Record the documents subject for the recommendation for approval by the VPAF	None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the Vice President for Administration and Finance
2 Submit documents for recommendation for the approval of the University President	2 Record and check the document	None	1 Hour (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the Vice President for Administration and Finance
<b>TOTAL:</b>			1 Day, 1 Hour	



**OFFICE OF THE VICE PRESIDENT FOR  
RESEARCH EXTENSION AND TRAINING  
(VPRET) OFFICE**

Internal Service





## 1. Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops Related To Research, Extension, And Training Services

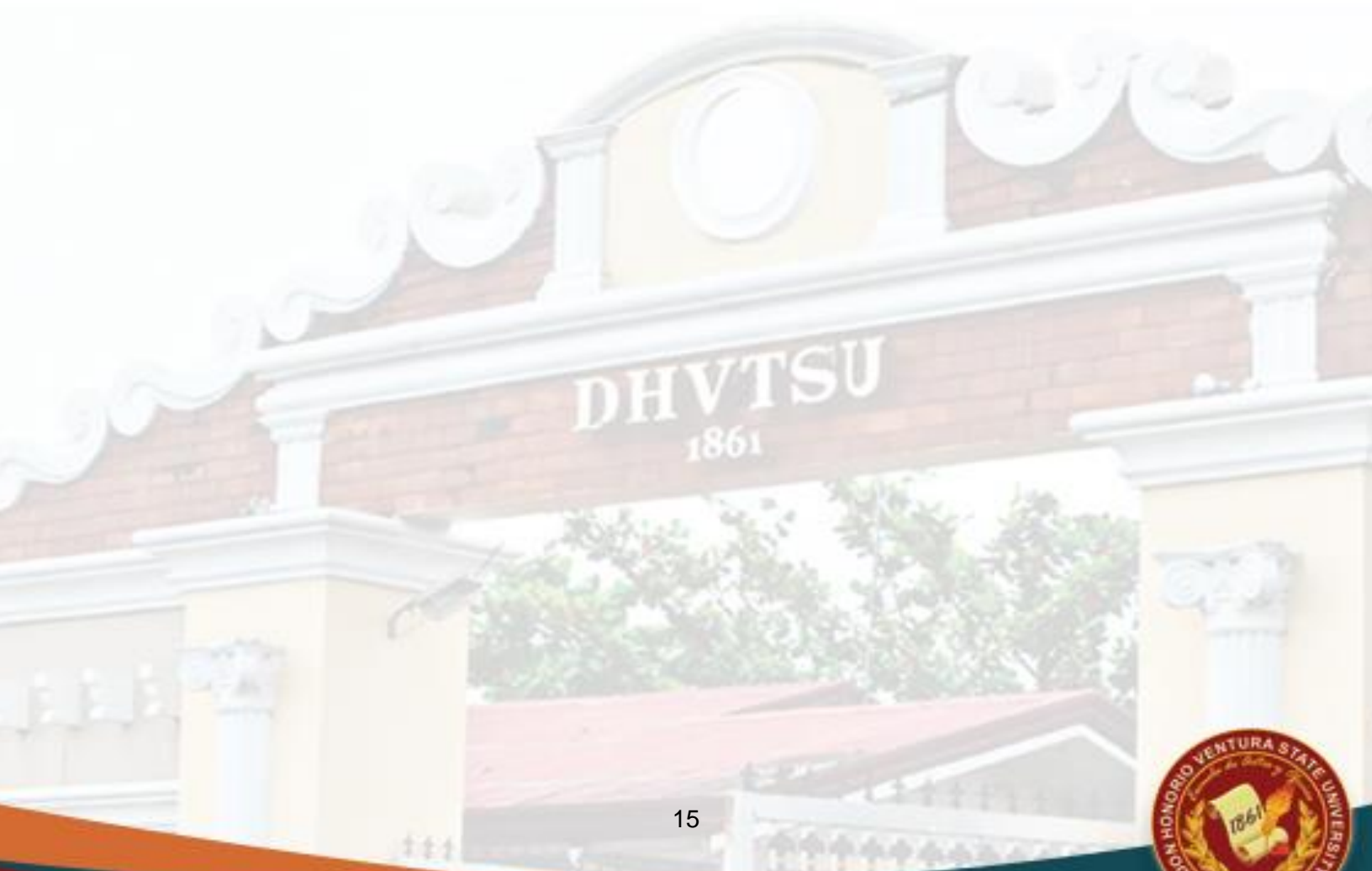
This describes the process for the approval of the proposed external seminars, trainings, and workshops related to research, extension, and training.

<b>Office or Division:</b>	Vice President for Research Extension and Training (VPRET) Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All bona fide DHVSU employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 <sup>nd</sup> Floor, Admin Bldg.)
3	Request Letter (1 original)	3	Immediate Supervisor
4	List of participants who will attend (1 original)	4	Immediate Supervisor
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit the required documents for recommendation of approval of the Immediate Supervisor at the VPRET Office	1. Receive and check the submitted document	None	10 Minutes (upon the availability of the signatory)
2. Wait for the release of the memorandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to the requesting client	None	1 Hour
3. Receive the approved memorandum from VPRET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET	None	10 Minutes
<b>TOTAL:</b>		None	1 Hour, 20 Minutes



# **VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE (VPSAS) OFFICE**

Internal Service



## 1. Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Student Affairs and Services

This describes the process for the approval of the proposed external seminars, trainings, and workshops related to student affairs and services

<b>Office or Division:</b>	Vice President for Student Affairs and Services (VPSAS) Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All bona fide DHVSU employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office	
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 <sup>nd</sup> Floor, Admin Bldng.)	
3	Request Letter (1 original)	3	Immediate Supervisor	
4	List of participants who will attend (1 original)	4	Immediate Supervisor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents for recommendation of approval of the Immediate Supervisor to the VPSAS Office	1. Receive and check the document	None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPSAS Office
2. Wait for the release of the memorandum	2.1 Prepare the memorandum and route it for approval 2.2 Issue and disseminate the memorandum to the requesting client	None	1 Hour	Administrative Aide VPSAS Office
3. Receive the approved memorandum from the VPSAS Office	3.1 Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPSAS	None	10 Minutes	Administrative Aide VPSAS Office
<b>TOTAL:</b>		None	1 Hour, 20 Minutes	





# ACCOUNTING OFFICE

External Services



## 1. Issuance of Certificate of Payment for Graduation Fee

This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students.

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bona fide students who are required to secure certificate of payment of graduation fee from this office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Official Receipt (OR) of Payment (1 Original)	2	Cashiering Office, 1 <sup>st</sup> Floor, Administration Bldg. - Window 11	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	1. Verify student's balance from the system and instruct to make payment for the certification.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office.	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present OR at the Accounting Office	3. Print and release Certificate of Payment for Graduation Fee	None	1 Minute	<i>Administrative Aide</i> Accounting Office
<b>TOTAL:</b>		PHP 50	3 Minutes	



**SCHEDULE OF FEES AND OTHER CHARGES**

	CHM, CBS, COE, CEA, CIT, CAS (Math & Stat), CSSP (HumServ),	Tourism, BSA, Acctg Tech, Acctg Info, BPA	Envi.Sci, Biology Sociology	CCS, BSECE	EOC	Soc. Work	GS
<b>TUITION FEE</b>	<b><u>220/unit</u></b>	<b><u>220/unit</u></b>	<b><u>220/unit</u></b>	<b><u>220/unit</u></b>	<b><u>1,250.00</u></b>	<b><u>350/unit</u></b>	<b><u>450/350</u></b>
<b>OTHER FEES-GENERAL FUND</b>							
Admission Fees ( <u>1st Yr only</u> )	300.00	300.00	300.00	300.00	300.00	300.00	300.00
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees ( <u>1st Yr only</u> )	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guid. Fees-CB SEP ( <u>Graduating only</u> )	500.00	500.00	500.00	500.00	500.00	-	-
Handbook Fees ( <u>1st Yr only</u> )	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
<b>Total</b>	<b><u>4,290.00</u></b>	<b><u>4,590.00</u></b>	<b><u>6,640.00</u></b>	<b><u>4,740.00</u></b>	<b><u>4,090.00</u></b>	<b><u>3,360.00</u></b>	<b><u>3,660.00</u></b>
<b>OTHER FEES-TRUST FUND</b>							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
<b>Total</b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>	<b><u>190.00</u></b>
<b>TOTAL OTHER FEES</b>	<b><u>4,480.00</u></b>	<b><u>4,780.00</u></b>	<b><u>6,830.00</u></b>	<b><u>4,930.00</u></b>	<b><u>4,280.00</u></b>	<b><u>3,550.00</u></b>	<b><u>3,850.00</u></b>





## 2. Issuance of Clearance (for Students with Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

<b>Office or Division:</b>	Accounting Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All bona fide students who are required to secure student's clearance from this office.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) DHVSU, Bacolor, Pampanga		
2	Official Receipt of Payment (1 Original)	2	Cashiering Office, 1 <sup>st</sup> Floor, DHVSU Admin. Bldg. – Window 11		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for verification of outstanding balance at the Accounting Office		1. Verify student's outstanding balance from the system.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Payment of outstanding balance at the Cashiering Office		2. Verify student's record and collect Payment	See Table for Schedule of Fees and Other Charges below.	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present Official Receipt for the payment made to the Accounting Office		3. Print and release Clearance signed by the University Accountant	None	2 Minutes	<i>Administrative Aide</i> Accounting Office



<b>TOTAL:</b>	See Table for Schedule of Fees and Other Charges below.	4 Minutes	
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### 3. Issuance of Clearance (for Students without Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bona fide students who are required to secure student's clearance from this office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of the Admin. Bldg.) DHVSU, Bacolor, Pampanga	
<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 Clearance at the Accounting Office.	1. Verify student balance from the system and print clearance	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Receive the Clearance from the	2. Release the Clearance signed by the	None	1 Minute	<i>Administrative Aide</i> Accounting Office



Accounting Office.	Accountant			
<b>TOTAL:</b>		None	2 Minutes	

#### 4. Issuance of Clearance (2nd Copy)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

<b>Office or Division:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All bona fide students who are required to secure student's clearance from this office.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Official Receipt (OR) of Payment (1 Original)	2	Cashiering Office, First Floor, DHVSU Admin. Bldg. - Window 11	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and request for 2 <sup>nd</sup> Copy of Clearance at the Accounting Office	1. Verify student's balance from the system and instruct the student to make payment for the request made.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office





3. Present OR to the Accounting Office	3. Print and release Clearance signed by the University Accountant	None	2 Minute	Administrative Aide Accounting Office
<b>TOTAL:</b>		PHP 50	4 Minutes	

### 5. Issuance of Statement of Account (SOA)

Issuance of statement of account to students as a requirement for scholarship and other general purposes.

<b>Office or Division :</b>	Accounting Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction :</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All bona fide students who are required to secure statement of account.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC) (at the back of Admin. Bldg.)
2	Official Receipt of Payment (1 original)	2	Cashiering Office, First Floor, DHVSU Admin. Bldg. - Window 11
3	Documentary Stamp (1 piece)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP
<b>CLIENT STEPS</b>	<b>AGENCY ACTION FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Statement of Account at the Accounti	1. Verify student records  None	2 Minutes	Administrative Aide Accounting Office



ng Office.			
2. Payment of Fee at the Cashiering Office	2. Collect Payment  PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
3 Present the Official Receipt to the Accounting Office.	3. Print SOA and affix documentary stamp  None	2 Minutes	<i>Administrative Aide</i> Accounting Office
4. Wait for the issuance of SOA from the Accounting Office.	4. Release the statement of account signed by the University Accountant  None	2 Minutes	<i>Administrative Aide</i> Accounting Office
<b>TOTAL:</b>	PHP 50	8 Minutes	



**ADMINISTRATIVE SERVICES OFFICE**  
**External Services**





## 1. Employment Verification

This describes the Standard Procedures for Employment Verification in accordance with Data Privacy Law.

<b>Office or Division:</b>	Administrative Services Office (ADMINSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All government and private institutions with Letter of Consent from the personnel being verified			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Consent (1 original)	1	From the employee/personnel being verified	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Conduct Employment Verification and submit the original copy of the Letter of Consent of the personnel being verified to the HR.	1. Validate the documents.	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2 If via phone call, register into the logbook the transaction/s being made.	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO



2. If walk-in, register into the Logbook for ADMINISO Transactions and proceed to employment verification at the HR.	2. Once validated, provide only the necessary information needed by the client with respect to the letter of consent.	No ne	15 Minutes	<i>Supervising Administrati ve Officer ADMINISO</i>
3. Accomplish the Customer Survey Form and drop to the designated drop box.	3. Ensure evaluation of the service delivery.	No ne	3 Minutes	<i>Supervising Administrati ve Officer ADMINISO</i>
<b>TOTAL:</b>		No ne	30 Minutes	



**ADMINISTRATIVE SERVICES OFFICE**  
**Internal Services**





## 1. Issuance of Certificate of Employment (COE)

Issuance of a document stating the name, employment status, employment coverage, compensation and benefits of the former or current employee of the university to be used for legal purposes only.

<b>Office or Division:</b>	Administrative Services Office (ADMINSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	COE Request Form (1 original)	2	ADMINSO, Ground Floor, DHVSU Administration Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish Certificate of Employment Request Form at the HR	1. Verify and prepare the Certificate of Employment (COE)	None	3 Minutes	<i>Administrative Aide IV</i> ADMINSO



2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
3. Wait for the issuance of the COE at the HR.	3.1 Verify and sign the COE	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	3.2 Issue the signed COE	None	1 Minute	<i>Administrative Aide IV</i> ADMINSO
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
<b>TOTAL:</b>		None	10 Minutes	



## 2. Issuance of Service Record

Issuance of a documentary history of an employee's service-related activities to be used for legal purposes only.

<b>Office or Division:</b>		Administrative Services Office (ADMINSO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Job-Order/Contract of Service, Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	Service Record Request Form (1 original)	2	ADMINSO, Ground Floor, Administration Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and submit the accomplished Service Request Form at HR.	1. Verify and prepare the Service Record	None	2 Minutes	Administrative Assistant IV ADMINSO
2. Register at the Logbook for Service Record at HR.	2. Print the Service Record	None	2 Minutes	Administrative Assistant IV ADMINSO
3. Wait for the issuance of the Service Record at HR.	3.1 Verify and sign the Service Record	None	2 Minutes	Chief Administrative Officer ADMINSO





	3.2 Issue the signed Service Record	None	1 Minute	Administrative Assistant IV ADMINISO
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Assistant IV ADMINISO
<b>TOTAL:</b>		None	10 Minutes	

### 3. Issuance of University Issued Identification Card (New)

This describes the procedure in acquiring university issued identification card.

<b>Office or Division:</b>		Administrative Services Office (ADMINISO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	ID Request Form (1 original)	1	ADMINISO, Ground Floor Administration Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish ID Request Form at the ADMINISO.	1.1 Input data in the Personnel Management and	None	10 Minutes	Administrative Aide I ADMINISO



	Payroll System			
	1.2. Approve/ Disapprove request	None	5 Minutes	Chief Administrative Officer ADMINSO
2. Present the approved ID Request Form to the MIS, and wait for the ID issuance.	2. Verify the information and print the ID.	None	15 Minutes	Administrative Aide I MIS, Second Floor, Administration Bldg.
3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO
<b>TOTAL:</b>		None	32 Minutes	



### 3. Reissuance of University Issued Identification Card (Replacement)

Granting approval for the replacement for lost, stolen and outdated identification card.

<b>Office or Division:</b>		Administrative Services Office (ADMINSO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	ID Request Form (1 original)	1	ADMINSO, Ground Floor Administration Bldg.	
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish ID Request Form	1. Update data ( <i>if there's any changes</i> ) in the Personnel Management and Payroll System	None	10 Minutes	Administrative Aide I ADMINSO
2. Wait for the approval of the request	2. Approve/ Disappro	None	5 Minutes	Chief Administrative Officer ADMINSO





	ve request			
3. Present the approved ID Request Form to the MIS and wait for the ID issuance.	3. Verify the information and print the ID.	None	15 Minutes	Administrative Aide I MIS, Second Floor, Administration Bldg.
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINISO
<b>TOTAL:</b>		None	32 Minutes	

#### 4. Processing of Application for Leave of Absence

This describes the procedure in processing the leave application among the DHVSU personnel under Casual, Temporary, and Permanent status.

<b>Office or Division:</b>	Administrative Services Office (ADMINISO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All Employees of DHVSU with Casual, Temporary, and Permanent status.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 2020 /</i>	1	<ul style="list-style-type: none"> <li>• ADMINISO, ground Floor, Administration Bldg.</li> <li>• Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Application for Leave Form</li> <li>• Official CSC Website</li> </ul>



	DHVSU-QSP- ADMINSO-002- FO001- R01		(www.csc.gov.ph)	
2	Medical Certificate (1 original)  <i>-for 6 days and beyond leave of absence</i>	2	<ul style="list-style-type: none"> <li>Registered Physician of the concerned personnel</li> </ul>	
3	Duly signed Clearance Form (3 original)  <i>-for 30 days leave of absence</i>	3	<ul style="list-style-type: none"> <li>ADMINSO, DHVSU Administrative Bldg.</li> <li>Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clearance Form</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR	1. Receive and indicate the personnel's leave credits on the form	None	10 Minutes	Administrative Assistant IV ADMINSO
2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application	2. Certify the correctness of the number of leave credits.	None	15 Minutes	Supervising Administrative Officer ADMINSO



3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	None	1 Hour	Dean/ Unit Director DHVSU
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	Chief Administrative Officer ADMINISO
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINISO.
	5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's	None	5 Minutes	Administrative Assistant IV ADMINISO





	Leave Card for future reference.			
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Assistant</i> IV ADMINISO
<b>TOTAL:</b>		None	1 Hour, 40 Minutes	

### 5. Processing of Application for Monetization

This describes the procedure in processing the application for monetization among the DHVSU personnel under Casual, Temporary, and Permanent status.

<b>Office or Division:</b>	Administrative Services Office (ADMINISO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Employees of DHVSU with Casual, Temporary, and Permanent status.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 2020 /</i> <i>DHVSU-QSP-ADMINSO-002-FO001- R01</i>	1	<ul style="list-style-type: none"> <li>• ADMINSO, Ground Floor, Administration Bldg.</li> <li>• Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Application for Leave Form</li> <li>• Official CSC Website (www.csc.gov.ph)</li> </ul>	
2	Approved Request Letter for Monetization by the University President (1 original) <i>-for 10 days and beyond</i>	2	<ul style="list-style-type: none"> <li>• Concerned personnel</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish CSC Form 6 - Application for Leave Form (Monetization) and submit to the HR	1. Receive and indicate the personnel's leave credits on the form	None	10 Minutes	<i>Administrative Assistant IV</i> ADMINSO
2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application	2. Certify the correctness of the number of leave credits	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/disapproval of the	None	15 Minutes	<i>Dean/Unit Director</i> DHVSU



	application for monetization			
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4. Forward the signed CSC Form 6 to the HR	4. Initially sign to recommend the approval of the application for monetization	None	3 Minutes	Chief Administrative Officer ADMINISO
5. Wait for the approval of the application for monetization	5.1 Approve / Disapprove the application for monetization	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINISO
	5.3 If approved, inform the personnel on the result of the application and update the Employee's Leave Card for future reference.	None	5 Minutes	Administrative Assistant IV ADMINISO
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Assistant IV ADMINISO



<b>TOTAL:</b>	Non e	55 Minutes	
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## 6. Processing of Application for Retirement

This describes the procedure in processing the application for Retirement among the DHVSU personnel under Casual, Temporary, and Permanent status.

<b>Office or Division:</b>	Administrative Services Office (ADMINSO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All Employees of DHVSU with Casual, Temporary, and Permanent status.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Signed Letter of Intent to Retire addressed to the University President (1 original, 3 photocopies)	1	Concerned Employee
2	Approval Letter from the University President (1 Original, 3 photocopies)	2	Office of the University President, 2 <sup>nd</sup> Floor, Administration Building
3	Duly Signed Application for Retirement Form (4 original)	3	GSIS Website - <a href="https://www.gsis.gov.ph/downloadable-forms">https://www.gsis.gov.ph/downloadable-forms</a>
4	Duly Signed Certificate of No Administrative Case (4 original)	4	ADMINSO, Ground Floor, Administration Bldg.
5	Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)	5	ADMINSO, Ground Floor, Administration Bldg.



6	Signed Service Record (4 original)	6	ADMINSO, Ground Floor, Administration Bldg.
7	Clearance Form (3 original)	7	ADMINSO, Ground Floor, Administration Bldg.
8	Accomplished CSC Form 6 (3 original)	8	ADMINSO, Ground Floor, Administration Bldg.
9	2X2 Picture with white background (3 original)	9	Any photo shop available

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Logbook for ADMINSO Transaction.	1. Assist the client.	None	2 Minutes	Administrative Aide I ADMINSO
2. Transact with the HRMO and inform them his/her intent to retire.	2. Advise the client to formally make a letter of intent to retire addressed to the university president.	None	15 Minutes	Supervising Administrative Officer ADMINSO
3. Submit the signed Letter of Intent to the HRMO.	3. Receive the letter, notify the HRMO and forward it to the office of the university president.	None	10 Minutes	Administrative Aide I ADMINSO
4. Wait for the approval of the letter from the university president.	4. Issue a Letter of Approval/Disapproval to the Retirement of the concerned client.	None	10 Minutes	University President 2 <sup>nd</sup> Floor,





				Administration Bldg.
5. Accomplish and sign the GSIS Application Form for Retirement and submit to the HR.	5.1. Receive the document and fill-in the necessary information needed	None	15 Minutes	Supervising Administrative Officer ADMINISO
	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	None	10 Minutes	Chief Administrative Officer ADMINISO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	None	10 Minutes	University President Office of the Univ. President, 2 <sup>nd</sup> Floor, Admin. Bldg.
	5.4 Attach the Certification of No Administrative Case, Declaration of Pendency and Non-Pendency and Service Record to the form	None	15 Minutes	Supervising Administrative Officer ADMINISO
	5.5 Prepare a Transmittal Letter to GSIS	None	5 Minutes	Administrative Assistant IV ADMINISO
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	None	1 Hour	Retiree



<p>6. While waiting for the GSIS's response, accomplish the Customer Survey Form and drop to the designated box.</p>	<p>6. Ensure evaluation of the service delivery.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Administrative Aide I, Supervising Administrative Officer ADMINSO</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>2 Hours, 35 Minutes</p>	



**ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER  
BENEFITS UNIT**  
Internal Service





## 1. Approval of Loan Application (PAG-IBIG and GSIS)

Granting approval of loan applications for Pag-Ibig and GSIS Loan

<b>Office or Division:</b>		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Two (2) Government Issued IDs (2 Photocopies back and front)	1	Any ID issuing government agency	
2	Loan Application Form (1 Original)	2	-GSIS Website – gsis.com.ph – Downloadable Forms -PagIbig Website – PagIbig Loan Form -ADMINSO, Ground Floor Administrative Bldg	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FESTOBE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Inquire on specific Loan Application and register at the Logbook of ADMINISO Transactions.	1. Assist the client. Prepare necessary documents needed	None	5 Minutes	Administrative Aide I ADMINISO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID)	2. Sign the Loan Application Form and advise the client to submit the documents to the respective agency.	None	10 Minutes	Administrative Officer V ADMINISO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery and wait for the request to	None	15 Minutes	Administrative Aide I ADMINISO

	confirm the approval of the application of the loan from the concerned agency.			
<b>TOTAL:</b>		None	30 Minutes	



## 2. Issuance of Certificate of Payment - Remittances

Issuance of a document stating that the contributions/premiums and loans of the employee has been paid.

<b>Office or Division:</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FESTOBE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish Certificate of Payment-Remittances Form	1. Verify and check the premium or loan remittance report and official receipts	None	30 Minutes	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> <i>Administrative Aide I</i> ADMINSO
2. Wait for the issuance of Certificate of Payment	2.1 Prepare and print the Certificate of Payment	None	5 Minutes	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> <i>Administrative Aide I</i> ADMINSO





	2.2 Certify the correctness of the Certificate of Payment	None	5 Minutes	Chief Administrative Officer ADMINSO
	2.3 Issue the Certificate of Payment	None	2 Minutes	Administrative Officer V Administrative Assistant II Administrative
				Aide I ADMIN SO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide I ADMINSO
<b>TOTAL:</b>		None	45 Minutes	

#### 4. Issuance of BIR FORM 2307

Issuance of a document stating the monthly income payments and tax withheld for the quarter.

<b>Office or Division:</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All Employees of DHVSU (Job Order/Contract of Service)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Government issued ID (1 original)	1	Any ID issuing government agency



CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR Form 2307 and register at the Logbook of ADMINISO Transactions.	1. Assist the Client	None	1 Minute	<i>Administrative Aide I</i> ADMINISO
2. Wait for the issuance of the request at the ADMINISO.	2.1 Prepare and print the BIR Form 2307	None	5 Minutes	<i>Administrative Officer V</i> ADMINISO
	2.2 Verify and sign BIR Form 2307	None	5 Minutes	<i>Administrative Officer V</i> ADMINISO
	2.3 Issue the signed BIR Form 2307	None	1 Minute	<i>Administrative Officer V</i> ADMINISO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	<i>Administrative Officer V</i> ADMINISO
<b>TOTAL:</b>		None	15 Minutes	

#### 4. Issuance of BIR FORM 2316

Issuance of a document stating the total amount of paid with corresponding tax withheld during the calendar year.



<b>Office or Division:</b>		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
<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 BIR Form 2316 and register at the Logbook of ADMINSO Transactions.	1. Assist the Client	None	1 Minute	<i>Administrative Aide I</i> ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	2.1 Prepare and print the BIR Form 2316	None	5 Minutes	<i>Administrative Officer V</i> ADMINSO
	2.2 Verify and sign BIR Form 2316	None	5 Minutes	<i>Administrative Officer V</i> ADMINSO
	2.3 Issue the signed BIR Form 2316	None	1 Minute	<i>Administrative Officer V</i> ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	<i>Administrative Officer V</i> ADMINSO





<b>TOTAL:</b>	None	15 Minutes	
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<b>Office or Division:</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Employees of DHVSU with Casual, Temporary, and Permanent status.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Government issued ID (1 original)	1	Any ID issuing government agency
2	Memorandum / Approved Letter  -basis for justification	2	Concerned Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR	1. Advise the client to secure and accomplish the DTR Request Form.	None	2 Minutes	<i>Administrative Aide / ADMINSO</i>
2. Submit the accomplished DTR Request Form to the ADMINSO.	2. Verify the request and prepare to print the DTR.	None	5 Minutes	<i>Administrative Aide / ADMINSO</i>



3. Check the printed DTR for possible corrections.	3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. <i>Note:</i> If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
4. Check and receive the Duly signed DTR.	None	25 Minutes	<i>Dean/ Unit Director</i> DHVSU	
5. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO	

## 6. Reissuance of Pay Slip

Reissuance of pay slip to employee detailing the amount of pay given and the tax & contributions deducted to be used for legal purposes.

<b>Office or Division :</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)
<b>Classification:</b>	Simple



<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
<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 reissuance of Pay slip and register at the Logbook for ADMINISO Transactions	1. Advise the client to secure and accomplish the Pay slip Request Form.	None	3 Minutes	<i>Administrative Aide I</i> ADMINISO
2. Submit the accomplished Pay slip Request Form at the ADMINISO.	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	<i>Administrative Officer V</i> <i>Administrative Aide I</i> ADMINISO





	2.2 Have the Pay slip signed by the Cashiering Officer.	No ne	3 Minutes	<i>Administrative Aide I</i> ADMINSO <i>Cashiering Officer</i> Cashiering Office
	2.3 Issue the signed Pay slip.	No ne	1 Minute	<i>Administrative Aide I</i> ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	No ne	3 Minutes	<i>Administrative Aide I</i> ADMINSO
<b>TOTAL:</b>		No ne	15 Minutes	

## 7. Request for Gross Pay

Issuance of a certification stating the name, employment status, employment coverage, compensation and benefits for the calendar year.

<b>Office or Division:</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All Employees of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Government issued ID (1 Original)	1	Any ID issuing government agency



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Gross Pay and register at the Logbook for ADMINISO Transaction	1.1 Assist the client	None	1 Minutes	<i>Administrative Aide I</i> ADMINISO
	1.2 Prepare and print the certification.	None	5 Minutes	<i>Administrative Officer V</i> ADMINISO
	1.3 Verify and sign the certification.	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINISO
	1.4 Issue the Certificate of Gross Pay	None	1 Minute	<i>Administrative Aide I</i> ADMINISO
2. Accomplish the Customer Survey Form and drop to the designated box.	2. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide I</i> ADMINISO
<b>TOTAL:</b>		None	15 Minutes	

### 8. Request for Net Pay

Issuance of a certification stating the name, employment status, compensation and deductions for the month.



<b>Office or Division:</b>	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Employees of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
<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 Net Pay and register at the Logbook for ADMINSO Transaction	1.1 Assist the client	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2 Prepare and print the certification.	None	5 Minutes	<i>Administrative Officer V</i> ADMINSO
	1.3 Verify and sign the certification.	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	1.4 Issue the Certificate of Net Pay	None	1 Minute	<i>Administrative Aide I</i> ADMINSO
2. Accomplish the Customer Survey Form	2. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
<b>TOTAL:</b>		None	15 Minutes	

## 9. Vehicle Services Process

This describes the motor pool vehicle request services process provided in the University.





<b>Office or Division:</b>	Transportation Services Unit, Administrative Services Office (ADMINSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Employees and Students of DHVSU

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Approved Travel Order (1 photocopy)	1	TSU, near the University Gymnasium
2	Approved Vehicle Request Form (1 original)	2	TSU, near the University Gymnasium
3	Trip Tickets (3 original)	3	TSU, near the University Gymnasium

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for vehicle and register at the Logbook of Motor pool.	1.1 Secure approved Travel Order and Vehicle Request Form.	None	5 Minutes	Supervisor TSU, near the University Gymnasium
	1.2 Check the availability of the driver and transport vehicle to be used.	None	10 Minutes	Supervisor TSU, near the University Gymnasium
	1.3 Mark the approved travel on the whiteboard for	None	3 Minutes	Supervisor TSU, near the University Gymnasium



	Scheduled Travel			
	1.4 Inform the driver on the trip details	None	5 Minutes	Supervisor TSU, near the University Gymnasium
	1.5 Prepare the Vehicle Trip Ticket.	None	5 Minutes	University Driver TSU, near the University Gymnasium
	1.6 Secure the signature of the mechanic, motor	None	1 Hour	University Driver TSU, near the University Gymnasium
	pool supervisor, the VPAF and the University President.			
2. Secure confirmation of the availability of the request for vehicle.	2. Confirm the trip and departure time with the client	None	10 Minutes	University Driver TSU, near the University Gymnasium
3. Coordinate with the university driver on the scheduled trip.	3.1 Check the vehicle to be used prior to the scheduled trip. <i>Note: In case of vehicle malfunction, the condition shall be reported immediately to the MPS who in</i>	None	20 Minutes	University Driver TSU, near the University Gymnasium



	<i>turn will assign another available vehicle.</i>			
	3.1 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.2 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
4. Accomplish the Customer Survey Form and drop to the designated box	4. Ensure evaluation of the service delivery made.	None	3 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	<b>TOTAL:</b>	None	2 Hours, 13 Minutes	





# ADMISSION OFFICE

## External Services



## 1. Application Procedure - General Admission

This describes the process of efficient and effective assistance to students seeking admission in the university in relation to evaluation, selection and placement, by providing students with appropriate guidance in choosing academic program that fits their interest, ability and aptitude.

<b>Office or Division:</b>	Office of Admissions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All graduating Grade 6, Grade 10, Grade 12 students and Bachelor's Degree Graduate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Application Form (DHVSU -QSP-ADSO-001-FO001-R001 (1 scanned copy of original document)	1	DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>	
2	Senior High School Report Card (1 scanned original document, – For First Year College applicant	2	School of origin	
3	Junior High School Report Card (1 original, 1 photocopy) – For Grade 11 applicant	3	School of origin	
4	Grade 6 Report Card (1 original, 1 photocopy) – For Grade 7 applicant	4	School of origin	
5	Good Moral Certificate (1 original, 1 photocopy)	5	School of origin	
6	PSA Birth Certificate (1 original, 1 photocopy)	6	Philippine Statistics Authority, Main Road Diosdado Macapagal Regional Center, San Fernando, Pampanga	
7	Transcript of Records ( 1 original, 1 photocopy) – For Graduate School applicant	7	School of origin	
8	Recommendation/Referral Letter	8	DHVSU Website ( <a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a> .)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Downloads and properly filled-out application form from the DHVSU Website ( <a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a> )		None	varied	<i>Student Applicant</i>
2. Fills out all information in the DHVSU Admission Portal ( <a href="http://sms.dhvsu.edu.ph">sms.dhvsu.edu.ph</a> ) and upload all pertinent application document (pdf format)		None	varied	<i>Student Applicant</i>
	Verifies / checks completeness of documents uploaded by student applicants including grade requirement.	None	2 Minutes	<i>Admission Staff Office of Admissions</i>
	Acknowledge the receipt of application form and documents and accepts qualified student applicant in the Online Admission Portal (based on submitted documents) and sends Customer Satisfaction Survey form via Admissions Portal	None	1 Minute	<i>Admission Staff Office of Admissions</i>





	Endorses student applicant for University Test Schedule and qualifying exam (For Courses)	None	1 Minute	<i>Admission Staff</i> Office of Admissions
	Endorses list of students for interview to the Dean of the School of Law (For Law School Applicants )	None	5 Minutes	<i>Director</i> Office of Admissions
	Endorses Qualified Applicants for enrolment (all programs ) via Admissions Portal  - LHS - SHS - Undergraduate Program - Graduate School - School of Law  (qualified student applicants will be notified via submitted email address)	None	1 Minute	<i>Admissions Staff</i> Office of Admissions
	<b>TOTAL:</b>	None	10 Minutes	



## 2. Application Procedure – Shifting of Academic Program

This describes the process of guiding and assisting students who wish to shift from one academic program to another academic program of interest. The process will consider a student's interest, ability and aptitude.

<b>Office or Division:</b>	Office of Admissions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students in the tertiary level who wish to change academic program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Admission Application Form (1 original)	1	DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>	
2	Shifting Form (1 original)	2	DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>	
3	Copy of Grades (1 original, 1 photocopy)	3	University Registrar's Office, 1 <sup>st</sup> Floor, Administration Bldg.	
4	Clearance Form (1 original, 1 photocopy) For Applicants not covered by RA 10931	4	Accounting Office (1 <sup>st</sup> Floor, Administration Bldg.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Downloads and properly filled-out shifting form from the DHVSU Website <a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a>		None	Varied	<i>Student Applicant</i>



<p>2. Fills out all information in the Online Admission Portal <a href="https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1BircgobykhU">https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1BircgobykhU</a> and upload all pertinent application document (pdf format)</p>		None	Varied	<i>Student Applicant</i>
	Verifies and checks documents of student applicants, specially the grade requirement for the degree program the student decides to shift into.	None	2 Minutes	<i>Administrative Aide Office of Admissions</i>
	Acknowledge the receipt of shifting application form and documents of student applicants and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	<i>Administrative Aide Office of Admissions</i>
	Accept applicants with complete uploaded documents and qualified for final evaluation of the receiving department	None	1 Minute	<i>Administrative Aide Office of Admissions</i>





	Print shifting documents and endorse student applicant documents to receiving department for final evaluation, approval and advising	None	5 Minutes	Administrative Aide Office of Admissions
	Endorses approve shifting applications via online admission portal and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	Administrative Aide Office of Admissions
	Endorses approved Advising form to the Office of the University Registrar for processing of enrollment	None	5 Minutes	Administrative Aide Office of Admissions
3. Proceed to the office of the registrar for enrollment. Present notice of approved admission.				
<b>TOTAL:</b>		None	15 Minutes	

### 3. Application Procedure - Transferee

This describes the process of issuing application forms to individuals who intends to transfer to this University.

<b>Office or Division:</b>	Office of Admissions		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All students in tertiary level who plans to enroll in the university except graduating students.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Admission Application Form (1 original)	1	DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>



2	Honorable Dismissal (1 original, 1 photocopy)	2	School of origin	
3	Transcript of Records (1 original, 1 photocopy)	3	School of origin	
4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, CSFP	
5	Good Moral Certificate	5	School of origin	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Downloads and properly filled-out shifting form from the DHVSU Website ( <a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a> )		NONE	Varied	<i>Student Applicant</i>
2.Fills out all information in the Online Admission Portal <a href="https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1BircgobykhU">https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1BircgobykhU</a> and upload all pertinent application document (pdf format)		NONE	Varied	<i>Student Applicant</i>
	Verifies and checks submitted documents specially the grade requirement of the degree program the student decides to take. Issues Customer Satisfaction Survey Form	None	2 Minutes	<i>Administrative Aide Office of Admissions</i>

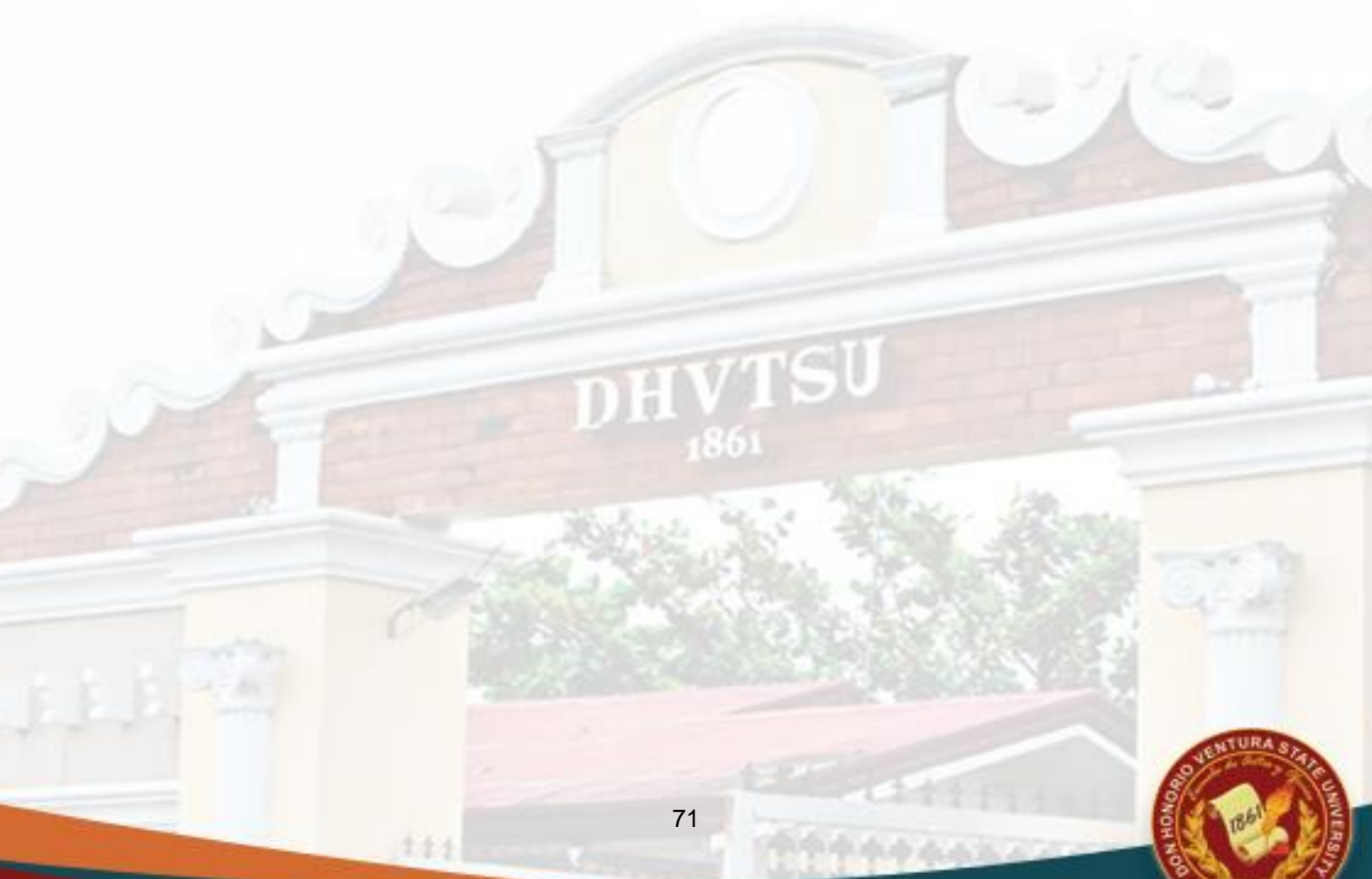


3. Take the Admission Test and wait for the result of the examination to be posted in the Bulletin Board for Qualified Applicants of the Admissions Office.	Accepts qualified student applicant in the admission portal (based on submitted application documents) and endorses for examination	None	1 Minute	Administrative Aide Office of Admissions
	Verify student's qualification based on the UAT result with respect to the admission and retention requirements of the college.	None	2 Minutes	Administrative Aide Office of Admissions
	Print application form and transcript of records and endorse student applicant to the receiving department for final approval of transferring application	None	5 Minutes	Administrative Aide Office of Admissions
	Endorses student for enrolment via online admission portal (once approved by the Dean of the College)	None	1 Minute	Administrative Aide Office of Admissions
	Forward approved advising slip		5 Minutes	





	(issued by the college) to the Office of the Registrar for processing of enrollment.			
<b>TOTAL:</b>		None	16 Minutes	



# AUXILIARY SERVICES OFFICE

## External Service



## 1. Application for Stall Rental

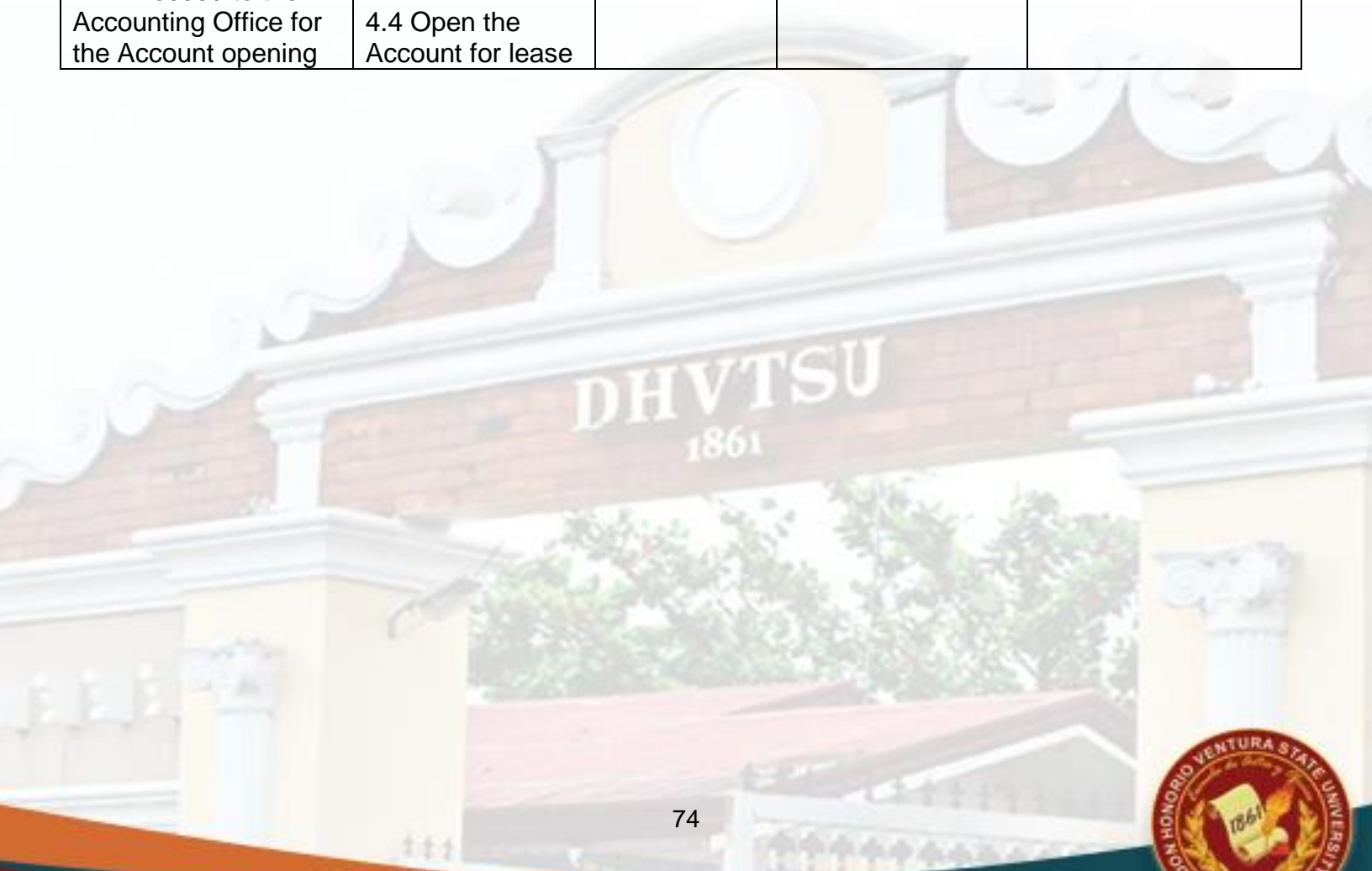
The procedure covers the opening of an account for the application for contract of lease for commercial stall.

<b>Office or Division:</b>	Auxiliary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Prospective Lessee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Intent (1 original)	1	Prospective Lessee	
2	Application Form for Lease(1 original)	2	Office of the Auxiliary Services (1 <sup>st</sup> Floor, University Hostel)	
3	Application for Contract of Lease (1 original)	3	Office of the Auxiliary Services (1 <sup>st</sup> Floor, University Hostel)	
4	Receipt for the payment of initial deposit (1 original, 1 photocopy)	4	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldg.)	
5	Documents needed; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist, stall tenant and employee ID application Form	5	Office of the Auxiliary	
6	Contract of Lease (1 original, 1 photocopy)	6	Office of the Auxiliary Services(1 <sup>st</sup> Floor, University Hostel)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the availability of stalls from Office of the Auxiliary	1. Check the List of the existing Lessee	None	5 Minutes	<i>Administrative Aide</i> Office of the Auxiliary Services
2. Submit a Letter of Intent addressed to the University President thru the Office of the Auxiliary Services	2.1 Forward the letter to the Office of the President for approval 2.2 Issue a Memorandum/ Routing Slip upon approval	None	30 Minutes	<i>Administrative Aide</i> Office of the Auxiliary Services
3. Forward the approved documents with the attached memo to the Office of the Auxiliary; Check	3. Check the List of the existing Lessee	None	5 Minutes	<i>Administrative Aide</i> 1 Office of the Auxiliary Services





the Availability of the stalls				
<p>4.1 Wait for the evaluation of application</p> <p>4.2 Secure and submit the lease application for store rental and application for DHVSU Contract of Lease</p> <p>4.3 Acquire the Letter for the Eligible to open an account from the Office of the Auxiliary Services</p> <p>4.4 Proceed to the Accounting Office for the Account opening</p>	<p>4.1 Evaluate the application of prospective lessee</p> <p>4.2 Receive the Lease Application Form and Application for DHVSU Contract of Lease</p> <p>4.3 Issue the Letter for the Eligible to open an account to the lessee</p> <p>4.4 Open the Account for lease</p>	None	2 Hours	<p><i>Director of the of the Office of the Auxiliary Services</i> Office of the President</p> <p><i>Administrative Aide</i> Office of the Auxiliary Services</p> <p><i>Administrative Aide</i> Accounting Office</p>



<p>5.1 Settle payment for 2 months deposit and 1-month advance</p>	<p>5.1 Receive payment and issue Receipt;</p>	<p>Snack and Lunch with stall 4 m x 2.85 m          ₱5,000.00 main campus          ₱4000,00 satellite campus;          Snack only with stall 4 m x 2.85 m -          ₱3,000.00 main campus          ₱2,000.00 satellite campus;          Snack and lunch without stall          ₱4,000.00 main campus          ₱3,500.00 satellite campus;          Snack only without stall          ₱2,000.00 main campus          ₱1,500.00 satellite campus;          Office and school supplies stall 3m x 2m –          ₱3,000.00 main campus          ₱2,000.00 satellite campus;          Loading Station Stall 2.5m x 2m –</p>	<p>30 Minutes</p>	<p><i>Administrative Aide</i>          Cahier's Office</p>
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		<p>1,500.00; Photocopying Machine Only ₱2,000.00/ machine main campus ₱1,500.00/machine satellite campus; Photocopying machine with stall 2.5m x 2 m ₱2,000.00/ machine plus ₱1,000.00 (stall) main campus</p>		
<p>5.2 Submit all the required documents to the Office of the Auxiliary Services</p>	<p>5.2 Receive the required documents; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist , Stall tenant and employee ID application form</p>	<p>₱1,500.00/machine plus ₱800.00 (stall) satellite campus; Booth (for university events) ₱1,000.00/per day main campus ₱800.00/day satellite campus</p>		<p><i>Administrative Aide</i> Office of the Auxiliary Services</p>
<p>5.3 Receive and Sign the Contract for lease</p>	<p>5.3 Review and issue the Contract of Lease</p>	<p>None</p>		
<p>5.4 Acquire a copy of the Notary of Contract and secure Stall ID</p>	<p>5.4 Issue the copy of the Notary of Contract and Stall ID</p>			





<b>TOTAL:</b>	Total amount will vary depending on the type of stall the lessee applied for	3 Hours, 20 Minutes	
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## 2. Application for DHVSU Venue Reservation

Issuance of the DHVSU Venue Reservation to students, organizations, colleges, Alumnus, government agencies, and non – DHVSU as a requirement for reservation of

<b>Office or Division:</b>	Auxiliary Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	All bonafide students, Organizations, Colleges, Alumnus, Government Agencies, and non - DHVSU

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	University Venue Reservation Form	1	Office of the Auxiliary Services
2	Letter of request approved by the University President	2	Office of the President, Office of the Auxiliary Services
3	Memorandum	3	Office of the President
4	University Venue Payment Slip	4	Office of the Auxiliary Services
5	DHVSU Official Receipt	5	Cahier, Office of the Auxiliary Services
6	University Venue Ingress & Egress Clearance Form	6	Office of the Auxiliary Services
7	University Venue Reservation Cancellation Form	7	Office of the Auxiliary Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks availability of venue	1. Checks the schedule of the availability of the venues	None	20 Minutes	Administrative Aide Office of the Auxiliary Services
2. Secures and submits the University Venue Reservation Form	2. Give the University Venue Reservation Form to fill up the necessary information,	None		Administrative Aide Office of the Auxiliary Services



	Receive the University Venue Reservation Form and give the borrower's copy who reserve the venue			
3. Submits the approved letter of request	3. Receive the approved letter by the University President	None	2 Working Days	<i>Administrative Aide</i> Office of the Auxiliary Services
4. Office of the President issues memorandum/ routing slip	4. Receive the approved letter by the University President	None		Office of the President <i>Administrative Aide</i> Office of the Auxiliary Services
5. Secures University Venue Payment Slip to the OAS	5. Issued the University Venue Payment Slip	None		<i>Administrative Aide</i> Cahier's Office <i>Administrative Aide</i> Office of the Auxiliary Services
6. Pays the rental fee to cashier	6. Collect Payments	For Hostel – PHP 8,000 For Hostel Guest Room – PHP 1,000 For Executive Lounge – PHP 4,000 For Multi – Purpose – PHP 5,000 For Auditorium – PHP 20,000	2 Working Days before the event date	<i>Administrative Aide</i> Cahier's Office <i>Administrative Aide</i> Office of the Auxiliary Services



7.Provides a copy of the receipt to OAS	7. Receive the copy of the Official Receipt	None		<i>Administrative Aide Office of the Auxiliary Services</i>
8.Secures and submits Ingress and Egress/ Clearance Form	8.Issued and receive the Ingress and Egress/ Clearance Form	None	1 Hour before the event and 1 Hour after the event	<i>Administrative Aide Office of the Auxiliary Services</i>
9.Secures and submits University Venue Reservation Cancellation Form	9.Issued and receive the University Reservation Cancellation Form	None	At least 2 Working Days before the event	<i>Administrative Aide Office of the Auxiliary Services</i>
<b>TOTAL:</b>		For Hostel – PHP 8,000  For Hostel Guest Room – PHP 1,000  For Executive Lounge – PHP 4,000  For Multi – Purpose – PHP 5,000  For Auditorium – PHP 20,000	6 Days, 3 Hour, 20 Minutes	





# **BIDS AND AWARDS COMMITTEE**

## **Internal Services**



## 1. Awarding of Procurement Project (Public Bidding)

This describes the procedure in awarding of procurement project under public bidding.

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Complex			
<b>Type of Transactions:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Procuring unit (Department/College/Office)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	BAC Resolution (1 original)	1	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
4	Notice to Proceed (DHVSU) (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the confirmation of award	1.1 Prepare BAC Resolution recommending the award to winning bidder for Board of Regents confirmation 1.2 Confirmation of award of procurement project	None	3 Days (Upon schedule)	<i>BAC Secretariat</i> BAC Office  <i>DHVSU Board of Regents</i>
2. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2.1 Prepare and issue the NOA, CA and NTP 2.2 Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises 2.3 Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request and Status and Budget Utilization Request and Status for budget	None	6 Days	<i>Head, BAC Secretariat</i> BAC Office



	allocation/utilization			
<b>TOTAL:</b>		None	9 Days	

## 2. Awarding of Procurement Project (Small Value Procurement)

This describes the procedure in awarding of procurement project under small value procurement.

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Complex			
<b>Type of Transactions:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Procuring unit (Department/College/Office)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	BAC Resolution (1 original)	1	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
4	Purchase Order ( 1 original)	4	Supply and Procurement Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	1. Prepare and issue the NOA, CA and NTP or PO	None	4 Days	Head, BAC Secretariat BAC Office
	2. Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises	None	1 Day	Head, BAC Secretariat BAC Office





	3. Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request and Status and Budget Utilization Request and Status for budget allocation/ utilization	None	1 Day	BAC Secretariat BAC Office
<b>TOTAL:</b>		None	6 Days	

### 3. Procurement of Goods and Services - Public Bidding

This describes the procedure in awarding of procurement project under public bidding.

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transactions:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Procuring unit (Department/College/Office)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Abstract of Bids (1 original, 1 photocopy)	1	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
2	Pre-procurement Conference Memoranda (1 original, 1 photocopy)	2	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
3	Bid Evaluation Report (1 original, 1 photocopy)	3	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
4	Invitation to Observers (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
5	Notice of Post Qualification ( 1 original)	5	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
6	Post Qualification Report (1 original)	6	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
7	Attendance Form (1 original)	7	QA Office, 1 <sup>st</sup> Floor, Research and Development Center	
<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 procurement documents	1.1 Schedule Pre-procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	None	34 Days	<i>Head, BAC Secretariat BAC Office</i>
2. Attend Pre-procurement conference	2. Conduct Pre-procurement conference	None	1 Hour	<i>BAC Members BAC office  Procuring Unit Representatives DHVSU</i>
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	<i>BAC Members BAC office  Procuring Unit Representatives DHVSU  Bidder Representative</i>
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members BAC office  Procuring Unit Representatives DHVSU</i>
5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	<i>Procuring Unit Representatives DHVSU</i>
<b>TOTAL:</b>		None	64 Days, 4 Hours	

#### 4. Procurement of Goods and Services (Shopping)

This describes the procurement procedure for goods and services under shopping.

<b>Office or Division:</b>	Bids and Awards Committee
<b>Classification:</b>	Complex
<b>Type of Transactions:</b>	G2G – Government to Government



<b>Who may avail:</b>		Procuring unit (Department/College/Office)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request for Quotation (1 original)	1	Supply and Procurement Office	
2	Notice of Award (1 original)	2	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
3	Purchase Order (1 original)	3	Supply and Procurement Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the release of goods	1.1 Prepare Request for Quotation 1.2 Send Request for Quotation	None	2 Days	<i>BAC Secretariat</i> BAC Office  <i>Administrative Aide</i> Supply Office

	2.1 Prepare Abstract of Canvass and BAC Resolution 2.2 Prepare and award PO to supplier with the lowest price quotation 2.3 Post the Notice of Award and PO in the PhilGEPS website, University website, and conspicuous places in the University premises 2.4 Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request for budget allocation	None	4 Day	<i>BAC Secretariat</i> BAC Office
<b>TOTAL:</b>		None	6 Days	





## 5. Procurement of Goods and Services (Small Value Procurement)

This describes the procedure in awarding of procurement project under small value procurement.

<b>Office or Division:</b>		Bids and Awards Committee		
<b>Classification:</b>		Complex		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Procuring unit (Department/College/Office)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Pre-procurement Conference Memoranda ( 1 photocopy)	1	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
2	Request for Quotation (1 original, 1 photocopy)	2	Supply and Procurement Office, DHVSU Main-Campus	
3	Price Quotation (1 original, 1 photocopy)	3	Supplier	
4	Bid Evaluation Report (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
<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 procurement documents	1.1 Schedule Pre-procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	None	3 - 7 Days	Head, BAC Secretariat BAC Office
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	None	1 Day	Head, BAC Secretariat BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU  Supplier Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
<b>TOTAL:</b>		None	5 - 9 Days, 3 Hours	

## 6. Repair and Maintenance - Small Value Procurement

This describes the procurement procedure for repair and maintenance under small value procurement.

<b>Office or Division:</b>	Bids and Awards Committee		
<b>Classification:</b>	Complex		
<b>Type of Transactions:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Procuring unit (Department/College/Office)		
<b>CHECKLIST OF REQUIREMENTS</b>			
<b>WHERE TO SECURE</b>			
1	Pre-procurement Conference Memoranda ( 1 photocopy)	1	BAC Office, 2 <sup>nd</sup> Floor, University Food Center
2	Request for Quotation (1 original, 1 photocopy)	2	Supply and Procurement Office, DHVSU Main-Campus



3	Price Quotation (1 original, 1 photocopy)	3	Supplier	
4	Bid Evaluation Report (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center	
5	Program of Works (Repair and Maintenance)	5	Office of the Physical Plant and Facilities, (2 <sup>nd</sup> Floor, Administration Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for procurement documents	1.1 Schedule Pre-procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	None	3 - 7 Days	Head, BAC Secretariat BAC Office
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	None	1 Day	Head, BAC Secretariat BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	BAC Members BAC office Procuring Unit Representatives DHVSU
4. Attend the Negotiation Meeting	4. Negotiate with the supplier with the lowest bid	None	1 Hour	Supplier Representative
5. Attend Bid Evaluation	5. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office Procuring Unit Representatives DHVSU
<b>TOTAL:</b>		None	5 - 9 Days, 4 Hours	

## 7. Request for Procurement of Goods and Services

This describes the procurement procedure for goods and services.

<b>Office or Division:</b>	Bids and Awards Committee
<b>Classification:</b>	Simple





<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Procuring unit (Department/College/Office)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Request (1 original)	1	End user Unit (Procuring Unit)	
2	Purchase Request ( 1 original, 1 photocopy)	2	Supply and Procurement Office	
3	Project Procurement Management Plan ( 1 original, 1 photocopy)	3	Supply and Procurement Office	
4	Market Study ( 1 photocopy)	4	End user Unit (Procuring Unit)	
5	Annual Procurement Plan ( 1 original, 1 photocopy)	5	Supply and Procurement 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 checklist of requirements	1. Verify completeness of documents and in accordance with the approved APP.	None	20 Minutes	<i>Administrative Aide BAC Office</i>
	2. Route the documents to the BAC Members	None	1 Day	<i>Administrative Aide BAC Office</i>
	3. Determine the mode of procurement	None	10 Minutes	<i>BAC Members</i>
<b>TOTAL:</b>		None	1 Day, 30 Minutes	



# OFFICE OF CAREER SERVICES

## External Services



# 1. Application for Internship Endorsement

This describes the process of guiding and assisting graduating college students who are currently enrolled in an internship program.

<b>Office or Division:</b>	Office of Career Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All graduating enrolled in the internship program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration	1	DHVSU Office of the University Registrar	
2	1 <sup>st</sup> Endorsement	2	Office of the Dean	
3	Certificate of Eligibility for Internship	3	Office of the Dean	
4	Parental Consent Form	4	Office of the Dean	
5	Internship Agreement	5	Office of the Dean	
6	Memorandum of Agreement	6	Office of Career Services	
7	Medical Certificate (Fit-to-Work)	7	University Clinic	
8	Psychometric Test Result	8	DHVSU Guidance and Testing Center	
9	Final Endorsement	9	Office of Career Services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Endorses students for Psychometric and Physical Examination	NONE	varied	<i>College SIPP Coordinator</i> All Colleges
1. Secures internship documents from the College SIPP Coordinator	1.1 Verifies Pre-internship requirements	NONE	7 Minutes	<i>College SIPP Coordinator</i> All Colleges
	1.2 Issues Certificate of Eligibility and Endorsement for Internship to the Office of Career Services	NONE	5 Minutes	<i>College SIPP Coordinator</i> All Colleges





2. Submits verified, certified internship document to the Placement Coordinator	2.1 Issues Final Endorsement		1 Minute	<i>Placement Coordinator</i> Office of Career Services
	2.2 Reviews Memorandum of Agreement and Sign the Student Internship Final Endorsement		5 Minutes	<i>Director</i> Office of Career Services
<b>TOTAL:</b>		None	18 Minutes	



# CASHIERING OFFICE

External Services



## 1. Collection of Payment for Tuition Fees

To issue an official receipt as payment of tuition fee for any bona fide student of DHVS

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All DHVSU bona fide students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's Identification Card		1	Internet Multi Media Center (IMC) at the back of Administration building	
Student' Assessment form		2	Cashiering Office , (1 <sup>st</sup> floor Admin Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present  Accomplished assessment Form to the collecting officer at the Cashiering Office.	1. Verify student assessment form (Name, student number, amount of assessment)	None	1 Minute	<i>Collecting Officer</i> Cashiering Office
2. Prepare the exact amount for payment.	2. Receive payment and issue an OR for the	See Table of fees and	1 Minute	<i>Collecting Officer</i> Cashiering Office





	payment made.	other charges		
3. Secure Official Receipt for the payment made at the Cashiering Office	3. Issue Official Receipt of the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
<b>TOTAL:</b>			4 Minutes	

## 2. Collection of Payments for the Issuance of Certifications

Payment for issuance of Certifications for Copy of Grades (COG), Certificate of Registration (COR), Certification Authentication Verification (CAV), Transcript of Record (TOR), Diploma and Completion Form which shall be used for legal purpose only.

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All clients who are required to secure Official Receipts for the issuance of certifications.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Student Request Form (1 original)	1	Office of University Registrar, (1st Floor of Admin. Bldg.)



2	Official Receipt for Payment Made (1 original)	2	Cashiering Office (1 <sup>st</sup> Floor Admin. Bldg - Window 11)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the Student Request Form to the Cashiering Office.	1. Verify student request form (Name and student number)	None	1 Minute	Collecting Officer Cashiering Office	
2. Prepare the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office	
3. Secure Official Receipt	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office	
4. Accomplish Survey Form	4. Hand out Survey form to client.		1 Minute	Collecting Officer Cashiering Office	
	<b>TOTAL:</b>		4 Minutes		



### 3. Collection of Payments for Rentals

#### Payment for Issuance for Rentals

<b>Office or Division:</b>		Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All clients who are required to secure Official Receipts for the payment of rentals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Payment Form	1	Auxiliary Service Office(1 <sup>st</sup> Floor University Hostel)	
2	Official Receipt for Payment Made (1 original)	2	Cashiering Office (1 <sup>st</sup> Floor Admin. Bldg - Window 11)	
<b>CLIE NT STEP S</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Present the accomplished payment form to the Cashiering Office	1. Verify the name and the amount to be paid	None	1 Minute	<i>Collecting Officer</i> Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	<i>Collecting Officer</i> Cashiering Office





3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	<b>TOTAL:</b>		4 Minutes	

#### 4. Collection of Payments for Bidding Documents

Payment for Issuance of Bidding Documents

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All clients who are required to secure Official Receipts for the payment of Bidding Documents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Payment Form	1	Supply and Procurement Office, DHVSU Bacolor Pampanga	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Present the accomplished payment form to the Cashiering Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	<b>TOTAL:</b>		4 Minutes	



## 5. Collection of Payments for Clearance/Statement of Account

Issuance of Official Receipt for clearance/Statement of Account (SOA) as proof of payment for documents requested by a bona fide student of this University

<b>Office or Division:</b>		Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All clients who are required to secure Official Receipts as payment for the request of Clearance/Statement of Account		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student Identification Card	1	Accounting Office, 1 <sup>st</sup> Floor Administrative Bldg.	
2	Request form for the issuance of clearance/statement of account	2	Cashiering Office, 1 <sup>st</sup> Floor Administrative Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form for issuance of clearance /statement of account at the Cashiering Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	<i>Collecting Officer</i> Cashiering Office
2. Prepare and pay the exact amount for payment	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other	1 Minute	<i>Collecting Officer</i> Cashiering Office





at the Cashiering Office.		Charges below		
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	<b>TOTAL:</b>		4 Minutes	

## 6. Collection of Payment for the Issuance of Certification of Good Moral

Payment for the issuance of Certificate of Good Moral which shall be used for legal purpose only.

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2S – Government to Students			
<b>Who may avail:</b>	All clients who are required to secure Official Receipts for the payment of requested Good Moral Certification			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Payment form for the request of certificate of good moral	1	Guidance and Testing Office 1 <sup>st</sup> Floor Student Affairs and Services Bldg.	
<b>CLIENT</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<b>STEP S</b>				
1. Present the accomplished payment form to the Cashiering Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	<b>TOTAL</b>		<b>3 Minutes</b>	



## 7. Collection of Payments for Bidding Documents

Payment for Issuance of Bidding Documents

<b>Office or Division:</b>		Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All clients who are required to secure Official Receipts for the payment of rentals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Payment Form	1	Supply and Procurement Office, DHVSU Bacolor Pampanga	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the accomplished payment form to the Cashiering Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	<i>Collecting Officer</i> Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	<i>Collecting Officer</i> Cashiering Office
3. Secure the Official Receipt as proof of	3. Issue Official Receipt for	None	1 Minute	<i>Collecting Officer</i>





payment made at the Cashiering Office	the payment made			Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	<b>TOTAL:</b>		4 Minutes	

## 8. Preparation of Check

To prepare check as payment for good and services incurred by the University.

To prepare check as payment for the services rendered by University employees (Salaries, wages, benefits and other remuneration)

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DHVSU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Disbursement Vouchers	1	<ul style="list-style-type: none"> <li>● FMSO</li> <li>● VP for Admin and Finance</li> <li>● Accounting Office</li> <li>● Office of the Executive Vice President</li> <li>● President's Office</li> </ul>	
2	Obligation Request (OR)			
3	Other documents serves as attachment to the requested fund.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>Submit the accomplished Disbursement Voucher at the Cashiering Office</p>	<p>1. Receive the following:</p> <ul style="list-style-type: none"> <li>● Approved Disbursement Voucher</li> <li>● Prepare the check according to Fund (101, 164 or 184)</li> <li>● Prepare Advice of Check Issued and Cancelled (ACIC)</li> <li>● Turn over the prepared check to Admin Assistant I for reviewing</li> <li>● Submit the reviewed checks and ACIC at the President's Office for signing</li> </ul>	<p>None</p>	<p>1 Minute</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Administrative Assistant V</i></p> <p><i>Administrative Aide</i> Cashiering Office</p> <p><i>Administrative Aide</i></p>
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			2 Minutes	Cashiering Office
Submit the signed checks and ACIC to the Cashiering Office	6. Submit the Advice of Checks Issued and Cancelled to the bank		1 Hour	<i>Acting Cashier and/or Administrative Assistant II</i> Cashiering Office
	<b>TOTAL:</b>		1 Hour, 18 Minutes	

## 9. Releasing of Checks

To release checks intended as payments for goods and services incurred by the University

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Official Receipt of the agency/person claiming the check.	1	Cashiering Office 1 <sup>st</sup> Floor Administrative Bldg.
2	Identification Card  If in case of representative present the following:		





	<ul style="list-style-type: none"> <li>• Authorization letter</li> <li>• Photocopy of ID of the owner</li> <li>• Original and photocopy of ID of the Representative</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Present the Identification Card to the cashiering office staff</p> <p>If in case of representative :</p> <p>2. Authorization letter</p> <p>3. Photocopy of ID of the owner</p> <p>4. Original and photocopy of ID of the Representative</p>	<p>1. Verify the name of the claimant thru identification card</p>	None	1 Minute	<p><i>Administrative Assistant V</i></p> <p>Cashiering Office</p>
<p>2. Prepare and issue the Official Receipt of the agency in exchange</p>	<p>2. Receive and ensure accuracy of the Official Receipt issued by the agency claimant</p>	None	5 Minute	<p><i>Administrative Assistant V</i></p> <p>Cashiering Office</p>



of the check				
3. Secure the check as payment for the goods and services incurred by the agency	3. Release the check to the recipient.	None	1 Minute	<i>Administrative Assistant V</i>  <i>Cashiering Office</i>
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	<i>Cashiering Office Staff</i>
	<b>TOTAL:</b>		8 Minutes	

## 10. Releasing of Scholarship Grants for DHVSU Students

As payment for the allowance of DHVSU Student Grantees.

<b>Office or Division:</b>	Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Identification Card  If in case of representative present the following:	1	Cashiering Office 1 <sup>st</sup> Floor Administrative Bldg.
2	Authorization letter		
3	Photocopy of ID of the owner		



4	Original and photocopy of ID of the Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. Present the Identification Card to the cashiering office staff</p> <p>If in case of representative :</p> <p>Authorization letter</p> <p>Photocopy of ID of the owner</p> <p>Original and photocopy of ID of the Representative</p>	1. Verify the name of the claimant thru identification card	None	1 Minute	<p><i>Administrative Assistant V</i></p> <p>Cashiering Office</p>	
2. Secure the check	3. Release the check to the recipient.	None	1 Minute	<p><i>Administrative Assistant V</i></p> <p>Cashiering Office</p>	
3. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 minutes	<i>Administrative Assistant V</i>	





				Cashiering Office
	<b>TOTAL:</b>		3 Minutes	

### 11. Preparation of List of Dues and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)

To prepare LDDAP-ADA for payment of services rendered by University employees (Salaries, wages, benefits and other remuneration)

<b>Office or Division:</b>		Cashiering Office, DHVSU, Bacolor, Pampanga		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Disbursement Vouchers	1	From the following Head Offices	
2	Obligation Request (OR)		<ul style="list-style-type: none"> <li>● FMSO</li> <li>● VP for Admin and Finance</li> <li>● Accounting Office</li> <li>● Office of the Executive Vice President</li> <li>● President's Office</li> </ul>	
3	Other documents serves as attachment to the requested fund.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Disbursement Voucher at the Cashiering Office	1. Receive the approved Disbursement Voucher and payrolls from the President's	None	1 Minute	<i>Acting Cashier</i> <i>Administrative Assistant V</i> Cashiering Office
	2. Prepare the LDDAP-ADA		1 Minute	<i>Acting Cashier</i> <i>Administrative Assistant V</i>



	<p>according to Fund (101, 164 or 184)Office</p> <p>3. Prepare Advice of Check Issued and Cancelled (ACIC)</p> <p>4. Turn over the prepared LDDAP-ADA and Advice to Admin Assistant I for reviewing</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p>Cashiering Office</p> <p><i>Acting Cashier</i> <i>Administrative Assistant V</i> Cashiering Office</p> <p><i>Administrative Aide</i> Cashiering Office</p>
<p>Submit the signed checks and ACIC to the Cashiering Office</p>	<p>5. Submit the reviewed LDDAP-ADA and ACIC with FINDES(Financial Data Entry System) at the President's Office for signing</p>		<p>2 Minutes</p>	<p><i>Administrative Assistant I</i> Cashiering Office</p>
	<p>6. Photo copy FINDES</p>		<p>10 Minutes</p>	<p><i>Acting Cashier</i></p>



	(Financial Data Entry System)			
	6. Save FINDES (Financial Data Entry System) to USB (Universal Serial Bus)		10 Minutes	Compensation and Other Benefits Unit ADMINSO
	6. Submit the following to the bank: <ul style="list-style-type: none"> <li>• LDDA P-ADA</li> <li>• ACIC</li> <li>• FIND ES</li> <li>• USB</li> </ul>		1 Hour	Acting Cashier Administrative Assistant V Cashiering Office
	<b>TOTAL:</b>	DHVISU 1861	1 Hour, 38 Minutes	





# CIVIL SECURITY UNIT

External Service



## 1. Issuance of Visitor's Pass

This procedure covers the issuance of Visitor's Pass and Routing Slip for the entry of visitors in the University.

<b>Office or Division:</b>		Civil Security Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All Visitors who have Official Business and Transaction within the university		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Any Valid ID's Card (1 original)	1	Any ID issued by public and private company	
2	Visitor's Pass (1 original)	2	Gate Security Personnel Guard House	
3	Routing Slip (1 original)	3	Gate Security Personnel Guard House	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID Card and Bag for Inspection.	1.1. Check Valid ID Card and bag for verification and inspection 1.2. Request the Visitor to register in the logbook.	None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Register their name and purpose of visit.	2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing Slip.	None	45 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Receive the Visitor's Pass and Routing Slip.	3. Allow the entry of the visitor in the university.	None	15 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card.	4. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitor.	None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
<b>TOTAL:</b>		None	3 Minutes	



# 1. Procedure for Students Entering the University

This describes the procedure when students enter the university.

<b>Office or Division:</b>		Civil Security Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All students currently enrolled at DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Valid DHVSU ID Card (1 original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and bag for Inspection.	1. Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection.	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry.	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform.	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel. (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions, then allow entry.	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
<b>TOTAL:</b>		None	1 Minute, 30 Seconds	

<b>Office or Division:</b>		Civil Security Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All students currently enrolled at DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	Valid DHVSU ID Card (1 original)	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)		





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	1. Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
<b>TOTAL:</b>		None	1 Minute, 30 Seconds	

## 1. Repair and Maintenance

Approval of Job Request for Minor Repairs and Improvement

<b>Office or Division:</b>	General Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All bona fide DHVSU employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1	Request Letter
1	Request Letter by the requesting employee



2 Repair and Improvement and Inspection form		2 General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> General Services and Security Office
2. Submit request letter stating the project specification	2. Receive the request letter form from the requesting office/unit	None	1 Minutes	<i>Administrative Aide</i> General Services and Security Office
	3. Instruct the concern staff ( carpenter, mason, plumber and electrician)	None	2 Minutes	<i>GS Supervisor</i> General Services and Security Office
	4. Conducts the pre-repair inspection.  4.1 Schedule the work repair depending on the utility.  4.2 Prepare the Accomplishment Report	None	5 Minutes	<i>GS Supervisor and Repair and Maintenance Staff</i> General Services and Security Office
	5. Sign the Repair and Improvement Inspection Report	None	1 Minute	<i>GS Supervisor and Repair and Maintenance Staff</i> General Services and Security Office
	6. Attest the Repair and Improvement Inspection Form Report	None	1 Minute	<i>GS Supervisor</i> General Services and Security Office
	7. Receive and sign the Repair and Improvement Inspection Form	None	2 Minutes	<i>GSSO Director</i> General Services and Security Office
	8. Submit the signed RIF to VPAF for approval	None	2 Minutes	<i>Administrative Aide</i> General Services and Security Office



	9. File a copy of the approved RIIF	None	1 Minute	<i>Administrative Aide General Services and Security Office</i>
<b>TOTAL:</b>		None	16 Minutes	

## 2. Janitorial Services

Approval of Janitorial Services and Maintenance of Building and Surrounding

<b>Office or Division:</b>		General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All bona fide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request Letter	1	Request Letter by the requesting employee/offices	
2	Memorandum	2	General Services Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide General Services and Security Office</i>
2. Submit request letter address to the GSSO Director stating the job specification	2. Receive the request form from the requesting office/unit	None of	1 Minutes	<i>Administrative Aide General Services and Security Office</i>
	3. Creates the memorandum of concern utility for his/her assigned area of responsibility.  Sign the memorandum	None	2 Minutes	<i>GSSO Director General Services and Security Office</i>
	4. Submit memo to designated offices for approval	None	5 Minutes	<i>Administrative Aide</i>



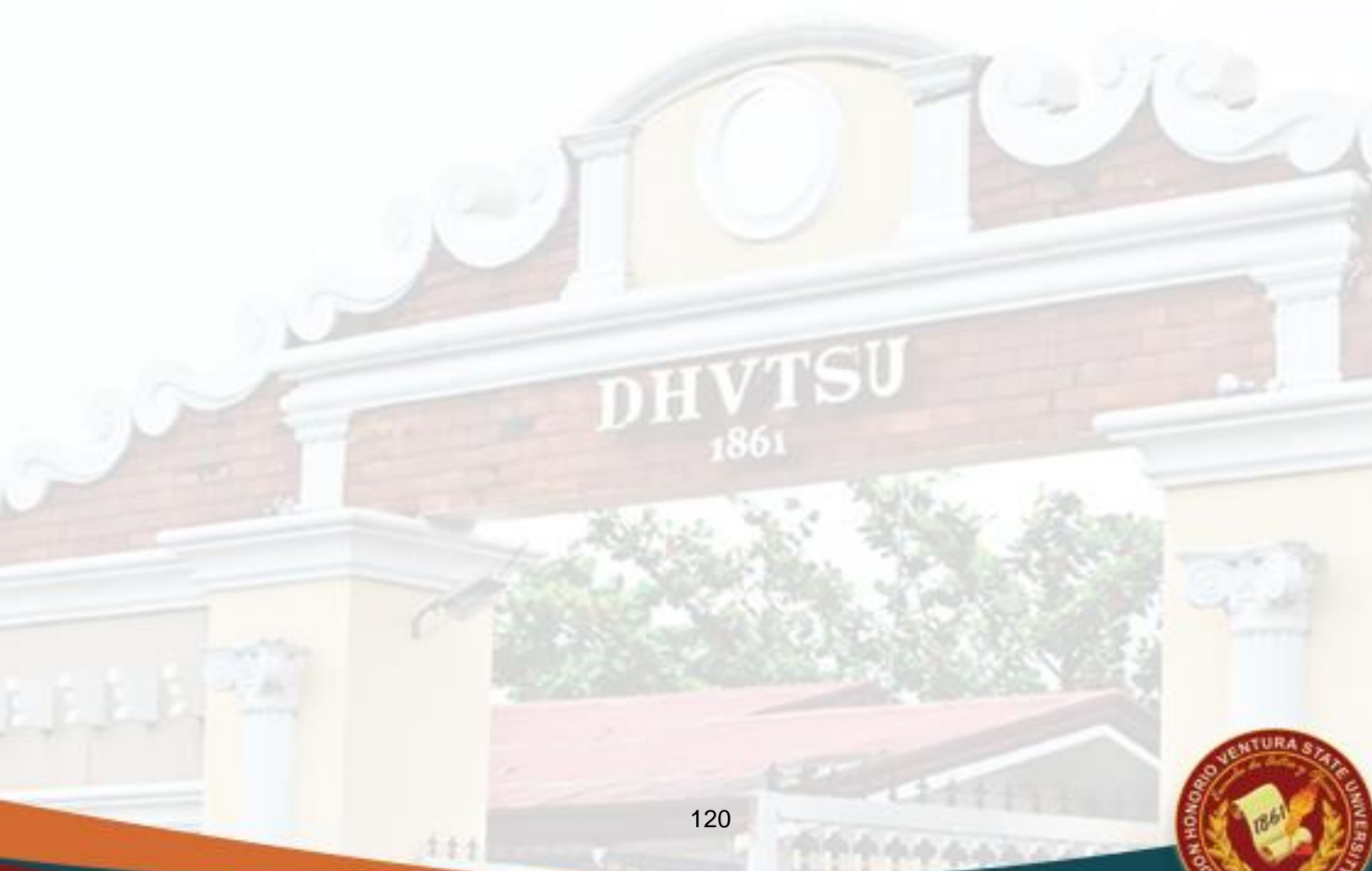


	<p>4.1 Receive approved memo and assures that it was duly signed by the signatories</p> <p>4.2 Release approved memo to personnel involved</p>			General Services and Security Office
	4.3 Instruct concern utility for his/her assign area of responsibility	None	1 Minute	GS Supervisor General Services and Security Office
	4.4. File a copy of the approved memo	None	1 Minute	Administrative Aide General Services and Security Office
	<b>TOTAL:</b>	None	11 Minutes	



# CIVIL SECURITY UNIT

Internal Service



# 1. Procedure for Students Entering the University

This describes the procedure when students enter the university.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All students currently enrolled at DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Valid DHVSU ID Card (1 original)	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	1. Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
<b>TOTAL:</b>		None	1 Minute, 30 Seconds	





# COMPETENCY ASSESSMENT CENTER

External Service



## 1. Conduct of Competency Assessment

This covers the procedure in conducting competency assessment to officially identify a person's level of qualification in accordance with TESDA Assessment operational procedure.

<b>Office or Division:</b>		Competency Assessment Center		
<b>Classification:</b>		Complex		
<b>Type of Transactions:</b>		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		K-12 Students, TVET Graduating Students, TVET Graduate, Industry Workers, OFW		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Application Form (1 original)	1	Competency Assessment Center (1 <sup>st</sup> Floor, Research and Development Bldg.)	
2	Self-Assessment Guide (1 original)	2	Competency Assessment Center (1 <sup>st</sup> Floor, Research and Development Bldg.)	
3	Official Receipt (1 photocopy)	3	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldng.)	
4	Passport size pictures (3 copies, with white background, with collar shirt/blouse, with name printed at the back)	4	Photo Studios	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIB LE</b>



<p>1. Encoding of Profile in the T2MIS</p> <p>Request for Assessment Schedule</p> <p>Receive applications for assessment</p>	<p>1. Review the completeness and correctness of requirements and administer the Self-Assessment Guide</p> <p>Coordinate with TESDA Pampanga the request for assessment schedule</p> <p>Collect assessment fee from applicants</p>	<p>Php. 500.00 to Php. 2175.00 (depending on competency type)</p>	<p>1 Day</p>	<p><i>Assessment and Certification Supervisor</i></p> <p><i>Administrative Aide I</i></p> <p>Competency Assessment Center</p> <p><i>Administrative Officer V</i> Cashiering Office, DHVSU, Administrative Bldg</p>
				<p><i>Officer-In-Charge</i> TESDA Pampanga Provincial Office</p>
<p>2. TESDA Approval of Assessment Schedule and Assigned Assessor</p> <p>TESDA Prepared Required Documents for the Conduct of Assessment and Reviews the request</p> <ul style="list-style-type: none"> <li>• TESDA Pampanga PO/ACAC organize the conduct of assessment</li> <li>• Conduct Competency Assessment</li> </ul>	<p>2. Follow-up the approval of assessment schedule and assigned/availability of assessor</p> <p>Supervise the conduct of competency assessment</p>	<p>None</p>	<p>2 Days</p>	<p><i>Officer-In-Charge</i> TESDA Pampanga Provincial Office</p>





<p>3. Encoding of Assessment Results</p> <p>Generate RWAC Administrative Aide I encodes the assessment result in the T2MIS and generates RWAC</p> <p>Submits reports to the PO</p>	<p>3. Encode the Assessment results through T2MIS, generates RWAC, and submit reports to TESDA Pampanga Provincial Office</p>	<p>None</p>	<p>1 Day</p>	<p><i>Assessment and Certification Supervisor</i></p> <p><i>Administrative Aide I</i></p> <p>Competency Assessment Center</p>
<p>4. TESDA Receive, Review and Validate Assessment Related Documents</p> <p>TESDA Assign Certificate Numbers to Successful Candidates through</p>	<p>4. Follow-up with TESDA Pampanga the validated assessment related documents and assigned certificate numbers to successful</p>	<p>None</p>	<p>2 Days</p>	<p><i>Officer-In-Charge TESDA Pampanga Provincial Office</i></p>
<p>T2MIS and generates RWAC</p> <p>TESDA Processes reports</p>	<p>examinees through T2MIS</p>			
<p>5. Receive and Process CARS</p> <p>Print Certificate</p> <p>Issue National Certificate (NC)</p> <ul style="list-style-type: none"> <li>• Presents the CARS to PO</li> <li>• Prepares NC/COC</li> <li>• Issues NC/COC to the Certified Worker</li> </ul>	<p>5. Coordinate and follow-up the Issuance of National Certificates (NC)</p>	<p>None</p>	<p>1 Day</p>	<p><i>Officer-In-Charge TESDA Pampanga Provincial Office</i></p>



<b>TOTAL:</b>	Php. 500.00 to Php. 2175.00 (depending on competenc y type)	7 Day s	
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## **Campuses (Satellite)**

**Apalit Campus**

**Candaba Campus**

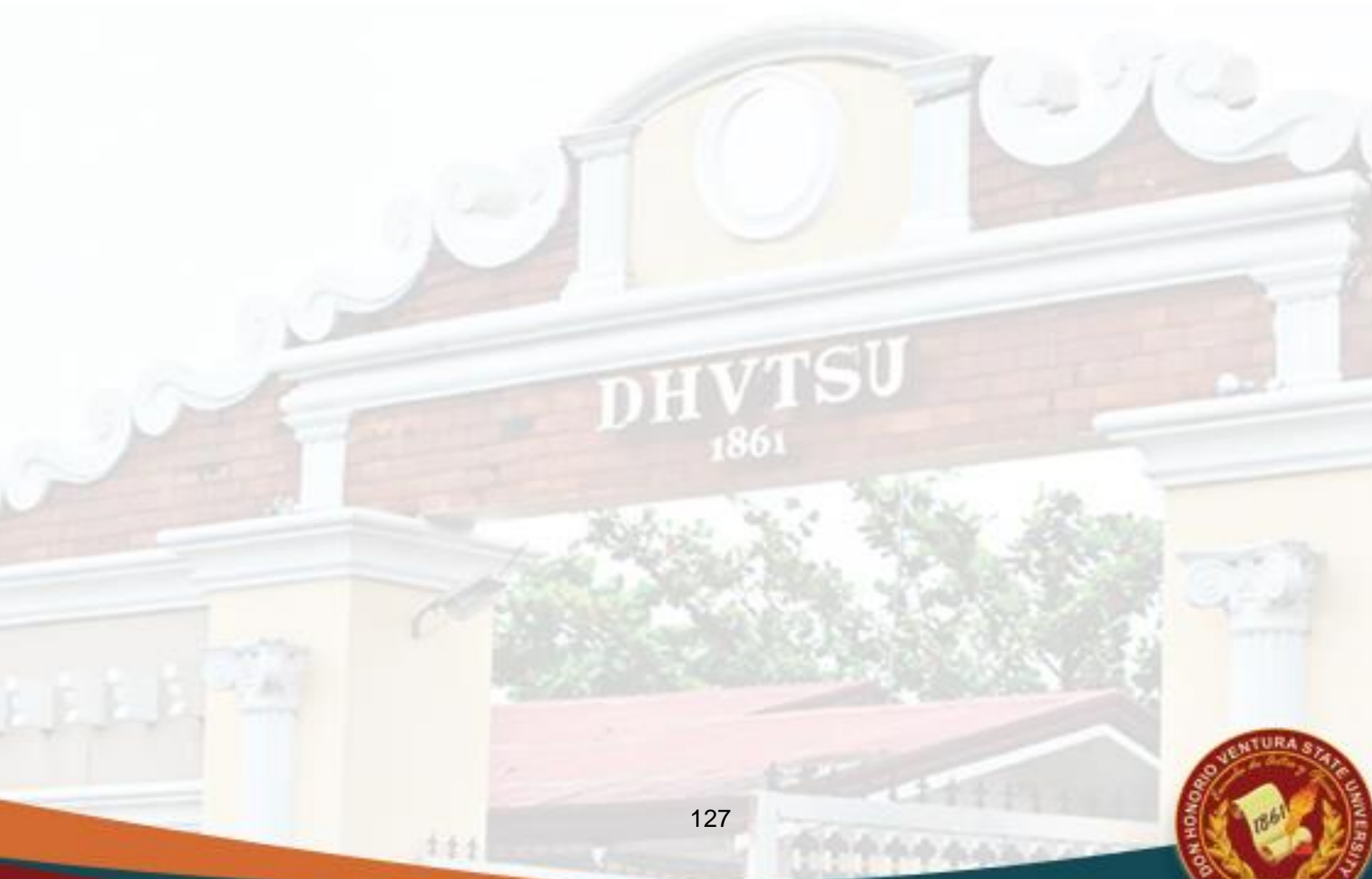
**Lubao Campus**

**Mexico Campus**

**Porac Campus**

**Sto. Tomas Campus**

**External Services**





## 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

<b>Office or Division:</b>	All Colleges/Extension Campuses			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Clearance ( 1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic Evaluation (1 original)	2	Office of University Registrar(1st Floor, Administration Bldg.)	
3	Pre-registration Form (1 original)	3	Respective College/Campus	
4	Customer Survey Form (1 original)	4	Respective College/Campus	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a pre-registration and feedback form at the Dean's Office	1. Verify student's record	None	2 Minutes	<i>Administrative Aide</i> Respective College/Campus
2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation	2. Advise the student about the subjects to be enrolled	None	10 Minutes	<i>Designated Chairperson</i> Respective College/Campus
3. Submit the evaluated forms to the College Dean for approval	3. Approve the evaluated pre-registration form	None	2 Minutes	<i>College Dean</i> Respective College/Campus
4. Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	4. Encode the subjects and issue Certificate of Registration	None	1 Day	<i>Administrative Aide</i> Office of the University Registrar
<b>TOTAL:</b>		None	1 Day, 14 Minutes	



## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	All Colleges/Extension Campuses			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of University Registrar(1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Respective College/Campus	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Respective College/Campus
2. Secure Adding, Dropping, Changing Form from the College Secretary	2. Issue Adding, Dropping, Changing Form	None	1 Minute	<i>Administrative Aide</i> Respective College/Campus
3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean for advice and approval	3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed	None	9 Minutes	<i>Program Chairperson/</i> Respective College/Campus



4. Submit the approved Adding, Dropping, Changing Form to the College Secretary	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	Administrative Aide Respective College/Campus
<b>TOTAL:</b>		None	41 Minutes	

### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	All Colleges/Extension Campuses			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Official Transfer of Credentials (1 original, 1 photocopy)	1	School Last Attended	
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, City of San Fernando, Pampanga	
5	Valid ID	5	Internet Multimedia Center, DHVSU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Endorsement Letter and the required documents to the respective College/Campus	1. Evaluate and endorse the transferee	None	10 Minutes	Designated Chairperson Respective College/Campus





2.Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	<i>Administrative Aide</i> Admission Office
3. Take the examination on specified schedule	3.Administer the examination, check and issue the results	None	40 Minutes	<i>Guidance Coordinator</i> Office of the University Guidance Councilor
4.Submit the required documents for enrollment	4.Receive the documents and issue Customer Survey Form	None	3 Minutes	<i>Administrative Aide</i> Respective College/Campus
<b>TOTAL:</b>		None	55 Minutes	



**Colleges, Senior High  
School, and Junior High  
School**

**(Main Campus)**

External Services



## COLLEGE OF ARTS AND SCIENCES

### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

<b>Office or Division:</b>	College of Arts and Sciences (CAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide CAS students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic evaluation/ Certificate of Student's grades (1 original)	2	Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building)	
3	Pre-Registration form (1 original)	3	Dean's Office (1 <sup>st</sup> Floor, CAS Building)	
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (1 <sup>st</sup> Floor, CAS Building)	
5	Certificate of Registration (COR)	5	Dean's Office (1 <sup>st</sup> Floor, CAS Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit a clearance and Academic Evaluation records at the Dean's Office	1. Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	College Secretary CAS
2.Secure a pre-registration form and feedback forms at the Dean's Office	2.Issue Pre-Registration and feedback forms to students	None	2 Minutes	College Secretary CAS





3. Submit the accomplished pre-registration and feedback forms to the Program Chairperson for evaluation	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson</i> CAS
	3.2 Advise the student to drop the feedback form to the designated drop box.	None	1 Minute	<i>Program Chairperson</i> CAS
4. Submit the evaluated form to the College Dean for approval	4. 1 Approve the pre-registration form and forward to the office of the University Registrar	None	2 Minutes	<i>College Dean</i> CAS
	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)		8 Hours	<i>Administrative Aide</i> Office of the University Registrar
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	<i>Administrative Aide</i> Office of the University Registrar
<b>TOTAL:</b>		None	16 Hours, 20 Minutes	



## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Arts and Sciences (CAS)			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of the University Registrar (1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (1 <sup>st</sup> Floor, CAS Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Office of the University Registrar



2. Secure Adding, Dropping, Changing Form from the College Secretary	2. Issue Adding, Dropping, Changing Form	None	1 Minute	College Secretary CAS
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3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation	3. Evaluate the student as to the courses to be added, dropped or changed	None	5 Minutes	Program Chairperson CAS
4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CAS
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CAS
<b>TOTAL:</b>		None	41 Minutes	





### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>		College of Arts and Sciences (CAS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All bonafide students of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)	1	School Last Attended	
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married	4	Philippine Statistics Authority, City of San. Fernando, Pampanga	
5	2 copies of 2x2 pictures, full faced photo with white background	5	Any Photo Center	
6	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	6	Dean's Office (1 <sup>st</sup> Floor, CAS Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Present the required documents (checklist of requirements) at the Dean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	None	10 Minute s	<i>Program Chairperson CAS</i>
2. Submit the Endorsement Letter to the Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minute s	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule	3. Administer and check examination, and issue the results	None	40 Minute s	<i>Guidance Coordinator Office of the University Guidance Councilor</i>
4. Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minute s	<i>College Secretary (CAS)</i>
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minute s	<i>College Secretary (CAS)</i>
<b>TOTAL:</b>		None	56 Minute s	



**COLLEGE OF BUSINESS STUDIES (CBS)**





## 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

<b>Office or Division:</b>	College of Business Studies (CBS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide CBS students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic evaluation/ Certificate of Student's grades (1 original)	2	Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building)	
3	Pre-Registration form (1 original)	3	Dean's Office (2 <sup>nd</sup> Floor, CBS Building 1)	
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (2 <sup>nd</sup> Floor, CBS Building 1)	
5	Certificate of Registration (COR)	5	Dean's Office (2 <sup>nd</sup> Floor, CBS Building 1)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a clearance and Academic Evaluation records at the Dean's Office	1. Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	<i>College Secretary (CBS)</i>
2. Secure a pre-registration form and feedback forms at the Dean's Office	2. Issue Pre-Registration and feedback forms to students	None	2 Minutes	<i>College Secretary (CBS)</i>
3. Submit the accomplished pre-registration and feedback forms to the Program Chairperson for evaluation	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson (CBS)</i>
	3.2 Advise the student to drop the feedback form	None	1 Minute	<i>Program Chairperson (CBS)</i>



	to the designated drop box.			
4. Submit the evaluated form to the College Dean for approval	4.1 Approve the pre-registration form and forward to the office of the University Registrar	None	2 Minutes	<i>College Dean (CBS)</i>
	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)		8 Hours	<i>Administrative Aide Office of the University Registrar</i>
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	<i>Administrative Aide Office of the University Registrar</i>
<b>TOTAL:</b>		None	16 Hours, 20 Minutes	

DHVTSU  
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## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Business Studies (CBS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of the University Registrar (1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (2 <sup>nd</sup> Floor, CBS Building 1)	
<b>CLIENT STEPS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar		None	1 Minute	<i>Administrative Aide Office of the University Registrar</i>
2. Secure Adding, Dropping, Changing Form from the College Secretary		None	1 Minute	<i>College Secretary (CBS)</i>
3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation		None	5 Minutes	<i>Program Chairperson (CBS)</i>





4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	<i>College Dean (CBS)</i>
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	<i>College Secretary (CBS)</i>
<b>TOTAL:</b>		None	41 Minutes	



### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>		College of Business studies (CBS)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)	1	School Last Attended		
2	Copy of Grades and credits earned in other schools ( 1 original, 1photocopy)	2	School Last Attended		
3	Certificate of Good Moral (1original, 1 photocopy)	3	School Last Attended		
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married	4	Philippine Statistics Authority, City of San. Fernando, Pampanga		
5	2 copies of 2x2 pictures, full faced photo with white background	5	Any Photo Center		
6	Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	6	Dean's Office (2 <sup>nd</sup> Floor, CBS Building 1)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the required documents (checklist of requirements) at the Dean's Office		1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	None	10 Minutes	<i>Program Chairperson (CBS)</i>
2.Submit the Endorsement Letter to the Admission's Office		2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minutes	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule		3. Administer and check examination, and issue the results	None	40 Minutes	<i>Guidance Coordinator Office of the University Guidance Councilor</i>

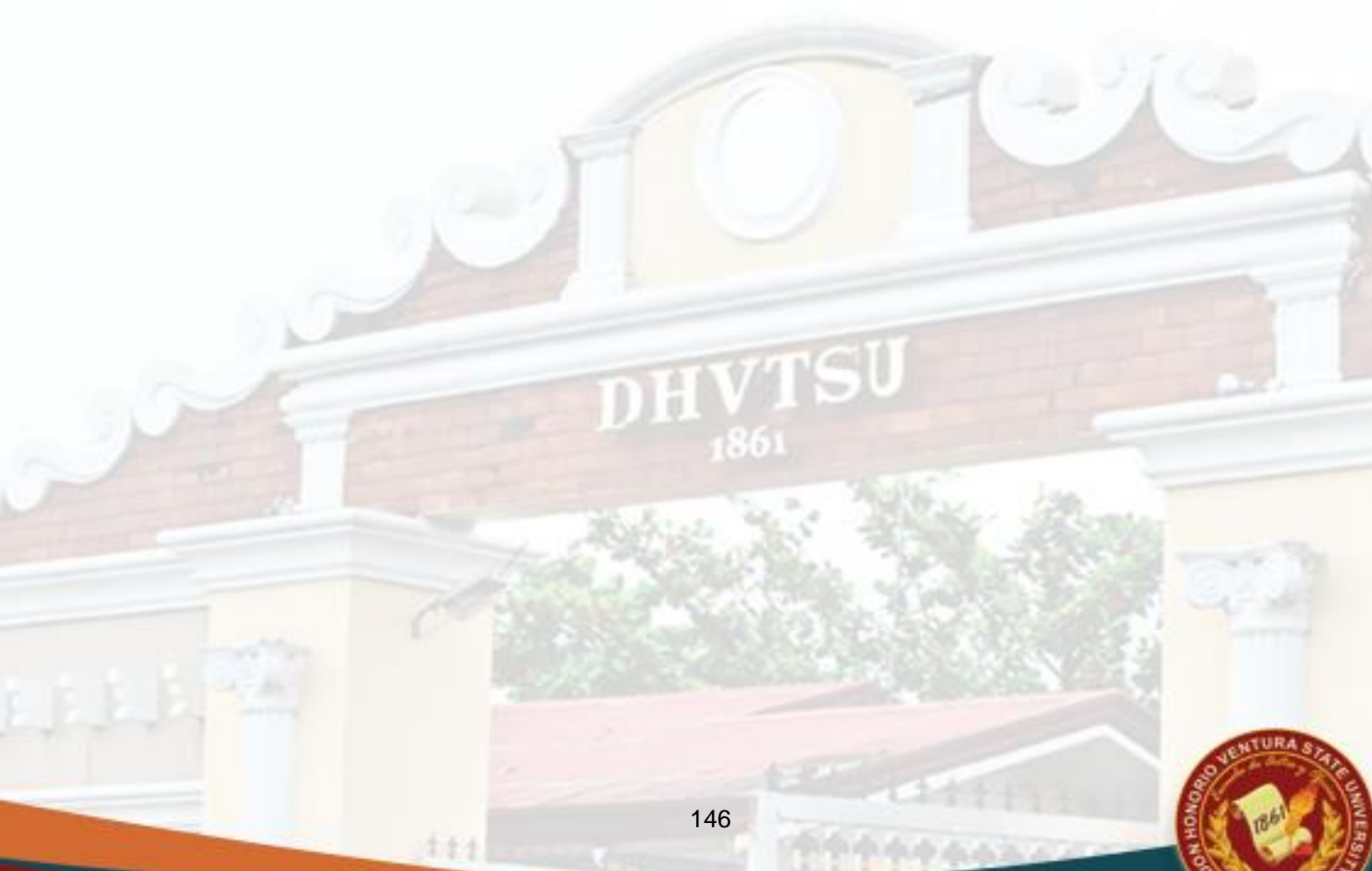


4. Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	<i>College Secretary (CBS)</i>
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minutes	<i>College Secretary (CBS)</i>
<b>TOTAL:</b>		None	56 Minutes	





**College of Computing Studies (CCS)**



## 1. Enrollment Procedure

This describes the guidelines and procedures for the enrollment of college students.

<b>Office or Division:</b>		College of Computing Studies (CCS)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		All bona fide CCS Students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga		
2	Academic Evaluation/ Certificate of Student's grades (1 original)	2	Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building)		
3	Pre-Registration Form (1 original)	3	Dean's Office (Ground Floor, ICT Building)		
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (Ground Floor, ICT Building )		
5	Certificate of Registration (COR)	5	Dean's Office (Ground Floor, ICT Building )		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book		1. Instruct the client to sign in the log book	None	1 Minute	<i>College Secretary CCS</i>
2. Submit a clearance and Academic Evaluation records at the Dean's Office		2. Receive and check Student's Academic Evaluation records and clearance compliance	None	4 Minutes	<i>College Secretary CCS</i>
3. Secure a Pre-Registration Form and Customer Survey Form at the Dean's Office		3. Issue Pre-Registration Form and Customer Survey Form to students	None	2 Minutes	<i>College Secretary CCS</i>



4. Submit the accomplished Pre-Registration Form and Customer Survey Form to the Program Chairperson for evaluation	4.1 Evaluate / Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson CCS</i>
	4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None	1 Minute	
5. Submit the evaluated form to the College Dean for approval	5.1. Approve the Pre-Registration Form and forward to the office of the University Registrar	None	2 Minutes	<i>College Dean CCS</i>
	5.2. Encode the courses to be enrolled and print the Certificate of Registration (COR)		8 Hours	<i>Administrative Aide Office of the University Registrar</i>
	5.3. Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	<i>Administrative Aide Office of the University Registrar</i>
<b>TOTAL:</b>		None	16 Hours,20 Minutes	





## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Computing Studies (CCS)				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	All bona fide Irregular Students				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Certificate of Registration (1 original)	1	Office of the University Registrar (1 <sup>st</sup> Floor, Administration Bldg.)		
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1 <sup>st</sup> Floor, Administration Bldg.)		
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (Ground Floor, ICT Building )		
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (Ground Floor, ICT Building )		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar		1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Office of the University Registrar
2. Sign in the client log book		2. Instruct the client to sign in the log book	None	1 Minute	<i>College Secretary</i> CCS
3. Secure Adding, Dropping, Changing Form and Customer Survey Form from the College Secretary		3. Issue Adding, Dropping, Changing Form and Customer Survey Form to students	None	1 Minute	<i>College Secretary</i> CCS



4. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation and the Customer Survey Form	4.1 Evaluate the student as to the courses to be added, dropped or changed	None	3 Minutes	Program Chairperson CCS
	4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None	1 Minute	
5. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	5. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CCS
6. Submit the approved Adding, Dropping, Changing form to the College Secretary	6. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CCS
<b>TOTAL:</b>		None	41 Minutes	

### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	College of Computing Studies (CCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All bona fide Students of DHVSU



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)	1	School Last Attended	
2	Copy of Grades and credits earned in other schools ( 1 original, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married	4	Philippine Statistics Authority, City of San. Fernando, Pampanga	
5	2 copies of 2x2 pictures, full faced photo with white background	5	Any Photo Center	
6	Customers Survey Form (DHVSU- QSP-ADMINSO-004-FO001-RO1)	6	Dean's Office (Ground Floor, ICT Building )	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>College Secretary</i> CCS
2. Present the required documents (checklist of requirements) at the Dean's Office	2. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	None	10 Minutes	<i>Program Chairperson</i> CCS
3. Submit the Endorsement Letter to the Admission's Office	3. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minutes	<i>Administrative Aide</i> Admission Office
4. Take the examination on specified schedule	4. Administer and check examination, and issue the results	None	40 Minutes	<i>Guidance Coordinator</i> Office of the University Guidance Councilor

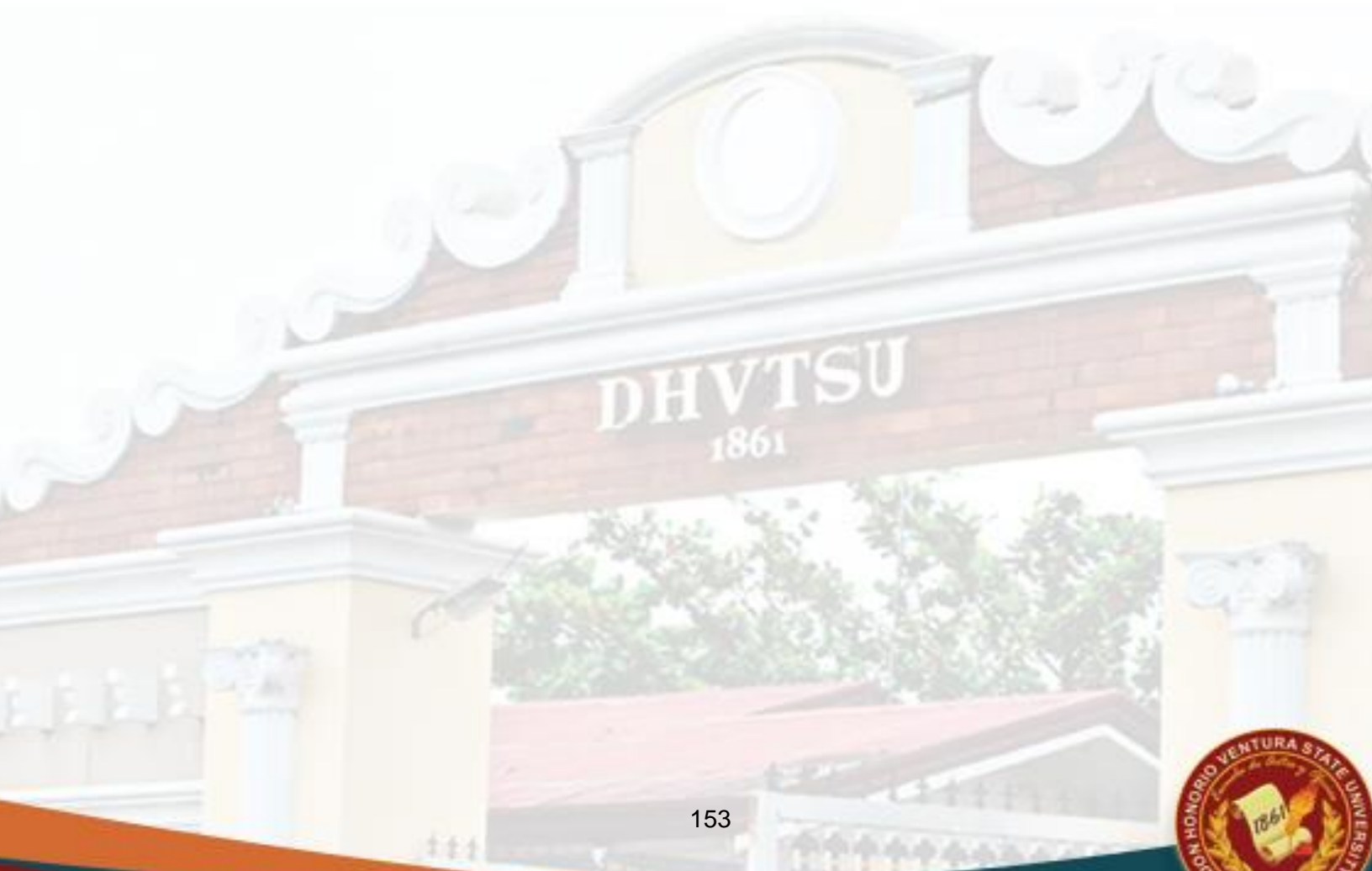




5. Secure a Customer Survey Form at the Dean's office	5. Issues Customer Survey Form	None	3 Minutes	College Secretary CCS
6. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	6. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	2 Minutes	College Secretary CCS
<b>TOTAL:</b>		None	56 Minutes	



**COLLEGE OF ENGINEERING AND ARCHITECTURE (CEA)**



## 1. Enrollment Online Procedure (OLD STUDENTS)

This describes the guideline and procedure for the enrollment of CEA students.

<b>Office or Division:</b>	College of Engineering and Architecture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Clearance ( 1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic Evaluation (1 original)	2	Office of University Registrar(1st Floor, Administration Bldg.)	
3	Letter of Intent, LOI (1 original)	3	Deans Office/CEA Official FB SITE	
4	Pre-Advising Form (1 original)	4	Deans Office/CEA Official FB SITE	
5	Customer Survey Form (1 original)	5	Deans Office/CEA Official FB SITE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a pre-advising form and LOI	1. Verify student's record	None	5 Minutes	<i>Administrative Aides/ Faculty Adviser</i>
2. Submit the accomplished pre-advising form and LOI to the Department Email for evaluation	2. Advise the student about the subjects to be enrolled	None	20 Minutes	<i>Chairperson/ Faculty Adviser</i>
	<b>TOTAL:</b>	None	25 Minutes	
-----End of Transaction FOR STUDENT-----				
3. The Department Submit the evaluated forms to the College Dean for approval	3. Approve the evaluated pre-registration form	None	2 Minutes	<i>College Dean</i>
4. The Department Submit the approved pre-advising form to the Office of the Registrar for encoding and	4. Encode the subjects and issue Certificate of Registration	None	1 Day	<i>Administrative Aide Office of the University Registrar</i>





secure Certificate of Registration			
<b>TOTAL:</b>		None	1 Day, 2 Minutes

## 2. Issuance of Adding, Dropping, and Changing Forms (ONLINE)

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Engineering and Architecture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of University Registrar(1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Deans Office/CEA Official FB SITE	
4	Customer Survey Form (1 original)	4	Deans Office/CEA Official FB SITE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a scan copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None	5 Minutes	<i>Administrative Aides/ Faculty Adviser</i>
2. Secure Adding, Dropping, Changing Form from Deans Office/CEA Official FB Site	2.Issue Adding, Dropping, Changing Form	None	5 Minute	<i>Administrative Aides/ Faculty Adviser</i>



3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean via Email for advising and approval	3.1 Advise the student as to which subject to add, drop or change  3.2 Evaluate and encode the data  3.3 Approve the subjects to be added, dropped or changed	None	9 Minutes	<i>Program Chairperson/ Faculty Adviser</i>
4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing		None	30 Minutes	<i>Administrative Aide</i>
<b>TOTAL:</b>		None	30 Minutes	

### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	College of Engineering and Architecture		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All bonafide students of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Official Transfer of Credentials (1 original, 1 photocopy)	1	School Last Attended
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended



3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, City of San Fernando, Pampanga	
5	Valid ID	5	Internet Multimedia Center, DHVSU	
6	Customer Survey Form (1 original)	6	Deans Office/CEA Official FB SITE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement Letter and the required documents to the CEA Deans Office	1. Evaluate and endorse the transferee	None	10 Minutes	<i>Program Chairperson</i>
2. Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule	3. Administer the examination, check and issue the results	None	40 Minutes	<i>Guidance Coordinator Office of the University Guidance Councilor</i>
4. Submit the required documents for enrollment	4. Receive the documents and issue Customer Survey Form	None	3 Minutes	<i>Administrative Aide</i>
<b>TOTAL:</b>		None	55 Minutes	





#### 4. Excuse Letter Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	College of Engineering and Architecture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Excuse letter form	1	Deans Office/CEA Official FB SITE	
2	Valid ID	5	Internet Multimedia Center, DHVSU	
3	Customer Survey Form (1 original)	6	Deans Office/CEA Official FB SITE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a scan copy of Excuse letter form from the CEA deans office	1.Issue a copy of scan copy of Excuse letter form	None	5 Minutes	<i>Administrative Aides/ Faculty Adviser</i>
2.Submit the accomplished Excuse letter form to the Department Office concerned	2. Evaluate and Approve the Excuse Letter	None	5 Minutes	<i>Chairperson/ Faculty Adviser</i>
3. Provide a copy of the approved letter to all faculty involved	3.Acknowledged the receipt of the letter	None	2 Minutes	<i>Faculty Concerned</i>
<b>TOTAL:</b>		None	12 Minutes	



## COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT (CHTM)

### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

<b>Office or Division:</b>	College of Hospitality and Tourism Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Clearance ( 1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic Evaluation (1 original)	2	Office of University Registrar (1st Floor, Administration Bldg.)	
3	Pre-registration Form (1 original)	3	Respective College/Campus	
4	Customer Survey Form (1 original)	4	Respective College/Campus	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a pre-registration and feedback form at the Dean's Office	1. Verify student's record	None	2 Minutes	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM Secretary
2. Submit the accomplished pre-registration and feedback forms to the Faculty in charge for evaluation	2. Advise the student about the subjects to be enrolled	None	10 Minutes	<i>Faculty in Charge</i> College of Hospitality and Tourism Management
3. Submit the evaluated forms to the Program Chairperson for approval	3. Approve the evaluated pre-registration form	None	2 Minutes	<i>Program Chairperson</i> BSHM/BSTM College of Hospitality and Tourism Management
4. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM



5.Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	4.Encode the subjects and issue Certificate of Registration	None	1 Day	<i>Administrative Aide</i> Office of the University Registrar
<b>TOTAL:</b>		None	1 Day, 17 Minutes	

## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Hospitality and Tourism Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of University Registrar(1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Respective College/Campus	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM





2. Secure Adding, Dropping, Changing Form from the College Secretary	2. Issue Adding, Dropping, Changing Form	None	1 Minute	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM
3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean for advice and approval	3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed	None	9 Minutes	<i>Program Chairperson</i> BSHM/BSTM College of Hospitality and Tourism Management
4. Submit the approved Adding, Dropping, Changing Form to the College Secretary	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM
5. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM
<b>TOTAL:</b>		None	44 Minutes	



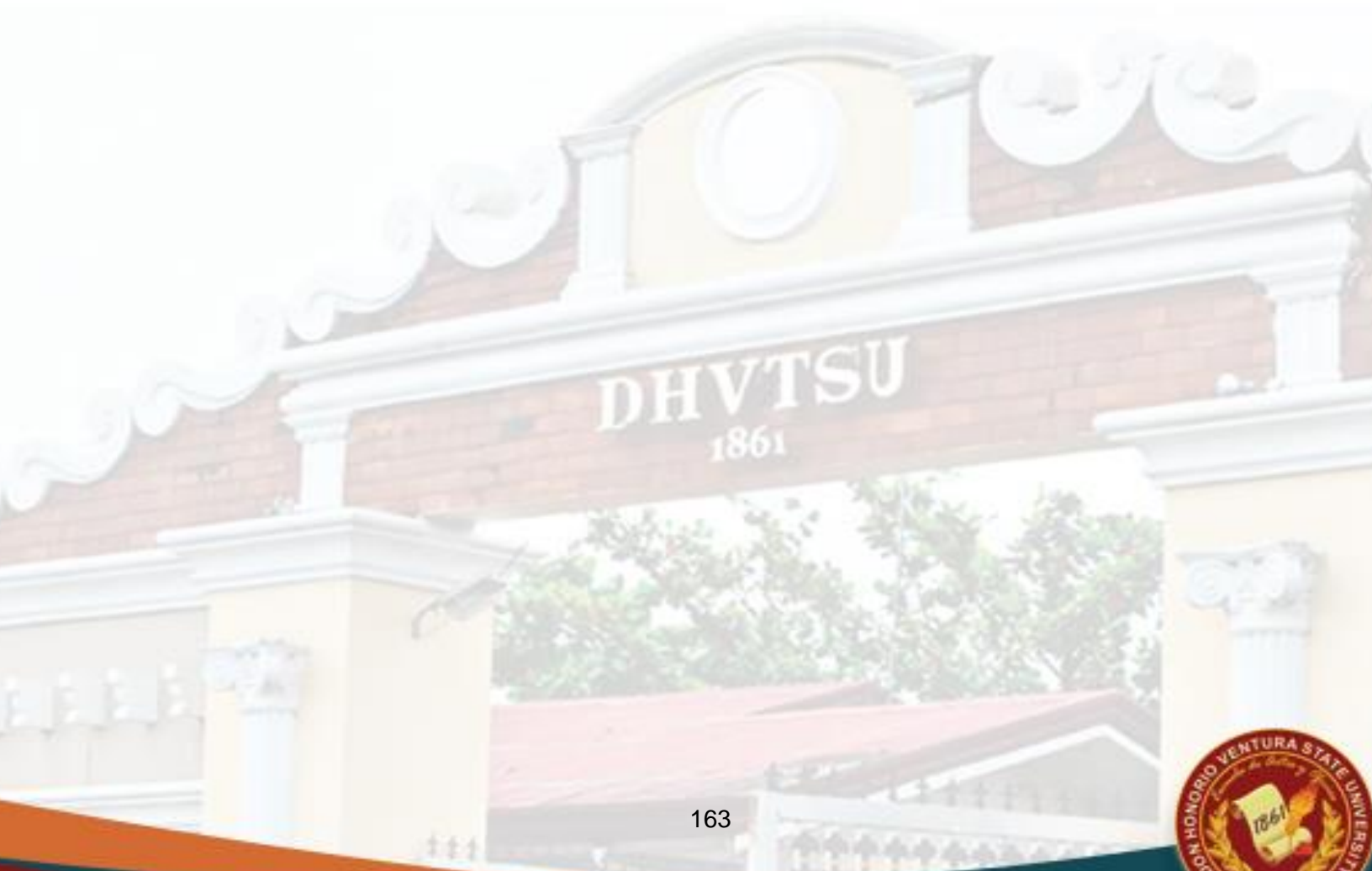
### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	College of Hospitality and Tourism Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Official Transfer of Credentials (1 original, 1 photocopy)	1	School Last Attended	
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, City of San Fernando, Pampanga	
5	Valid ID	5	Internet Multimedia Center, DHVSU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Endorsement Letter and the required documents to the respective College/Campus	1. Evaluate and endorse the transferee	None	10 Minutes	<i>Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management</i>
2. Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule	3. Administer the examination, check and issue the results	None	40 Minutes	<i>Guidance Coordinator Office of the University Guidance Councilor</i>
4. Submit the required documents for enrollment	4. Receive the documents and issue Customer Survey Form	None	3 Minutes	<i>Administrative Aide Ms Rona P. Encinas CHTM</i>



5. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	<i>Administrative Aide Ms Rona P. Encinas CHTM</i>
<b>TOTAL:</b>		None	55 Minutes	





**COLLEGE OF INDUSTRIAL TECHNOLOGY (CIT)**



## 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

<b>Office or Division:</b>	College of Industrial Technology (CIT)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide CIT students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga	
2	Academic evaluation/ Certificate of Student's grades (1 original)	2	Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building)	
3	Pre-Registration form (1 original)	3	Dean's Office	
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office	
5	Certificate of Registration (COR)	5	Dean'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. Submit a clearance and Academic Evaluation records at the Dean's Office	1. Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	College Secretary CIT
2. Secure a pre-registration form and feedback forms at the Dean's Office	2. Issue Pre-Registration and feedback forms to students	None	2 Minutes	College Secretary CIT



3. Submit the accomplished pre-registration and feedback forms to the Program Chairperson for evaluation	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson</i> CIT
	3.2 Advise the student to drop the feedback form to the designated drop box.	None	1 Minute	<i>Program Chairperson</i> CIT
4. Submit the evaluated form to the College Dean for approval	4.1 Approve the pre-registration form and forward to the office of the University Registrar	None	2 Minutes	<i>College Dean</i> CIT
	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)		8 Hours	<i>Administrative Aide</i> Office of the University Registrar
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	<i>Administrative Aide</i> Office of the University Registrar
<b>TOTAL:</b>		None	16 Hours, 20 Minutes	





## 2. Issuance of Adding, Dropping, and Changing Forms

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

<b>Office or Division:</b>	College of Industrial Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Certificate of Registration (1 original)	1	Office of the University Registrar (1st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1st Floor, Administration Bldg.)	
3	Adding, Dropping, Changing Form (1 original)	3	Dean'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. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Office of the University Registrar
2. Secure Adding, Dropping, Changing Form from the College Secretary	2. Issue Adding, Dropping, Changing Form	None	1 Minute	<i>College Secretary</i> CIT
3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation	3. Evaluate the student as to the courses to be added, dropped or changed	None	5 Minutes	<i>Program Chairperson</i> CIT



4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CIT
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CIT
<b>TOTAL:</b>		None	41 Minutes	

### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

<b>Office or Division:</b>	College of Industrial Technology (CIT)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All bonafide students of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)	1	School Last Attended
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married	4	Philippine Statistics Authority, City of San. Fernando, Pampanga
5	2 copies of 2x2 pictures, full faced photo with white background	5	Any Photo Center

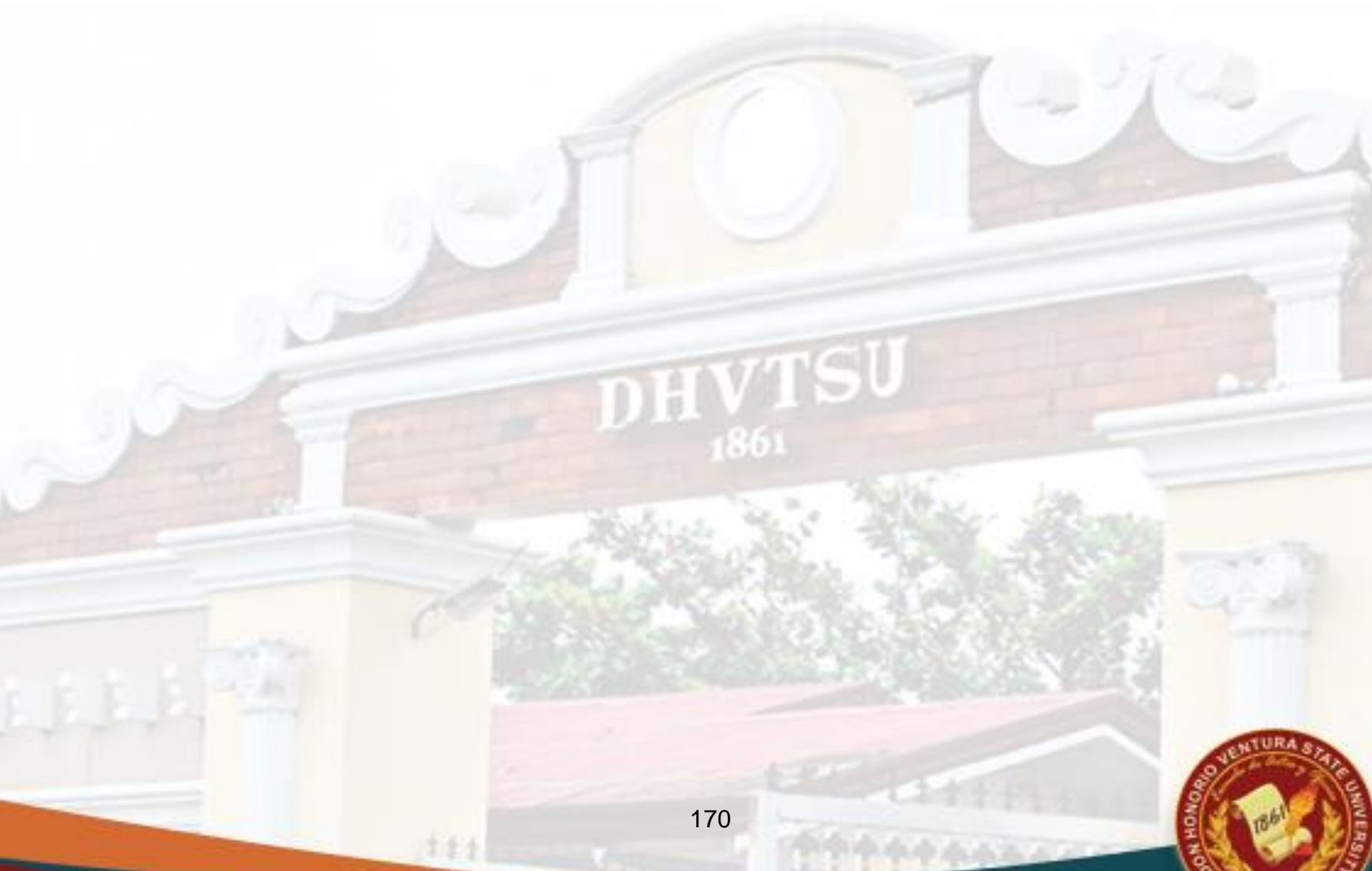


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the required documents (checklist of requirements) at the Dean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	None	10 Minutes	<i>Program Chairperson</i> CIT
2. Submit the Endorsement Letter to the Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minutes	<i>Administrative Aide</i> Admission Office
3. Take the examination on specified schedule	3. Administer and check examination, and issue the results	None	40 Minutes	<i>Guidance Coordinator</i> Office of the University Guidance Councilor
4. Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	<i>College Secretary</i> CIT
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minutes	<i>College Secretary</i> CIT
<b>TOTAL:</b>		None	56 Minutes	





**COLLEGE OF EDUCATION (COE)**



## 1. Enrollment Procedure for Incoming First Year Students

This describes the standard procedure in the enrolment system of first year college students.

<b>Office or Division:</b>	College of Education			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming First Year College Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Form 138 (1 original)	1	High School where the student graduated	
2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority, Maimpis, City of San Fdo. Pamp.	
3	Certificate of Good Moral ( 1 original, 1 photocopy)	3	Previous school attended	
4	2x2 picture with white background (3 original)	4	Photo Studio	
5	Proof of Admission to the University and Test Result	5	DHVSU Office of Admissions, Guidance and Testing	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	Office Secretary/ Faculty In Charge College of Education



2. Submit the required documents for evaluation	<p>2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission</p> <p>2.2 Attach the student's complete documents to the pre-registration form</p> <p>2.3 Issue the pre-registration form and feedback form with attached documents</p>	None	5 Minutes	<i>Faculty In Charge</i> College of Education
3. Submit the accomplished pre-registration form for evaluation and advice	3. Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	<i>Dean / Program Chair</i> College of Education
4. Submit the evaluated pre-registration form to the Program Chairperson	4. Approve the pre-registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 Day	<i>Dean / Program Chair</i> College of Education
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chair</i> College of Education
<b>TOTAL:</b>		None	1 Day, 14 Minutes	





## 2. Issuance of Adding, Dropping and Changing Forms

This describes the standard procedure in the issuance of adding, dropping and changing forms.

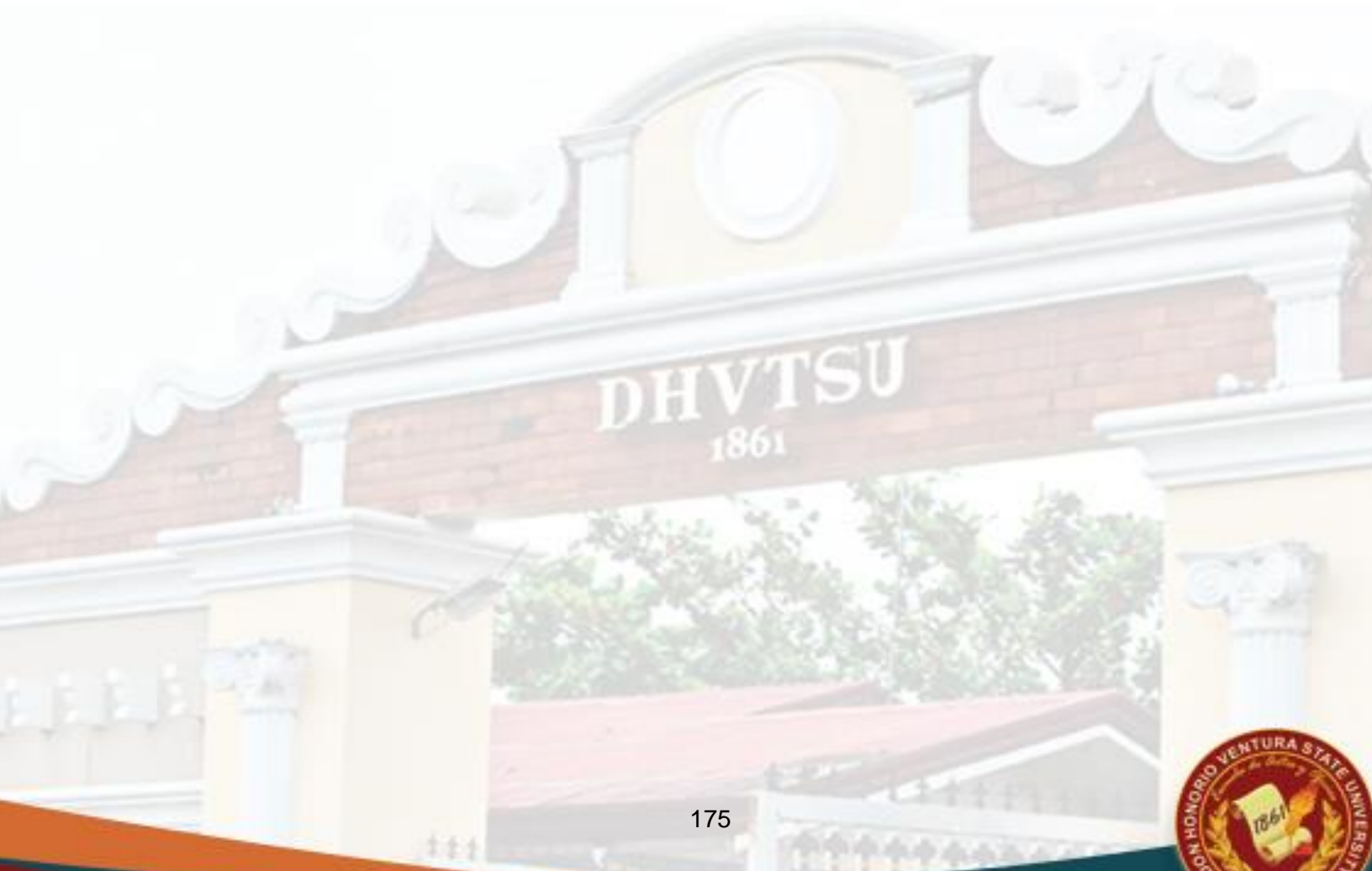
<b>Office or Division:</b>	College of Education			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Enrolled Irregular College Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration	1	Office of the University Registrar	
2	Academic Evaluation Record	2	Office of the University Registrar	
3	Adding, Dropping and Changing form	3	Office of the College Dean	
4	CSS Form	3	Office of the College Dean	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Office Secretary/ Faculty In Charge College of Education</i>
2. Submit the required documents for evaluation	2.1 Check the documents submitted by the student  2.2 Issue Adding, Dropping, Changing Form  2.3 Advise the student as to which subject to add, drop or change  2.4 Evaluate and encode the data  2.5 Approve the subjects to be added, dropped or changed	None	20 Minutes	<i>Dean / Program Chair College of Education</i>



3. Fill out the Customer Satisfaction Survey Form	2.6 Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing		30 Minutes	<i>Dean / Program Chair College of Education</i>
	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chair College of Education</i>
<b>TOTAL:</b>		None	54 Minutes	



**COLLEGE OF SOCIAL SCIENCES AND PHILOSOPHY (CSSP)**





## 1. Enrollment Procedure for Incoming First Year Students

This describes the standard procedure in the enrolment system of first year college students.

<b>Office or Division:</b>	College of Social Sciences and Philosophy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming First Year College Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Form 138 (1 original)	1	High School where the student graduated	
2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority, Maimpis, City of San Fdo. Pamp.	
3	Certificate of Good Moral ( 1 original, 1 photocopy)	3	Previous school attended	
4	2x2 picture with white background (3 original)	4	Photo Studio	
5	Proof of Admission to the University and Test Result	5	DHVSU Office of Admissions, Guidance and Testing	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
2. Submit the required documents for evaluation	2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission  2.2 Attach the student's complete documents to the pre-registration form  2.3 Issue the pre-registration form and feedback form	None	5 Minutes	Faculty In Charge College of Social Sciences and Philosophy



	with attached documents			
3. Submit the accomplished pre-registration form for evaluation and advice	3. Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	<i>Dean / Program Chairperson</i> College of Social Sciences and Philosophy
4. Submit the evaluated pre-registration form to the Program Chairperson	4. Approve the pre-registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 day	<i>Dean / Program Chairperson</i> College of Social Sciences and Philosophy
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chairperson</i> College of Social Sciences and Philosophy
<b>TOTAL:</b>		None	1 day, 14 Minutes	

## 2. Issuance of Adding, Dropping and Changing Forms

This describes the standard procedure in the issuance of adding, dropping and changing forms.

<b>Office or Division:</b>	College of Social Sciences and Philosophy		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Enrolled Irregular College Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Certificate of Registration	1	Office of the University Registrar
2	Academic Evaluation Record	2	Office of the University Registrar
3	Adding, Dropping and Changing form	3	Office of the College Dean
4	CSS Form	3	Office of the College Dean



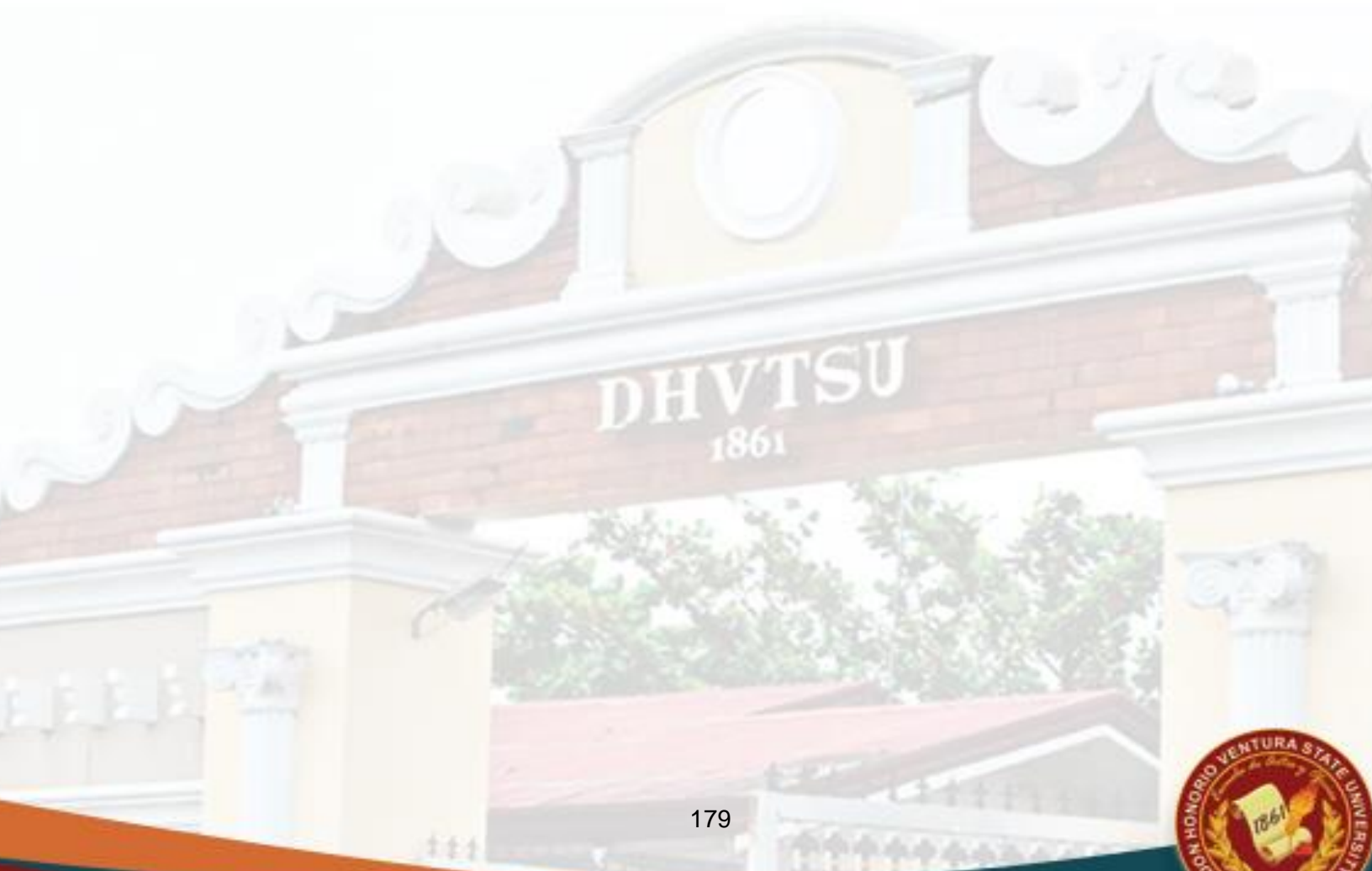
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy</i>
2. Submit the required documents for evaluation	2.1 Check the documents submitted by the student	None	20 Minutes	<i>Dean / Program Chairperson College of Social Sciences and Philosophy</i>
	2.2 Issue Adding, Dropping, Changing Form			
	2.3 Advise the student as to which subject to add, drop or change			
	2.4 Evaluate and encode the data			
3. Fill out the Customer Satisfaction Survey Form	2.5 Approve the subjects to be added, dropped or changed		30 Minutes	<i>Dean / Program Chairperson</i>
	2.6 Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing			<i>College of Social Sciences and Philosophy</i>
	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chairperson College of Social Sciences and Philosophy</i>
<b>TOTAL:</b>		None	54 Minutes	





# DATA PROTECTION OFFICE

External Service



## 1. Request for University Data, Records or Documents

The request of University documents from the different departments/offices related to RA 10173 or the Data Privacy Act of 2012

<b>Office or Division:</b>	Data Privacy Office			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Concern Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
2	DPO Clearance (1 original)	2	Data Privacy Office (Ground Floor, University Learning Resource Center)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information</i>
2. Submits the request letter personally to the ODPPI or emails the request letter at odppi@dhvsu.edu.ph	2. Receives the request. Affixes signature and date of receipt.	None	1 Minute	<i>Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information</i>
3. Accomplish the Data Privacy Request Form	3. Issue the Data Privacy Request form.	None	5 Minutes	<i>Administrative Aide Data Protection Officer Office of the Data Protection and Public Information</i>
4. Wait for the review of the request.	4. Review the details of the request.	None	3 Minutes	<i>Administrative Aide Data Protection Officer Office of the Data Protection and Public Information</i>



5. Submits the request to the EVP office for approval	5. Issues the request form for EVP approval	None		<i>Executive Vice President</i> Office of the EVP
6. Return the approved request to ODPPI and waits for the issuance of DPO clearance	6. Issue the corresponding clearance for the request	None	2 Minutes	<i>Administrative Aide</i> <i>Data Protection Officer</i> Office of the Data Protection and Public Information
7. Accomplish the customer survey form.	7. Issue the customer survey form	None	1 Minute	<i>Administrative Aide</i> <i>Data Protection Officer</i> Office of the Data Protection and Public Information
<b>TOTAL:</b>		None	13 Minutes	

## 2. Request for Posting of Materials

The procedure for requesting approval for posting of bills, notices, announcements, tarpaulins, posters and other materials to be posted within the premises of the University.

<b>Office or Division:</b>	Data Privacy Office			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Concern Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
<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 the log book.	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Office of the Data Protection and Public Information
2. Submits the draft of materials to be posted.	2. Receives the materials to be posted (Personally or thru oddpi@dhvsu.edu.ph)	None	1 Minute	<i>Administrative Aide</i> Office of the Data Protection and Public Information



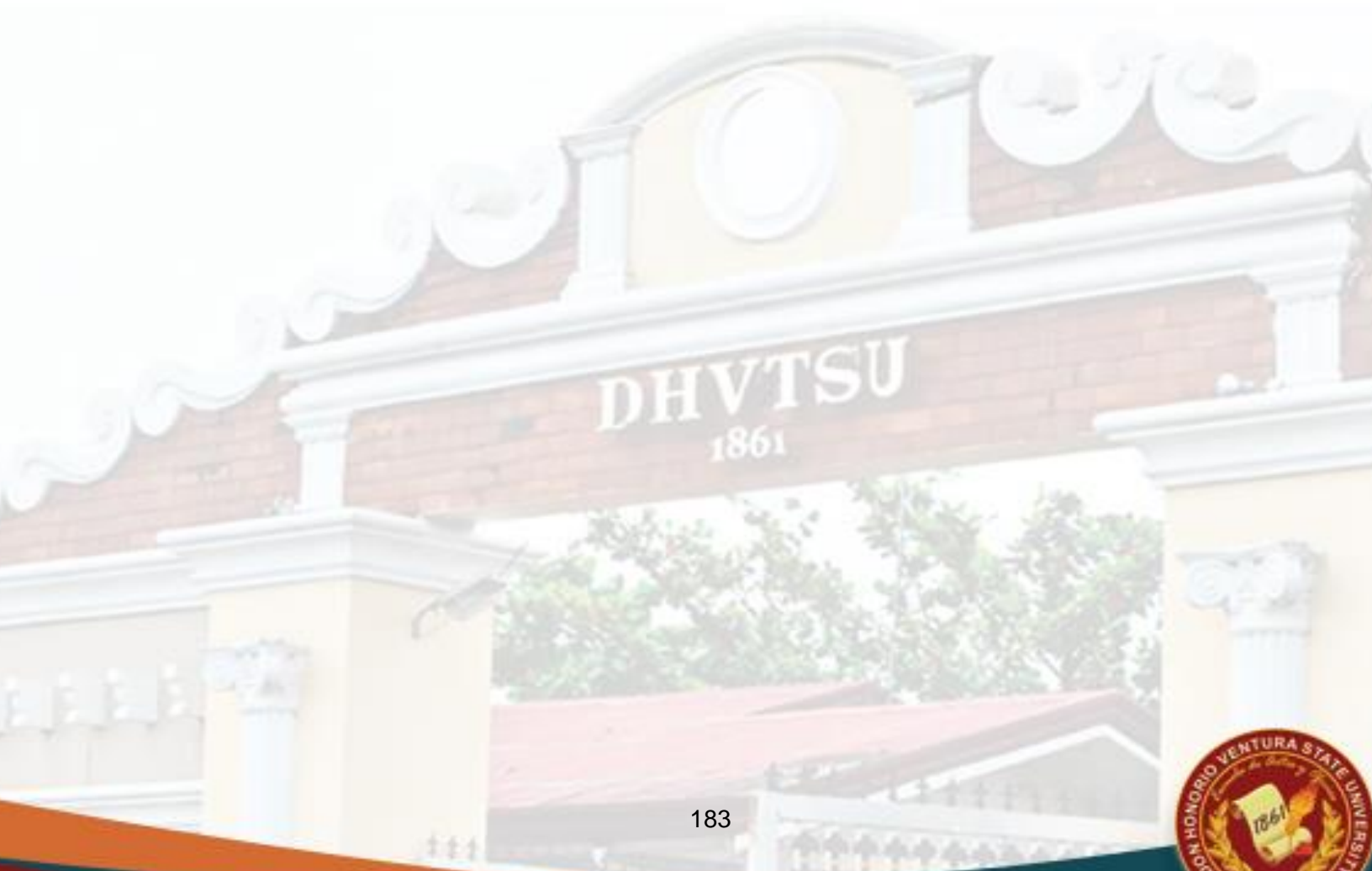


3. Wait for the review of the materials.	3. Reviews the request for posting.	None	5 minutes	Assistant Data Protection Officer Data Protection Officer Office of the Data Protection and Public Information
4. Receive the approved materials for posting.	3. Stamps "approved" or affixes a watermark approval on the final materials to be posted.	None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
4. Accomplish the customer satisfaction survey form.	4. Release the material for posting and issue customer survey form.	None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
<b>TOTAL:</b>		None	9 Minutes	



# DATA PROTECTION OFFICE

Internal Service



## 1. Request for Posting of Materials

The procedure for clients in posting of tarpaulins, posters, and notices within the University premises.

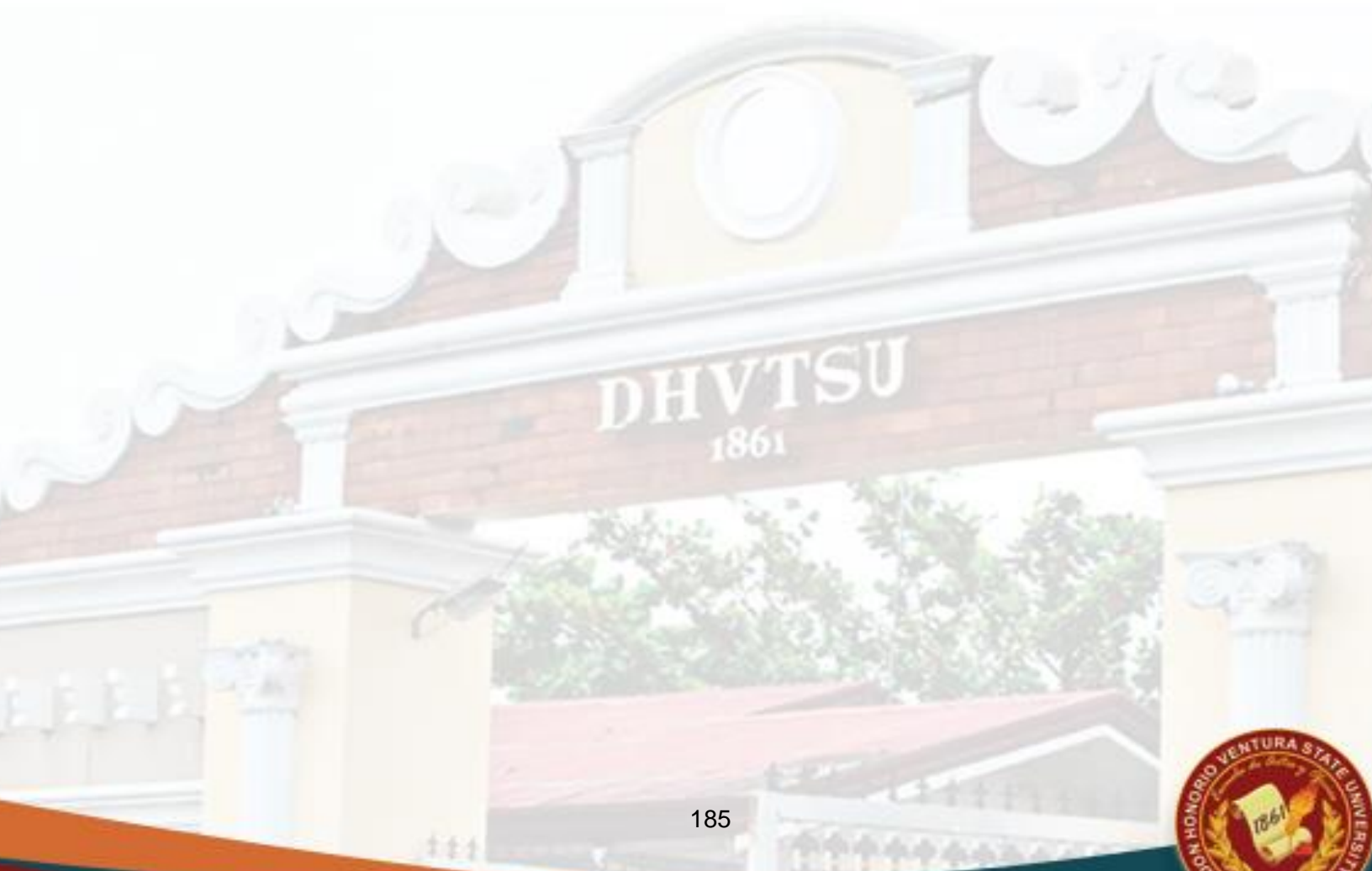
<b>Office or Division:</b>	Data Privacy Office			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Concern Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward document/s to be posted	1. Receive and review request for posting	None	5 Minutes	<i>Public Information Officer</i> Data Privacy Office
2. Receive the document	2. Release the document	None	1 Minute	<i>Public Information Officer</i> Data Privacy Office
<b>TOTAL:</b>		None	6 Minutes	





**EXTENSION SERVICES MANAGEMENT OFFICE**

**Internal Service**



## 1. Processing of Request of Extension Service

This describes the process of responding and accommodating the request for extension services offered by the university to the general public/requesting client.

<b>Office or Division:</b>		Extension Services Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		Community/General Public		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request Letter with contact information	Head of the Requesting Community		
2	Customer Survey Form	Extension Service Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the request letter to the President's Office	1. Assess and response to the request	None	3 days	<i>Administrative Aide President's Office Secretary, Director Extension Services Management Office</i>
2. Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 day	<i>Secretary, Director Extension Services Management Office</i>
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 day	<i>Secretary Extension Services Management Office</i>
4. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 day	<i>Director, University Extension Staff Extension Services Management Office</i>



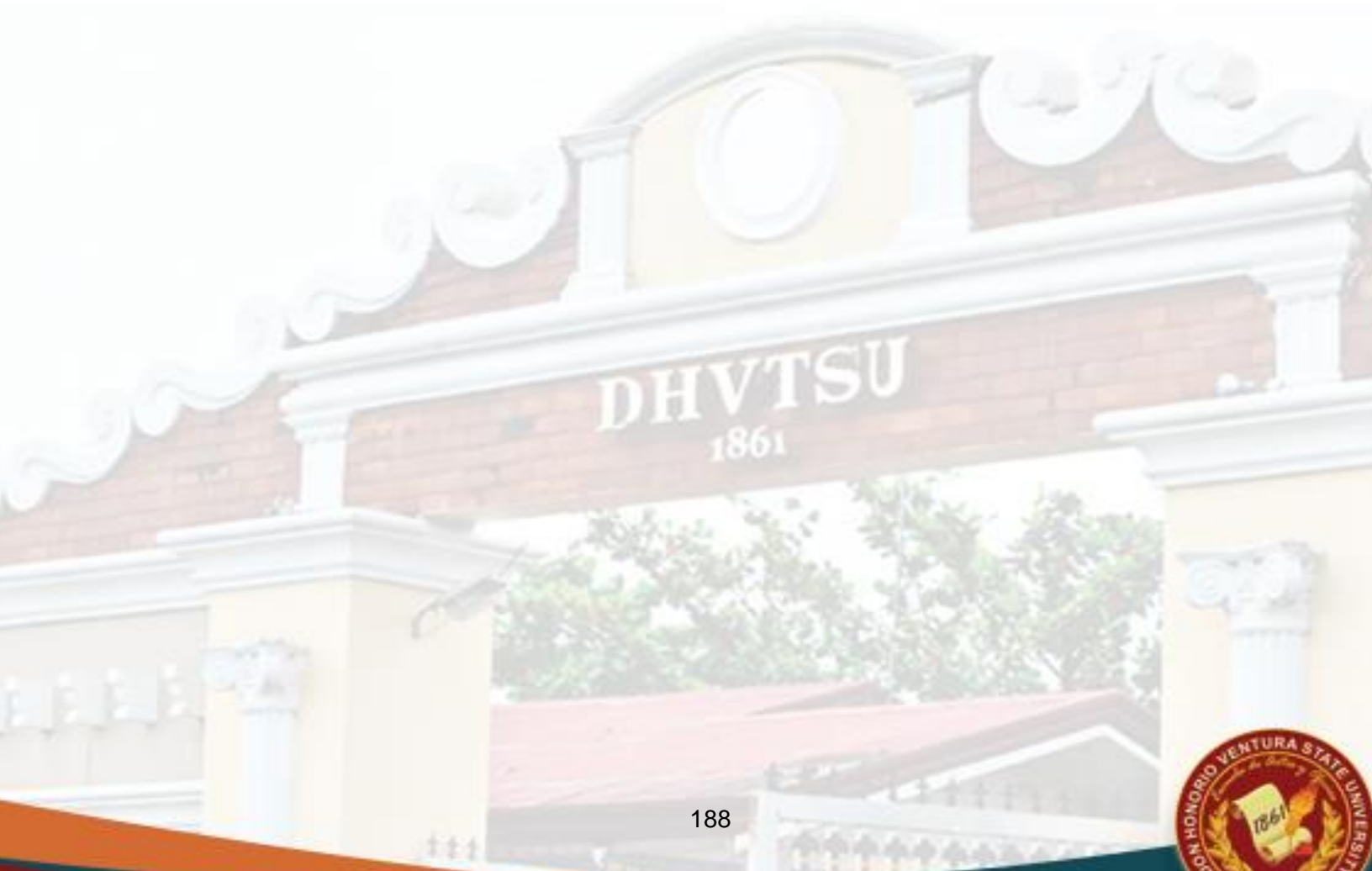
6. Sign the MOA upon agreement to all stipulated commitments	5. Explain and finalize the provisions of the project plan and MOA	None	1 day	<i>Director, University Extension Staff Extension Services Management Office</i>
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# FINANCE MANAGEMENT SERVICES OFFICE

Internal Services



## 1. Issuance of Obligation Request and Status for Fund 101 and Budget Utilization Request and Status for Fund 164.

This procedure is for the request as to the availability of funds for the payment of expenditures by the University in its day to day operations.

<b>Office or Division:</b>	Finance Management Services Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Internal/External Clients requesting allotment for payment		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	All necessary documents that are evidence of payment for Personnel Services (PS), Maintenance & Other Operating Expenses (MOOE), Equipment Outlay (EO) & Capital Outlay (CO) – (all necessary documents should be original)		1. Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.
	1. PS		
	<ol style="list-style-type: none"> <li>1. Approved Payroll</li> <li>2. Remittance List</li> <li>3. List of Actual Retirees</li> <li>4. 1.1.4 Computation from ADMINISO</li> </ol>		
	2. MOOE		
	<ol style="list-style-type: none"> <li>1. Itinerary of travel with attachments</li> <li>2. Official Receipts</li> <li>3. Statement of Accounts</li> <li>4. Billing Statement</li> <li>5. Sales Invoice</li> <li>6. Purchase Order</li> <li>7. Approved Budget Proposal</li> <li>8. Liquidation Report</li> <li>9. Duly Signed Request Letter of Allotment</li> </ol>		



	1.2.10 Job Order Contract			
	1.3 CO 1.3.1 Contract Agreement 1.3.2 Approved Request Letter for Mobilization 1.3.3 PPMP 1.3.4 APP			
	1.4 EO 1.4.1 Contract Agreement 1.4.2 Purchase Order 1.4.3 PPMP 1.4.4 APP			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to FMS Office all the necessary documents for funding purposes.	1. Receives, stamps, records documents for obligation/utilization of expenses/ expenditures and forwards to the Designated Administrative Assistant VI and Administrative Aide 1	None	5 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
2. Client may leave the documents after the Admin Aide is done checking the completeness of the documents.	2. Check the completeness of the supporting documents and verify allotment/budget based on the approved APP for the processing of ORS/BURS. <i>However, if found incorrect, incomplete and not in</i>	None	5 Minutes	<i>Administrative Aide I</i> Finance Management Services Office





	<i>conformance with the supporting documents, it will be returned to the client for correction</i>			
	2.1 Prepares and records ORS/BURS forms and forwards to the Administrative Assistant VI/Designated Administrative Aide I.	None	10 Minutes	<i>Administrative Aide I Finance Management Services Office</i>
	2.2 Checks and verify the amount obligated, the date, serial number, fund source, payee, particulars, MFO/PAP, UACS code, extension and sub-totals of the amounts and forwards the same to Budget Officer <i>Note: if found incorrect, it will be returned to the Administrative Aide I for correction.</i>	None	10 Minutes	<i>Admin. Assistant VI Finance Management Services Office</i>
	2.3 Checks ORS/BURS forms and the required supporting documents and forwards to the Director of Finance	None	5 Minutes	<i>Budget Officer Finance Management Services Office</i>



	<p>Management Services Office (FMSO)</p> <p><i>Note: if found incorrect, it will be returned to the officer in charge for correction.</i></p>			
	<p>2.4 Reviews ORS/BURS forms and supporting documents and certify as to the allotment/budget availability and obligation/ utilization of expenses/ expenditures for the purpose.</p> <p><i>Note: if found incorrect, it will be returned to the officer in charge for correction.</i></p>	None	5 Minutes	<p>Chief Administrative Officer Finance Management Services Office</p>
	<p>2.5 Secures initial copy of the signed ORS/BURS forms and supporting documents and forwards three copies to the Office of the Vice President for Administration and Finance Services</p>	None	1 Hour	<p>Administrative Aide I Finance Management Services Office</p>
<b>TOTAL:</b>			1 Hour, 40 Minutes	



## 2. BUDGET PREPARATION PROCESS FOR GENERAL FUND 101 (GAA)

This describes the guidelines in the processing of budget proposal for General Fund 101 by allotment class as to Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE), Equipment Outlay (EO), and Capital Outlay (CO) of the University. It enables the university to plan and manage its financial resources and help ensure the delivery of programs and projects within the fiscal year and consequently achieve the annual growth and development of the university.

<b>Office or Division:</b>		Finance Management Services Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Internal/External Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Budget Call	1	DBM Website	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. DBM requires online data entry and submission of Budget Proposal</p>	<p>1. Prints the budget call posted online by the Department of Budget and Management (DBM Website)</p> <p>Starts preparing the budget proposal for General fund 101 by using the budget call that provides pertinent guidelines, instructions and forms to formulate Tier1 and Tier 2 programs and projects</p> <p>Distributes Budget Forms (BP Forms) to be accomplished by different offices and departments with deadline for submission to the Budget and Finance Offices</p> <p>1. Planning Office BP Form A BP Form A-1 BP Form B BP Form B-I</p> <p>2. Budget Office BP Form C BP Form D BP Form200 BP Form201 BP Form 201-B BP Form 201-D</p> <p>3. Accounting Office BP Form100-B</p> <p>4. Administrative Office BP Form 201-A BP Form204 BP Form205</p> <p>5. Office of Physical Plant and Facilities BP Form 202</p>	<p>None</p>	<p>15 Minutes.</p> <p>2 Hours.</p> <p>3 Hours.</p>	<p><i>Administrative Aide VI</i> Finance Management Services Office</p>
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	<p>Initializes all online printed budgetary forms and forward the same to the budget officer, planning officer, accountant and personnel officer for review and signature of their concerned respective accomplished budgetary forms and return the same to the budget office (Admin. Asst.VI).</p> <p>Forwards all budgetary forms to the Budget Officer</p>		<p>15 Minutes</p>	
	<p>1.2 Verifies the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP</p> <p>If found correct and in conformance with the NEP, affixes his/her signature to all budgetary forms and forwards the same to</p>	<p>None</p>	<p>30 Minutes.</p> <p>5 Minutes.</p>	<p><i>Budget Officer Finance Management Services Office</i></p>





	<p>the Director for Finance. However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.</p>			
	<p>1.3 Reviews the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP</p> <p>If found correct and in conformance with the NEP, affixes his/her signature &amp; forwards the same to the Admin Asst. VI. However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.</p>	None	<p>30 Minutes</p> <p>5 Minutes</p>	<p><i>Chief Administrative Officer</i> Finance Management Services Office</p>
	<p>1.4 Consolidates all budgetary forms for submission to DBM and NEDA.</p> <p>Waits for the release of National Expenditure Program (NEP) that reflects the government's resolve on which programs and projects are better planned and can be executed and completed within the budget year. (shows what programs and</p>		<p>1 Day</p> <p>4 Months</p>	<p><i>Administrative Aide VI</i> Finance Management Services Office</p>



	<p>projects were approved and disapproved)</p> <p>Makes necessary adjustments on the affected budgetary forms online (due to disapproved programs and projects included in the budget proposal) upon issuance of the NEP, print in triplicate, affix his/her signature and forward the same to the budget officer.</p>			
	<p>1.5 Verifies the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP</p> <p>If found correct and in conformance with the NEP, affixes his/her signature to all budgetary forms and forwards the same to the Director for Finance.</p> <p>However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.</p>		<p>30 Minutes</p> <p>5 Minutes</p>	<p><i>Budget Officer</i> Finance Management Services Office</p>
	<p>1.6 Reviews the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP</p> <p>If found correct and in conformance with the NEP,</p>		<p>30 Minutes</p> <p>5 Minutes</p>	<p><i>Chief Administrative Officer</i> Finance Management Services Office</p>



	<p>affixes his/her signature &amp; forwards the same to the Admin Asst. VI.</p> <p>However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.</p>			
	<p>1.7 Consolidates all budgetary forms for submission to DBM and NEDA.</p> <p>Waits for the release of National Expenditure Program (NEP) that reflects the government's resolve on which programs and projects are better planned and can be executed and completed within the budget year. (shows what programs and projects were approved and disapproved)</p> <p>Makes necessary adjustments on the affected budgetary forms online (due to disapproved programs and projects included in the budget proposal) upon issuance of the NEP, print in triplicate, affix his/her signature and forward the same to the budget officer.</p>		<p>1 Day</p> <p>4 Months</p>	<p><i>Administrative Aide VI</i> Finance Management Services Office</p>





	<p>1.8 Reviews and verifies the necessary adjustments made on the budgetary forms for disapproved programs and projects based on the NEP</p> <p>Affixes his/her signature on the adjusted budgetary forms and forwards the same to the Director for Finance</p>		<p>30 Minutes</p> <p>5 Minutes</p>	<p><i>Budget Officer</i> Finance Management Services Office</p>
	<p>1.9 Reviews and verifies the necessary adjustments for the disapproved programs</p>		<p>30 Minutes</p>	<p><i>Chief Administrative Officer</i></p>



	<p>and projects based on the NEP</p> <p>Affixes his/her signature on the adjusted budgetary forms and forwards the same to the Admin. Assistant VI.</p> <p>Forwards all budgetary forms to the office of the VP for Administration and Finance for review.</p>		5 Minutes	Finance Management Services Office
	<p>1.10 Reviews all budgetary forms and affix his/her signature</p> <p>Forwards all the budgetary forms to the University President for approval</p>		30 Minutes  5 Minutes	<i>VP for Admin and Finance</i>
	<p>1.11 Reviews and verifies all budgetary forms and affix his signature as an approval for the university budget.</p>		30 Minutes	<i>University President</i>
	<p>1.12 Sorts out all budgetary forms for compilation and binding.</p> <p>Prepares transmittal letters and submit copy of the binded approved budget to DBM, RDC Region III, Senate of the Philippines and House of Representatives</p>		1 day  15 Minutes	<i>Administrative Aide VI</i> Finance Management Services Office



2. Fill-up the Online Customer Survey Form	Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer Survey Form		5 Minutes	<i>Administrative Aide VI</i> Finance Management Services Office
	<b>TOTAL:</b>	None	181 Days, 12 Hours	

### 3. PREPARATION OF PROGRAM OF RECEIPTS AND EXPENDITURES (PRE)

This describes the procedure in the preparation of budget for the Program of Receipts and Expenditures for Income (Fund164).

<b>Office or Division:</b>		Finance Management Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Internal/External Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request from the DBM	1	Email	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DBM requires the submission of Budget Proposal for Income Fund 164	1. Obtains a copy of the following from the respective offices;  •Enrollment Projection from the Registrar's Office •Approved Schedule of Fees from the Accounting Dept.	None	2 Days	<i>Administrative Aide I</i> Finance Management Services Office





	<ul style="list-style-type: none"> <li>•Cash balance for Income Fund(164) at the AccountingOffice</li> <li>•Annual ProcurementPlan</li> <li>•Budget Proposals from different departments andcolleges</li> </ul> <p>Prepares the PRE using CMO 20, s.2011, policies and guidelines based on the documents to compute the estimated receipts and expenditures for the year in accordance with GAM and UACS</p> <p>Prepares the Executive Brief to be attached to the PRE</p> <p>Forwards the PRE to the Budget Officer</p>			
	<p>1.2 Checks and verifies the computation of the PRE report based on all the documents gathered from the different offices involved</p> <p>Note: If correct, affix his/her signature in the prepared by portion of the PRE However, if found incorrect and not in conformance with the supporting documents, it will be returned to</p>	None	2 Hours.	<p><i>Budget Officer</i> Finance Management Services Office</p>



	<p>the officer in charge for correction</p> <p>Reviews the Executive Brief according to the prepared PRE</p> <p>Forwards the PRE to the Director of Finance Management Services Office (FMSO)</p>			
	<p>1.3 Reviews the PRE and the Executive Brief Signs the reviewed portion of the PRE</p> <p>However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget officer for correction</p> <p>Forwards the PRE back to the Designated Administrative Aide I</p>	None	30 Minutes.	<p><i>Chief Administrative Officer</i> Finance Management Services</p>
	<p>1.4 Forwards the PRE and Executive Brief to the Office of the Vice President for Admin, Finance and to the Executive Vice President for the final review and recommending approval.</p>	None	5 Minutes.	<p><i>Administrative Aide I</i> Finance Management Services Office</p>
	<b>TOTAL:</b>		2 Days, 2 Hours, 35 Minutes	



#### 4. BUDGET EXECUTION PROCESS

This describes the guidelines in the processing of budget execution documents (BEDs) which are formulated based on the National Expenditure Program (NEP). The annual BEDs which contains the university plans, spending schedules and physical targets are prepared by the university and reviewed by the DBM, to facilitate the release of funds and enable prompt implementation of programs and projects, including the early procurement activities.

<b>Office or Division:</b>		Finance Management Services Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Internal and External Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	National Expenditure Program (NEP)	1	Unified Reporting System (URS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DBM requires online data entry and submission of Budget Execution Documents	1. Shall prepare the budget execution based on the National Expenditure Program and accomplishing the following forms: a. BED 1 – Financial Plan b. BED 2 – Physical Plan c. BED 3 – Monthly Disbursement Program d. BED 4 – Annual Procurement Plan for Common Use Supplies and Equipment	None	5 Days	<i>Administrative Assistant VI</i> Finance Management Services Office
	1.2Note: BED 1 shall be prepared by the Budget Officer BED 2 shall be prepared by the Planning Officer BED 3 shall be prepared by the Budget Officer	None	2 Days	<i>Administrative Assistant VI</i> Finance Management Services Office





	BED 4 shall be prepared by the Supply Officer			
	1.3 Shall encode the excel file of BEDs to the Unified Reporting System (URS)	None	30 Minutes	<i>Administrative Assistant VI</i> Finance Management Services Office
	1.4 Shall print the online generated reports of BEDs  Affixes his/her initials to the budget execution documents  Forward the online generated report of BEDs to the BEDs to the Budget Officer	None	5 Minutes	<i>Administrative Assistant VI</i> Finance Management Services Office
	1.5 Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	15 Minutes	<i>Budget Officer</i> Finance Management Services Office
	1.6 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.	None	2 Minutes	<i>Budget Officer</i> Finance Management Services Office
	1.7 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review	None	2 Minutes	<i>Budget Officer</i> Finance Management Services Office



	1.8 Review and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	15 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.9 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction.	None	5 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.10 Forward the said forms back to the Administrative Assistant VI	None	5 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.11 Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM	None	1 Minute	<i>Administrative Assistant VI</i> Finance Management Services Office
	1.12 signed BEDs shall be submitted to DBM for review and release of NCA	None	2 Hours	<i>Administrative Assistant VI</i> Finance Management Services Office
	1.13 Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the Customer Survey Form	None	5 Minutes	<i>Administrative Aide I</i> Finance Management Services Office



	<i>Note: Obligation of allotment shall start upon the release of General Appropriations Act (GAA) which can be viewed and downloaded at the DBM website. for bidding of infrastructure shall start upon the release of National Expenditure Program (NEP) which can be viewed and downloaded at the DBM website. for Disbursement and payment of expenses shall start upon issuance of the Notice of Cash Allocations (NCA)</i>			
2. Fill-up the Online Customer Survey Form	2. Provides the customer/client with DHVSU Customer Survey Form.  Retrieval and filing of the Customer Survey Form	None	5 Minutes	<i>Administrative Aide I Finance Management Services Office</i>
<b>TOTAL:</b>		None	7 Days, 3 Hours, 25 Minutes	

### 5. PROCESS FOR THE REQUEST OF SPECIAL ALLOTMENT RELEASE ORDER (SARO) AND NOTICE OF CASH ALLOCATION (NCA)

This describes the procedure in the preparation for the request of Special Allotment Release Order (SARO) and Notice of Cash Allocation (NCA) in the General Fund 101 which are under the "For Later Release" programs that constitutes the negative list (NL) or through submission of a special budget request SARO/NCA. It involves funding for filled and/or creation of positions, retirement gratuity, terminal leave benefits, monetization and others that requires documents and clearances to DBM.

<b>Office or Division:</b>	Finance Management Services Office
<b>Classification:</b>	Simple





<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Internal Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Programs of works from OPPF	1	Finance	
2	Project Profile from OPPF			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents to the Finance Management Services Office	1. Receives all supporting documents regarding accounts needing request for Special Allotment Release Order (SARO) and Notice of Cash Allocation (NCA) which are under the “For Later Release Programs”.	None	5 Minute	<i>Administrative Aide I</i> Finance Management Services Office
2. Client may leave once the Admin Aide is done checking the completeness of the supporting documents.	2. Checks the completeness of the supporting documents, if complete However, if found incomplete, it will be returned to the client	None	10 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
	2.1 Prepares the certification of Non Availability of Savings and request letter for SARO and NCA addressed to DBM	None	20 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
	2.2 Forwards certification and request letter with the supporting documents to the budget officer	None	5 Minutes	<i>Administrative Aide I</i> Finance Management Services Office



	2.3 Checks and verifies the completeness of the supporting documents and the computation for the request.	None	10 Minutes	<i>Budget Officer</i> Finance Management Services Office
	2.4 Verifies non-availability of savings and affix his/her initials to the certification. However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	10 Minutes	<i>Budget Officer</i> Finance Management Services Office
	2.5 Forwards the documents to Director of Finance Management Services	None	10 Minutes	<i>Budget Officer</i> Finance Management Services Office
	2.6 Reviews request letter and supporting documents	None	10 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office
	2.7 Signs the certification of Non-Availability of Savings	None	5 Minutes	<i>C Chief Administrative Officer</i> Finance Management Services Office
	2.8 Affixes initials to the request letter to DBM. However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer	None	5 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office



	in charge for correction			
	2.9 Forwards the documents to Administrative Aide I.	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
	2.10 Forwards the documents to office of VP for Administration and Finance for review and approval of the President then forward back to the budget office.	None	10 Minutes	Administrative Aide I Finance Management Services Office
	2.11 Submits the documents to the DBM.	None	4 Hours	Administrative Aide I Finance Management Services Office
3. Fill-up the Online Customer Survey Form	3. Provides the customer/client with DHVSU Customer Survey Form.  Retrieval and filing of the Customer Survey Form	None	2 Minutes	Administrative Aide I Finance Management Services Office
<b>TOTAL:</b>		None	5 Hour, 47 Minutes	

#### 6. PREPARATION OF QUARTERLY STATEMENT OF APPROVED BUDGET, UTILIZATIONS, DISBURSEMENTS FOR FUND 101 (FAR 1/FAR 1A) AND FOR INCOME FUND (FAR 2/FAR 2A)

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for General Fund 101 (FAR 1 and FAR 1A) and for Income Fund 164 (FAR2 and FAR2A)

<b>Office or Division:</b>	Finance Management Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Internal/External Clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>





1	General Provision of the Annual General Appropriations Act (GAA)	1	Website	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM require online data entry and submission of Financial Accountability Report	1.1 Prepares the excel file of the FAR with its corresponding account, amounts and UACS codes in the Approved Budget / Authorized Appropriation column of the report using the SAOB as basis	None	2 Days	<i>Administrative Aide VI</i> Finance Management Services Office
	1.2 Encodes adjustments for realignments /augmentation if any	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.3 Encodes the amount of obligations incurred for the quarter and reconcile with the Accounting Office	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.4 Gets a copy of the total amount of quarterly disbursements from the accounting office and encode it to the FAR	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.5 Extracts the balances of Unobligated Allotment by deducting the obligations from the approved allotment	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.6 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.7 Checks the footings and balances of the amounts before forwarding to the Budget Officer	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office



	1.8 Prints and forwards the prepared FAR to the Budget Officer for checking and signature	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.9 Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents	None	1 Day	<i>Budget Officer</i> Finance Management Services Office
	1.10 Affixes his/her signature in the certified correct portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	1 Day	<i>Budget Officer</i> Finance Management Services Office
	1.11 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Day	<i>Budget Officer</i> Finance Management Services Office
	1.12 Reviews the FAR and all its supporting documents	None	1 Day	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.13 Signs in the recommending approval portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction	None	1 Day	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.14 Forwards the FAR back to the Designated Administrative Assistant VI	None	1 Day	<i>Chief Administrative Officer</i> Finance Management Services Office
	1.15 Forwards the FAR to the Office of the Vice President for Admin, Finance and Auxiliary Services for review and approval	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.16 Logs in into the URS of DBM website by using the username and password of the designated staff to access the system	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office



	1.17 Encodes in the department, agency, budget year, status, FAR type etc	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.18 Encodes the excel file of FAR in the System Checks the accounts and amounts encoded in the system	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.19 Performs series of saving the report from “pending” status to “submitted” status for the report/s to be viewed as “SUBMITTED” by DBM	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.20 Prints hard copies of the report/s encoded in the system Forwards the printed copies for signature, to the Budget Officer, Accountant, Director of FMSO and the President for final approval	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	1.21 Prepares transmittal letter and submit the printed copies of the reports to DBM	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
2. Fill-up the Online Customer Survey Form	2. Provides the customer/client with DHVSU Customer Survey Form  Retrieval and filing of the Customer Survey Form	None	1 Day	<i>Administrative Aide VI</i> Finance Management Services Office
	<b>TOTAL:</b>	None	3 Days	





# Graduate School

## External Services



## 1. Graduate School Enrolment Procedure (New Student)

This describes the procedure in enrollment.

<b>Office or Division:</b>	Graduate School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduate and Post Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Advising Form (1 original)	1	Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Bldg.	
2	Certificate of Registration (COR) (1 original)	2	Office of the University Registrar (OUR), 1 <sup>st</sup> Floor, Administration Bldg.	
3	Official Receipt (1 original)	3	Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg. – Window 11	
4	Identification Card (1 original)	4	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1	
5	Interview Guide Form (1 original)	5	Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Building	
6	Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope	6	Possible Enrolee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the following requirements: Photocopy of Transcript of Record; Personal Data Sheet; 2x2 Picture with Name tag; and long brown envelope to the Dean's Office of the Graduate School.	1.1. Receive and check the requirements	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the Interview Guide Form	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>



2. Accomplish and submit the Interview Guide Form to the Dean's Office of the Graduate School.	2.1. Receive the documents and conduct interview	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.2. Issue advising form to GSS	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.3. Advise the GSS to copy the schedule	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.4. Check and sign the Advising form	None	3 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.5. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
3. Submit the approved Advising Form to the University Registrar's Office	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	<i>Administrative Aide Office of the University Registrar</i>
	3.2. Advise the GSS to proceed to the Cashiering office for payment	None	1 Minute	<i>Administrative Aide Office of the University Registrar</i>
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	<i>Administrative Aide Cashiering Office</i>
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	<i>Administrative Aide Internet Multimedia Center</i>





<b>TOTAL:</b>	See table for the Schedule of Fees and Other Charges	38 Minutes	
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**SCHEDULE OF FEES AND OTHER CHARGES**

	CBS, COE, CEA, CIT	Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
<b>TMITIC'd FEE</b>							
<b>OTHER FEES-GENERAL FUND</b>							
Admission Fees							
Health Fees							160.00
Computer Fees							
Cultural Fees							
Development Fees-ROF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees							
Guidance Fees		50.00	W.C.C.	50.00	50.00	W.C.C.	
Guidance Fees-CB SEP							
Handbook Fees							
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	
Laboratory Fees		450.00	2,500.00			150.00	
Laboratory Fees						150.00	
Medical/Dental Fees						50.00	
Vaccination Fees	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees							
Student Fees		150.00	150.00			150.00	
Student Fee							
<b>Total</b>							
<b>OTHER FEES-RESTFUND</b>							
Developmental Fee		50.00	50.00	50.00	50.00	50.00	
Developmental Fee	70.00	70.00	70.00	70.00	70.00	70.00	
Developmental Fee-5 C/5 C	70.00	70.00	70.00	70.00	70.00	70.00	70.00
<b>Total</b>							
<b>TOTAL OTHER FEES</b>							

## 2. Graduate School Enrolment Procedure (Old Student)

This describes the procedure in enrolment.

<b>Office or Division:</b>	Graduate School
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Graduate and Post Graduate students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 Clearance Academic Program Evaluation (APE) Form (1 original)	1 Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Bldg.
2 Advising Form (1 original)	2 Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Bldg.



3	Certificate of Registration (COR) (1 original)	3	Office of the University Registrar (OUR), 1 <sup>st</sup> Floor, Administrative Bldg.
4	Official Receipt (1 original)	4	Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg. – Window 11
5	Identification Card (1 original)	5	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the requirements needed to enroll at the Graduate School office.	1.1. Check student's academic evaluation records and clearance compliance.	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.3. Issue an advising form to GSS and require the GSS to copy the schedule	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
2. Accomplish the Advising Form and submit to the Graduate School Office	2.1. Check and sign the Advising form	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.2. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>



3. Present the Approved Advising Form to the University Registrar's Office.	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	Administrative Aide Office of the University Registrar
	3.2. Advise the GSS to proceed to the Cashier's office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide / Internet Multimedia Center
<b>TOTAL:</b>		See table for the Schedule of Fees and Other Charges	35 Minutes	





**SCHEDULE OF FEES AND OTHER CHARGES**

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	<u>450/350</u>
<b>TUITION FEE</b>							
<b>OTHER FEES-GENERAL FUND</b>							
Admission Fees	-	-	-	-	-	-	-
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guidance Fees-CB SEP	-	-	-	-	-	-	-
Handbook Fees	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
<b>Total</b>	<b>3,490.00</b>	<b>3,790.00</b>	<b>5,840.00</b>	<b>3,940.00</b>	<b>3,290.00</b>	<b>3,060.00</b>	<b>3,360.00</b>
<b>OTHER FEES-TRUST FUND</b>							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
<b>Total</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>
<b>TOTAL OTHER FEES</b>	<b>3,680.00</b>	<b>3,980.00</b>	<b>6,030.00</b>	<b>4,130.00</b>	<b>3,480.00</b>	<b>3,250.00</b>	<b>3,550.00</b>

### 3. Plagiarism Check

The systematic approach to the treatment of plagiarism, in academic work.

<b>Office or Division:</b>	Graduate School of Studies		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All bonafide graduate school students of the University		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1 Manuscript ( 1 soft copy)	1	Client	
2 Assessment Slip (1 original )	2	Graduate School Research Laboratory, 3 <sup>rd</sup> Floor Graduate School Bldng.)	
3 Official Receipt (1 photocopy)	3	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldg.)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the soft copy of the manuscript to the Graduate School of Studies	1. Verify the accuracy of the manuscript or if it follows the format of plagiarism check	None	3 Minutes	<i>Administrative Staff</i> Office of the Graduate School

2. Pay the necessary fee	2.1 Issue an assessment slip 2.2 Receive payment 2.3 For Undergraduate 2.4 For Graduate School	PHP 45.00/ page	4 Minutes	<i>Administrative Aide</i> Office of the Graduate School  <i>Administrative Officer</i> Cashiering Office
3. Submit the Assessment slip and a photocopy of the official receipt (OR)	3.1 Verify the payment made through OR and run the document using the plagiarism test. 3.2 Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check	None	1 Day, 3 Minutes	<i>Administrative Aide</i> Office of the Graduate School
4 Receive issued Certificate of Plagiarism	4 Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator	None	10 Minutes	<i>Administrative Aide</i> Office of the Graduate School
<b>TOTAL:</b>		PHP 45.00/ page	1 Day, 21 Minutes	



# Graduate School

## Internal Services





## 1. Comprehensive Examination Procedure

This procedure describes the guidelines in taking the Comprehensive Examination.

<b>Office or Division:</b>	Graduate School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduate School Student (GSS) who has completed the academic requirements prior to taking up thesis/dissertation writing.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Transcript of Record (2 photocopies)	1	Registrar's Office, 1 <sup>st</sup> Floor, Admin. Bldg.	
2	Assessment Slip ( 1 original )	2	Registrar's Office, 1 <sup>st</sup> Floor, Admin. Bldg.	
3	Official Receipt (1 photocopy)	3	Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg.	
4	Letter of Intent (1 original)	5	Dean's Office, Graduate School (GS) – 2 <sup>nd</sup> Floor	
6	2x2 picture (2 original)	6	Dean's Office, Graduate School (GS) – 2 <sup>nd</sup> Floor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply at the Dean's office for Comprehensive Examination	1.1. Ensure that Graduate School Student registers on the Log Sheet.	None	2 Minutes	Administrative Aide Dean's Office Graduate School



	1.2. Evaluate the eligibility of the student to take the Comprehensive Examination and issue an Assessment Slip to the GSS.	None	5 Minutes	Administrative Aide Dean's Office Graduate School
2. Present the Assessment Slip and pay the necessary amount to the	2.1. Issue official receipt (OR) to the GSS.	See table for the Schedule of Fees	10 minutes	Cashier Cashiering Office
Cashiering Office.		and other Charges		
3. Present the OR to the Dean of Grad. School	3.1. Record the OR number in the Log Sheet.	None	1 Minute	Administrative Aide Dean's Office Graduate School
	3.2. Inform the student regarding the schedule of the orientation. Note: The orientation will be done three (3) weeks after the enrolment.	None	1 minute	Administrative Aide Dean's Office Graduate School



4. Attend the Orientation as scheduled.	4.1. Orient the GSS regarding the policies on taking the CE	None	1 Hour	Dean Dean's Office Graduate School
	4.2. Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination	None	1 Minute	Dean / Administrative Aide Dean's Office Graduate School
5. Submit the required documents to the Dean's Office	5.1. Issue an Examination permit after the orientation and ensure that the GSS submits all the requirements.	None	2 Minutes	Administrative Aide I 2nd floor, Dean's Office, Graduate School
	5.2. Post a list of examinees before the examination. <i>Note: The Schedule will be posted two (2) weeks after the orientation.</i>	None	3 Minutes	Administrative Aide I Graduate School





6. If qualified, present valid I.D. and permit to take the examination following the required examination schedule.	6.1. Check the ID and permit of the GSS	None	5 Minutes	<i>Proctor / Examiner</i> Graduate School
	6.2. Give test instructions.	None	10 Minutes	<i>Proctor / Examiner</i> Graduate School
<b>TOTAL:</b>		None	1 Hour, 35 Minutes	



### SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
<b>OTHER FEES-GENERAL FUND</b>							
Admission Fees	-	-	-	-	-	-	-
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guidance Fees-CB SEP	-	-	-	-	-	-	-
Handbook Fees	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
<b>Total</b>	<b>3,490.00</b>	<b>3,790.00</b>	<b>5,840.00</b>	<b>3,940.00</b>	<b>3,290.00</b>	<b>3,060.00</b>	<b>3,360.00</b>
<b>OTHER FEES-TRUST FUND</b>							
Dev. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Dev. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Dev. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
<b>Total</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>	<b>190.00</b>
<b>TOTAL OTHER FEES</b>	<b>3,680.00</b>	<b>3,980.00</b>	<b>6,030.00</b>	<b>4,130.00</b>	<b>3,480.00</b>	<b>3,250.00</b>	<b>3,550.00</b>



# GUIDANCE AND TESTING OFFICE

External Service





## 1. Issuance of Certificate of Good Moral Character

Issuance of Certificate of Good Moral Character to students who are applying for scholarships, work immersion (OJT), to those who wish to transfer to other schools and alumni/alumnae seeking board examination and employment.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All bona fide DHVSU students, alumni/alumnae.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	University Issued Student ID (1 original)	1	DHVSU bona fide students	
2	Certificate of Enrolment, Transfer Credentials (1 original)	2	Office of University Registrar's (1 <sup>st</sup> Floor, Admin Bldng.)	
3	Request for Payment Form for the Issuance of Certificate of Good Moral Character	3	Guidance and Testing Center (1 <sup>st</sup> Floor, Student Affairs and Service Bldng.)	
4	Official Receipt (OR)	4	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldng.)	
<b>CLIENT STEPS</b>	Documentar y Stamps (2 pieces)	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1.Request for Certificate of Good Moral Character at the Guidance and Testing Center. 1.2 Proceed to the Cashiering office	1. Interview and evaluate the client's request and verify records	None	3 Minutes	<i>Administrative Aide</i> Guidance and Testing Center
2. Present the OR to the Guidance and Testing Center and register in the Visitor/ client Log Sheet	2. Print the Certificate for Good Moral Character and affix documentar y stamp For <b>TRANSFER FEES</b> to other school interview and instruct to fill out the	None	1 Minute  5 Minutes	<i>Administrative Aide</i> Guidance and Testing Center  <i>Guidance Counselor</i> Guidance and Testing Center



	Exit Interview Form			
3.Wait for the issuance of Good Moral Character Certificate at the Guidance and Testing Center	3. Release the Good Moral Character Certificate duly signed by the Guidance Counselor and request the client to fill out Customer Survey Form.	None	5 Minute	<i>Administrative Aide</i> Guidance and Testing Center
<b>TOTAL:</b>		PHP 50	9 Minutes/14 Minutes (for transferring students)	



# **GUIDANCE AND TESTING CENTER**

## Internal Services





## 1. Counseling Intervention Services

This is the heart of the Guidance Program. It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting the person.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen ; G2G- Government to Government			
<b>Who may avail:</b>	Clients who are mostly from the students, faculty members and administrative employees of the University.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	University Issued Student ID (1 original)	1	Internet Multimedia Center (IMC) (at the back of Administration Bldg.)	
2	Certificate of Registration (1 original)	2	Office of University Registrar's (1 <sup>st</sup> Floor, Admin Bldng.)	
3	Call Slip (1 original)	3	Guidance and Testing Center (1 <sup>st</sup> Floor, Student Affairs and Service Bldng.)	
4	Referral Form	4	Guidance and Testing Center (1 <sup>st</sup> Floor, Student Affairs and Service Bldng.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. WALK-IN</b>				
1. Register to the Visitor/ Client basic info. in the Log Sheet for Counseling Services at the Guidance and Testing Center.	1.1 Answer counselee's initial inquiries	None	1 Minute	Guidance Associate Guidance & Testing Center
	1.2. Set an appointment to the counselee		2 Minutes	
	1.3. Facilitate interview using Intake Summary Form and		20 Minutes	Guidance Counselor Guidance & Testing Center



	Individual Information Sheet			
2. Attend the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	2.1. Evaluate counselee's problem, conducts case conceptualization 2.2. Analyze pertinent data and information of the counselee 2.3. Plan counseling intervention 2.4. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
3. Attend the scheduled follow-up session/s at the Guidance and Testing Center	3.1. Conduct series of counselling session 3.2. Evaluate and Terminate counselling progress	None	1.5 Hours	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
<b>TOTAL:</b>		None	2 Hours, 53 Minutes  1 Hour, 23 Minutes (for first session)  1.5 hours (for succeeding sessions)	
<b>B. Referrals</b>				
1. Register	1. 1Receive accomplished Referral Form	None	1 Minute	Guidance Associate Guidance & Testing Center
2. Attend the intake interview with a Guidance Associate.	2.1 Gather information to the referee and conduct Intake Interview to the counselee	None	22 Minutes	Guidance Associate Guidance & Testing Center
3. Attend the scheduled	3.1. Evaluate counselee's problem,	None	1 Hour	Guidance Coordinator/



counseling session and other assessment as required by the Guidance and Testing Center.	conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 3.3. Plan counseling intervention 3.4. Set counseling goals			<i>Guidance Counselor Guidance &amp; Testing Center</i>
4.1. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1 Conduct series of counseling session 4.2 Evaluate and Terminate counseling progress	None	1.5 Hours	<i>Guidance Coordinator/ Guidance Counselor Guidance &amp; Testing Center</i>
<b>TOTAL:</b>		None	2 Hours, 53 minutes  1 Hour, 23 Minutes (for first session)  1.5 hours (for succeeding sessions)	

## 2. Online Counseling Intervention Services

It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting him/her. Online Counseling is a process of conducting intervention and counseling sessions over the phone or computer. Common means of communication for the session may include text messaging, audio calling and video chatting and conference.

<b>Office or Division:</b>	Guidance and Testing Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Client who are mostly from students, faculty members and administrative employees of the University.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>





1	Intake Interview Sheet (Student Counseling google form)	1	Online link posted in the Guidance and Testing Center Facebook page.	
2	Mental Health and Psychosocial Support for Employees Google form	2	Online link posted in the Guidance and Testing Center Facebook page.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Fill out Student counseling google form or MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.	1.1. Verify accomplished Student Counseling google form and MHPS google form	None	3 Minutes	<i>Administrative Aide</i> Guidance & Testing Center
	1.1.1. Schedule the Intake Interview/counseling sessions		2 Minutes	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center
2. Attend the scheduled intake interview with a Guidance Associate.	2. Guidance Associate facilitates intake interviews and refer the student or employee to the Guidance Counselor.	None	22 Minutes	<i>Guidance Associate</i> Guidance & Testing Center
3. Attend the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	3.1 Evaluates counselee's problem, conducts case conceptualization. 3.2 Analyzes pertinent data and information of the counselee. 3.3 Plans counseling intervention. 3.4 Sets counseling goals.		1 Hour	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center



4. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger	4. Conducts series of Counseling Sessions	None	1.5 hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
5. Attend the scheduled online follow-up session/s	5. Facilitates follow-up session/s	None	30 Minutes	
<b>TOTAL:</b>		None	3 Hours, 27 Minutes  1 Hour, 27 Minutes (for first session)  1.5 hours (for succeeding sessions)	

### 3. Issuance of Class Admission Slip

Issuance of Class Admission Slips to students who incurred absences due to creditable reasons.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Clients who are DHVSU bonafide students.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	University Issued Student ID (1 Original)	1	DHVSU Bona fide Students	
2	Duly Signed Excuse letter (1 Original)	2	Parents/Guardian	
3	Valid Documents supporting the cause of absence/tardiness (all Original)	3	Dean's Office / Principal's Office, Medical/Dental Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Sign in the Visitor/ Client Log Sheet and request for class admission slip.	1.Checks excuse letter of the student signed by guardian/parent	None	3 Minutes	Guidance Counselor Guidance & Testing Center
2.Present excuse letter and other documents (e.g medical certificate)	2.Verify records in the anecdotal index card	None	2 Minutes	
3.Attend Interview with the Guidance Counselor/ Guidance Associate	3. Conducts interviews based on the explanation letter and verify supporting documents.	None	10 Minutes	
4. Secure Class admission Slip and accomplish Customer Survey form	4. Issues Class Admission Slip and request student to fill out customer survey form	None	1 Minutes	
<b>TOTAL:</b>		None	16 Minutes	

#### 4. Psychological Testing Services

This describes the process of Administration of tests battery to all student applicants seeking for admissions, pre-employment of students enrolled in work immersion, on the job training and part of the hiring process.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All bonafide DHVSU students for self assessment and counseling, Student will have their OJT and applicant for DHVSU employment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request Letter (for OJT)	1	Dean's Office / Principal's Office	
2	Endorsement Letter ( for hiring purposes)	2	Administrative Services Office (1 <sup>st</sup> Floor, Admin Bldng.)	
<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 Psychological testing and present the Request Letter or Endorsement Letter	1.Receives and checks Request letter (for OJT) and endorsement letter from Human Services	None	2 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register in the Visitor/ Client Log Sheet	2. Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Take the battery test at the Guidance and Testing Center and Accomplish customer survey form	3. Administers the Test Battery 3. Distributes and collects Customer Survey Form	None	1 Hour (OJT) 2.5 Hours (Psychological Assessment) 2 Hours (Teaching, Non-teaching Applicants and Newly Hired)	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
4. Accomplish the customer Survey Form	4. Instruct the student/ applicant to accomplish the customer survey form		1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
<b>TOTAL:</b>		None	1 Hour, 4 Minutes (For OJT/Work Immersion) 2 Hours, 34 Minutes (Psychological Assessment) 2 Hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)	



## 5. Issuance of Test Permit Process

This describes the process of issuance of test permits to all incoming Junior and Senior High School, transferees, and first year college applicants.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Test stub (1 original)	1	Admissions Office ( 1 <sup>st</sup> Floor, Student Affairs and Services Bldng.)	
2	Photocopy of Form 138	2	Student applicant's current School	
3	Official Receipt of Testing Fee (for student applicant not covered by RA 10931	3	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldng.)	
4	Picture (1 passport size)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present UAT test stub and required documents.	1.Receives and check UAT test permit and required documents	None	2 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register on the test Schedule Log Sheet.	2.Requests student to register on the log sheet	None	3 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Sign and Secure UAT Test permit. Accomplish customer survey form	3.Issues examination schedule or Test permit	None	5 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
	<b>TOTAL:</b>	PHP 300 (student applicant not covered)	10 Minutes	



	by RA 10931)		
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## 6. University Admission Test (UAT) Administration Process

This describes the process for administration of the University Admission Test (UAT) to all student applicants seeking admission in the university.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All incoming Junior and Senior High School, transferees, undergraduate, graduate school applicant and applicants for Juris Doctor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Testing permit(1 original)	1	Guidance and Testing Center (2 <sup>nd</sup> Floor, Student Affairs and Service Bldng.)	
2	School ID	2	Student applicant's current School	
3	Official Receipt of Testing Fee (for student applicant not covered by RA 10931)	3	Cashiering Office (1 <sup>st</sup> Floor, Admin Bldng.)	
4	Application form(for graduate students)	4	Admissions Office ( 1 <sup>st</sup> Floor, Student Affairs and Services Bldg.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present UAT test permit and required documents.	1.Receives and checks UAT test permit and required documents	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2.Listen to the instruction of the proctor and fill out the answer sheets	2.1 Introduce and distribute the answer sheets for the UAT. 2.2 Instructs to fill out the answer sheets	None	13 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>





3. Answer the sample questions and take the UAT.	3.1. Distributes the test booklets. 3.2. Instructs the test procedures. 3.3. Administers the University Admission test.	None	50 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
4. Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form	4.1. Collects test booklets and answer sheets 4.2. Distributes customer Survey Form 4.3. Instructs the Schedule of test results.	None	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
<b>TOTAL:</b>		None	1 Hour, 9 Minutes	

## 7. Individual Inventory Service Process

This describes the process of distribution, collection and retrieval of individual inventory sheets to first year college students, grade 7, grade 11, graduate school, and transferee students.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All DHVSU bonafide students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	N/A			
2	N/A			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Accomplish the Individual Information Sheet.	1. Instructs the student to accomplish the individual information sheet.	None	20 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Accomplish the Customer Survey form	2. Distribute the Customer Survey Form	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
<b>TOTAL:</b>		None	21 Minutes	

## 7. Guidance Program Evaluation

This describes the process of evaluating the different guidance services to assess the effectiveness, how well it achieves its goal and in view of improving the guidance services. The data obtained in this service are being used for innovations in the programs in designing interventions.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	N/A			
2	N/A			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Individual Information Sheet.	1. Distribute and Instruct students to accomplish the Guidance Program Evaluation Form.	None	10 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
<b>TOTAL:</b>		None	10 Minutes	



## 8. ON-THE-JOB Training

This describes the process of on-the-job training of Grade 12 and graduating students in the Guidance and Testing Center. It aims to acquaint them formally to a real-life work place environment which will help to explore the relationship between knowledge and skills acquired in college and those required in the work place.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Endorsement letter		Dean's office/ Principal's office/ OJT Coordinator	
2	Student Resumé			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Visitor/Client Log Sheet	1. Receives Endorsement Letter from the Dean/Principal/OJT Coordinator	None	2 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Attend the OJT Orientation	2. Orient the OJT Trainees on their task, activities and confidentiality nature of work and information in the Guidance and Testing Center	None	1 Hour	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Read and Sign the Non-Disclosure Agreement	3. Instructs the trainees to carefully read and sign the Non-	None		<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>





	Disclosure Agreement			
4. Accomplish the Customer Survey Form	4. Distribute Customer Survey Form	None	1 Minute	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
<b>TOTAL:</b>		None	1 Hour, 3 Minutes	



# Laboratory High School (LHS)

External Service



## 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of Junior High School students.

<b>Office or Division:</b>	Laboratory High School (LHS)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All bonafide LHS students of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
	For Grade 7		
1.	Form 9 (1 Original)	1	School – where he/she graduated Grade 6
2	Certificate of Good Moral (1 Original, 1 photocopy)	2	School – where he/she graduated Grade 6
3	2x2 picture with white background (1 original)	3	Preferred Photo Studio
4	PSA Birth Certificate (1 Original, 1 photocopy)	4	Philippine Statistics Authority (PSA)
5	Accomplished Pre-Registration form (1 original)	5	DHVSU Website – LHS Page or Principal's Office c/o LHS Secretary
6	Form 137 request form / Form 137	6	Request form: DHVSU- Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building) Form 137 : School – where he/she graduated Grade 6
7	Pre-Assessment Form	7	Cashier's Office (1 <sup>st</sup> Floor, Administrative Building)
	For Grade 8-10		
1	Form 9 (1 Original)	1	LHS Faculty Adviser
2	Clearance (1 original)	2	Accounting Office, DHVSU Bacolor, Pampanga
3	2x2 picture with white background (1 original)	3	Preferred Photo Studio
4	Accomplished Pre-Registration form (1 original)	4	Principal's Office c/o LHS Secretary
5	Pre-Assessment Form	5	Cashier's Office (1 <sup>st</sup> Floor, Administrative Building)
6	Certificate of Registration (COR)	6	Office of the University Registrar (1 <sup>st</sup> Floor, Administrative Building)





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for evaluation	1. Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	<i>Assigned Faculty LHS</i>
2. Submit the accomplished pre-registration form for evaluation and advice	2. Issue Pre-Registration and feedback forms to students	None	5 Minutes	<i>Assigned Faculty LHS</i>
3. Submit the evaluated pre-registration form to the Unit Coordinator	3. Evaluate/Review and Advise the section to be enrolled by the students	None	5 Minutes	<i>Assigned Faculty LHS</i>
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4. 1 Approve the pre-registration form and forward to the office of the University Registrar 4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	To be determined	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>
<b>TOTAL:</b>		None	25 Minutes	



# Management Information System

## External Service



## 1. ID Printing (New Student)

This describes the procedure for ID printing for new students.

<b>Office or Division:</b>		MIS Encoding Center			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		All DHVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Certificate of Registration (1 original)	1	Office of the Registrar (1 <sup>st</sup> Floor Administrative Bldg.)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Certificate of Registration (COR)		1. Verify payment in the COR	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
2. Prepare for photo capturing and affix e-signature		2. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
3. Validate information on the ID card		3. Verify information before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center
4. Wait for the ID Card		4. Print and issued ID card	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
<b>TOTAL:</b>			None	9 Minutes	

## 2. Replacement of ID (Old Student)

This describes the procedure to request for replacement of old or lost ID.

<b>Office or Division:</b>		MIS Encoding Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DHVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Official Receipt (1 original)	1	Cashiering Office (1 <sup>st</sup> Floor, Admin. Bldng.)	





2	Old School ID (1 original)	2	ID issued by the previous school
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3		ID Printing Form ( 1 original)	3	Office of Student Affairs, 1 <sup>st</sup> Floor, Student Affairs and Services Bldng. )	
CLIENT STEPS		AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request replacement of ID		1. Issue ID printing form	None	3 Minutes	<i>Administrative Aide</i> Office of the Administrative Services
2. Pay necessary fee		2. Collect payment and issue official receipt	PHP 150	2 Minutes	<i>Administrative Aide</i> Cashiering Office
3. Present ID printing form and Official Receipt (OR)		3. Verify ID printing form and OR	None	2 Minute	<i>Administrative Aide</i> MIS Encoding Center
4. Prepare for photo capturing and affix e-signature		4. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
5. Validate information on the ID card		5. Verify information before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center
6. Wait for the ID Card		6. Print and issued ID card	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
<b>TOTAL:</b>			PHP 150	18 Minutes	



# Management Information System

## Internal Service



## 1. Encoding of Students Grade

MIS Encoding Center provides access to the School Management System for the DHVSU Faculty to encode grades and to assist them throughout the process.

<b>Office or Division:</b>		MIS Encoding Center			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		All DHVSU Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Faculty Schedule Program ( 1 photocopy)	1	VPAA's Office/Respective Colleges/Campuses		
2	Grade Sheet (1 original)	2	Management Information System (2 <sup>nd</sup> Floor, Admin Bldng.)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to encode grades and provide the MIS staff a copy of class schedule		1. Update the class schedule of the faculty in the enrolment system.	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
2. Encode students' grades		2. Assist faculty whenever possible	None	1 Hour	<i>Faculty</i> DHVSU <i>Administrative Aide</i> MIS Encoding Center
3. Request for printout of the grade sheets		3. Print the grade sheets and affix initials	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
<b>TOTAL:</b>		None		1 Hour, 8 Minutes	





## 2. ID Printing for Employees

This describes the procedure for ID printing among DHVSU personnel.

<b>Office or Division:</b>		MIS Encoding Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DHVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Employee ID Request Form (1 original)	1	Administrative Services Office (1 <sup>st</sup> Floor, Admin Bldng.)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Employee ID Request Form	1. Verify records in the Personnel Management System	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
2. Prepare for photo capturing and affix e-signature	2. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
3. Validate information on the ID card	3. Verify information before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center
4. Wait for the ID Card	4. Print and issued ID card	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
<b>TOTAL:</b>		None	9 Minutes	



# OFFICE FOR ALUMNI AFFAIRS

## Internal Services



## 1. Giving and Acceptance of Donation

The procedure covers the receiving and acknowledging of donations.

<b>Office or Division:</b>		Office for Alumni Affairs			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		Donors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Letter of Intent (1 original)	1	Donor		
2	Donation Form (1 original)	2	Office for Alumni Affairs ( 1 <sup>st</sup> Floor, University Hostel)		
3	Deed of Donation (1 original)	3	Office for Alumni Affairs and the concerned unit - Benefactors		
4	Certificate of Appreciation (1 original)	4	Office for Alumni Affairs ( 1 <sup>st</sup> Floor, University Hostel)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents for donation		1.1. Inform the Administration Office 1.2. Prepare the acceptance program	None	1 Day	<i>OAA Director</i> Office for Alumni Affairs
2. Attend the Program		2. Conduct the program	None	1 Day	<i>OAA Director</i> Office for Alumni Affairs
3. Accomplish Customer Survey Form		3. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> Office for Alumni Affairs
		<b>TOTAL:</b>	<b>None</b>	<b>2 Days and 10 Minutes</b>	





## 2. Request for Holding Alumni Activities

The process of requesting and documenting the holding of alumni activities.

<b>Office or Division:</b>		Office for Alumni Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DHVSU Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Request Form (1 original)		1	Office for Alumni Affairs ( 1 <sup>st</sup> Floor, University Hostel)
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for evaluation	1.1. Evaluate the request  1.2. Secure approval of the request to the top management	None	10 Minutes	<i>OAA Director</i> Office for Alumni Affairs
2. Wait for the release of the memorandum	2. Issue memorandum for the activity	None	10 Minutes	<i>University President</i> Office of the President
3. Prepare the report and document the activity	3. Receive and file the documentation	None	10 Minutes	<i>Office Secretary</i> Office for Alumni Affairs
4. Accomplish Customer Survey Form	4. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> Office for Alumni Affairs
<b>TOTAL:</b>		None	40 Minutes	



# OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

Internal Services



## 1. FOREIGN STUDENT ADMISSION

This describes the process of foreign students` admission in the University.

<b>Office or Division:</b>	Office for International Partnerships and Programs (OIPP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	FOREIGN STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Intent (1 original)	1	Student applicant	
2	Application Form (1 original)	2	Office for Alumni Affairs ( 1 <sup>st</sup> Floor, University Hostel)	
3	Student visa ( 1 photocopy)	3	Philippine Embassy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	1. Evaluate the submitted documents	None	1 Day	<i>Director</i> OIPP
2. Attend the orientation on the rules and regulations of the University	2. Orient the students about rules and regulations of the University	None	1 Day	<i>Director,</i> OIPP
3. Attend regular classes and sessions	3. Monitor and facilitate students' learning	None	(Depends on the program)	ESL Coaches and Instructors
4. Attend the completion ceremony	4. Prepare and issue certificates of completion	None	1 Day	<i>Administrative Aide</i> OIPP
5. Accomplish Customer Survey Form	5. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> OIPP
<b>TOTAL:</b>		None	Approximately more than 20 Days	





## 2. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

This describes the process of requesting Travel Authority for Official Business among university personnel and staff with Temporary and Permanent status.

<b>Office or Division:</b>	Office for International Partnerships and Programs (OIPP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All bonafide DHVSU Staff and Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Request (1 original)	1	Requesting Staff/Faculty	
2	Certificate of Personal Travel (1 original)	2	Requesting Staff/Faculty	
3	Travel Request Form (1 original)	3	Office for International Partnerships and Programs (1 <sup>st</sup> Floor, University Hostel)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for evaluation	1. Evaluate the submitted documents	None	1 Day	<i>Director</i> OIPP
2. Wait for the approval of the evaluated documents	2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval  2.2 Forward the approved request to CHED -IAS	None	2 Days	<i>Director</i> OIPP
3. Wait for the approval of the evaluated documents	3. Evaluate, approve/ disapprove the request for travel	None	15 Days	Director, CHED-IAS
4. Receive the approved documents	4. Issue the approved Travel Authority	None	1 Day	<i>Administrative Aide</i> OIPP
5. Accomplish Customer Survey Form	5. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> OIPP
<b>TOTAL:</b>		None	19 Days and 10 Minutes	



### 3. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

This describes the process of requesting Travel Authority for personal travels abroad among university personnel and staff with Temporary and Permanent status.

<b>Office or Division:</b>		Office for International Partnerships and Programs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		REQUESTING STAFF AND FACULTY		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Letter of Request (1 original)	1	Requesting Staff/Faculty	
2	Certificate of Personal Travel (1 original)	2	Requesting Staff/Faculty	
3	Travel Request Form (1 original)	3	Office for International Partnerships and Programs (1 <sup>st</sup> Floor, University Hostel)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	1. Review the submitted documents	None	1 Hour	<i>Director OIPP</i>
	1.2. Prepare the endorsement letter and travel authority	None	1 Hour	<i>Administrative Aide OIPP</i>
	2.2. Sign the documents	None	1 Hour	Chief Administrative Officer
	2.3. Approve the travel authority	None	1 Hour	University President
2. Receive the documents	2. Issue the travel authority	None	1 Hour	<i>Administrative Aide OIPP</i>
3. Accomplish Customer Survey Form	3. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary OIPP</i>
<b>TOTAL:</b>		None	5 Hours, 10 Minutes	



# OFFICE OF PHYSICAL PLANT AND FACILITIES

Internal Services





## 1. Goods and Services Purchase Process

This describes the Goods and Services Purchase Process of individual building and facilities of DHVSU Main Campus.

<b>Office or Division:</b>		Office of Physical Plant and Facilities		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Approved Letter of Request	1	Office of the End User	
2	Plans	2	OPPF Planning and Design Section	
3	Estimated Cost / Program of Works	3	OPPF Documentation Section	
		4	DHVSU Main Campus	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DHVSU/OPPF	Receive the approved Letter of Request and Designate a specific Technical Staff for the said project to determine the scope of works.	None	1 day	<i>Director</i> Office of Physical Plant and Facilities
2. DHVSU/OPPF	Coordinate the request to the end user and report the findings relative to the scope of works to the Director	None	2 hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
3. DHVSU/OPPF	Designate a specific planning staff to do the plan for the said purchase request	None	10 minutes	<i>Director</i> Office of Physical Plant and Facilities
4. DHVSU/OPPF	Provide plan for the project and present it to the Director	None	2 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
5. DHVSU/OPPF	Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request	None	1 hour	<i>Director</i> Office of Physical Plant and Facilities
6. DHVSU/OPPF	Provide estimate cost for the purchase request	None	1 day	<i>Administrative Aide</i> Office of Physical Plant and Facilities
7. DHVSU/OPPF	Receive and verify the estimated cost for the purchase request	None	30 minutes	<i>Director</i> Office of Physical Plant and Facilities
7. DHVSU/OPPF	Present the approved plan and estimated cost to the end user to do the purchase request for approval to supply and procurement office, Finance and Head of Hope.	None	1 hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities



<b>TOTAL:</b>	None	5 days	
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## 2. Repair and Improvement Process (Small Value Procurement)

This describes the Repair and Improvement Process (Small Value Procurement) of individual building and facilities of DHVSU Main Campus.

<b>Office or Division:</b>		Office of Physical Plant and Facilities		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Approved Letter of Request	1	Office of the End User	
2	Plans	2	OPPF Planning and Design Section	
3	Program of Works	3	OPPF Documentation Section	
4	Actual Pictures	4	DHVSU Main Campus	
		5	Bids and Award Committee (BAC)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DHVSU/OPPF	<p>Receive the approved Letter of Request</p> <p>Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year.</p> <p>Designate a specific Technical Staff for the said project to determine the scope of works.</p>	None	1 day	<i>Director Office of Physical Plant and Facilities</i>



2. DHVSU/OPPF	Coordinate the request to the end user and report the findings relative to the scope of works to the Director	None	2 hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
3. DHVSU/OPPF	Prepare draft plan and forward it to the Draftsman	None	1 hour	<i>Director</i> Office of Physical Plant and Facilities
4. DHVSU/OPPF	Provide plan for the project and present it to the Director	None	2 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
5. DHVSU/OPPF	Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 hour	<i>Director</i> Office of Physical Plant and Facilities
6. DHVSU/OPPF	Estimate the cost and do the Program of Works then forward it to the Director	None	2 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
7. DHVSU/OPPF	Receive and verify the estimated cost submitted by the Office Staff	None	30 minutes	<i>Director</i> Office of Physical Plant and Facilities
8. DHVSU/OPPF	Produce the initial print out of the estimated cost.  Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities





9. DHVSU/OPPF	Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	None		Bids and Award Committee (BAC)
<b>TOTAL:</b>		None	6 days	

### 3. Repair and Improvement Process (Public Bidding)

This describes the Repair and Improvement Process (Public Bidding) of individual building and facilities of DHVSU Main Campus.

<b>Office or Division:</b>		Office of Physical Plant and Facilities		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Approved Letter of Request	1	Office of the End User	
2	Plans	2	OPPF Planning and Design Section	
3	Program of Works	3	OPPF Documentation Section	
4	Actual Pictures	4	DHVSU Main Campus	
		5	DPWH	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DHVSU/OPPF	Receive the approved Letter of Request  Verify the inclusion and budget allotment of the	None	1 day	<i>Director</i> Office of Physical Plant and Facilities



	<p>identified project in the APP for the Fiscal Year.</p> <p>Designate a specific Technical Staff for the said project to determine the scope of works.</p>			
2. DHVSU/OPPF	<p>Coordinate the request to the end user and report the findings relative to the scope of works to the Director</p>	None	2 hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
3. DHVSU/OPPF	<p>Prepare draft plan and forward it to the Draftsman</p>	None	2 hours	<i>Director</i> Office of Physical Plant and Facilities
4. DHVSU/OPPF	<p>Provide plan for the project and present it to the Director</p>	None	3 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
5. DHVSU/OPPF	<p>Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works</p>	None	1 hour	<i>Director</i> Office of Physical Plant and Facilities
6. DHVSU/OPPF	<p>Prepare the Program of Works, ABC, Bar Chart and Specification then forward it to the Director.</p>	None	3 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
7. DHVSU/OPPF	<p>Receive and verify the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff</p>	None	30 minutes	<i>Director</i> Office of Physical Plant and Facilities



8. DHVSU/OPPF	Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications.  Provide Soft copy of the plan through CD	None	2 hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
9. DHVSU/OPPF	Forward print out of Program of Works, ABC, Bar Chart and Specifications to head of HOPE for signing.	None	1 hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
10. DHVSU/OPPF	Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for checking and review.	None	3 hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities
11. DHVSU/OPPF	Receive, Review and Evaluate submitted Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE	None		<i>Department of Public Works and Highways</i>
12. DHVSU/OPPF	Get the Checked POW, ABC, Bar Chart and Specification to DPWH for final editing.	None	3 Hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities





13. DHVSU/OPPF	Edit Program of Works, ABC, Bar Chart and Specification checked by DPWH	None	2 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
14. DHVSU/OPPF	Receive, Review and Finalized the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	None	1 hour	<i>Director</i> Office of Physical Plant and Facilities
15. DHVSU/OPPF	Produce print out of finalized Program of Works, ABC, Bar Chart and Specifications.  Provide Soft copy of the plan through CD	None	2 Hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
16. DHVSU/OPPF	Forward print out of Program of Works, ABC, Bar Chart and Specifications to the head of HOPE for signing.	None	1 hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
17. DHVSU/OPPF	Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for bidding	None	3 hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities
18. DHVSU/OPPF	Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	None		<i>Department of Public Works and Highways</i>



<b>TOTAL:</b>	None	12 days	
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#### 4. Procedure in Processing of Contractor' s Payment Request

This describes the procedure in processing Contractor' s Payment request at DHVSU Main Campus.

<b>Office or Division:</b>		Office of Physical Plant and Facilities		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Private to Government		
<b>Who may avail:</b>		Any contractor with project in the university		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Request Letter, pictures	1	Contractor	
2	SWA, IR, COP, COC and COA	2	OPPF Documentation Section	
3	Logbooks, SPA	3	Contractor	
4	Surety Bond and Affidavit of Labor and Materials	4	Contractor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DHVSU/OPPF	Receive the letter of billing request from the office of the President	None	30 Minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
2. DHVSU/OPPF	Present the letter of request to the Director for the approval in preparation of billing documents	None	30 Minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
3. DHVSU/OPPF	Receive the approved letter of request and instruct the concerned engineer to evaluate work accomplished	None	1 hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
4. DHVSU/OPPF	Conduct site inspection together with the contractor or contractor's representative to determine the actual work accomplished	None	2 hours	<i>Technical Staff</i> Office of Physical Plant and Facilities
5. DHVSU/OPPF	Submit reconciled and approved statement of	None	1 hour	<i>Technical Staff</i> Office of Physical Plant and Facilities



	work accomplished to the documentation section			
6. DHVSU/OPPF	Prepare and forward the encoded statement of work accomplished to director for review and verification	None	5 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
7. DHVSU/OPPF	Review and approve encoded statement of work accomplished	None	2 minutes	<i>Office Director</i> Office of Physical Plant and Facilities
8. DHVSU/OPPF	Receive and prepare the approved statement of work accomplished, inspection report and certificate of payment for partial billing and additional documents like certificate of completion and certificate of acceptance for final billing.	None	35 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
9. DHVSU/OPPF	Print and submit final copies of billing documents to the Director, for signing	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
10. DHVSU/OPPF	Inform the contractor or its representative for signing the statement of work accomplished and certificate of completion.  If final payment is requested, additional requirements like surety bond, affidavit of labor and materials, 3 sets of As-Built Plan, after construction pictures and 2 sets of logbook	None	4 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities



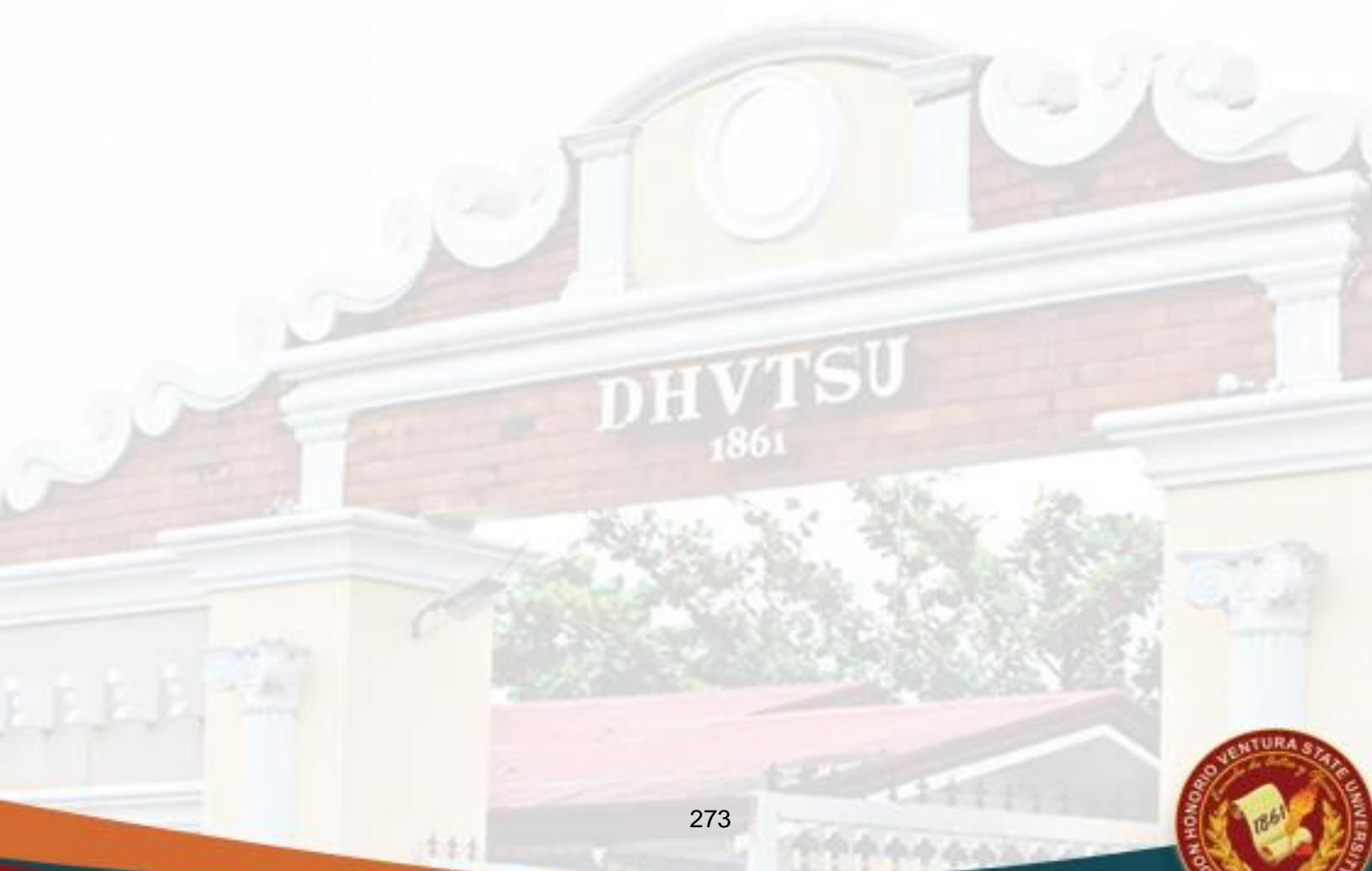


11. DHVSU/OPPF	Route the billing documents for signing to HOPE	None	30 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
12. DHVSU/OPPF	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
13. DHVSU/OPPF	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
14. DHVSU/OPPF	File all billing documents copies	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
<b>TOTAL:</b>		None	5 Days	



# OFFICE OF THE STUDENT AFFAIRS

External Services



## 1. ID Validation

This describes the process of validating the Identification Cards of all bona fide students in the University.

<b>Office or Division:</b>		Office of Student Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (COR)	1	Office of the University Registrar	
2	Official Identification Card (ID)	2	Management Information System (MIS)	
<b>CLIENT STEPS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the log sheet	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required documents upon verification	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the release of the validated document	3. Mark the COR with OSA Rubber stamp  Attach the ID Validation sticker on the ID of the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Receive the validated document	4. Release/return the validated ID to the student	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs





<b>TOTAL:</b>	None	10 Minutes	
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## 2.Replacement of Old/Lost ID

This describes the process of replacing the lost or old Identification Card (ID) of all bona fide students in the University.

<b>Office or Division:</b>		Office of Student Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (COR)	1	Office of the University Registrar	
2	Official Old Identification Card (ID)	2	Students' old ID	
3	ID Printing Form	3	Office of Student Affairs	
<b>CLIENT STEPS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book		None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification		None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Fill out the ID printing form and submit to the Administrative Aide in charge for checking		None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs



4. Wait for further instruction on the next step	4. Instructs the student to pay at the cashiers' office for payment of the ID replacement and to present the Official Receipt at the MIS office for the printing of the new ID	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
<b>TOTAL:</b>		None	10 Minutes	

### 3. Accreditation and Re-Accreditation of Student Organizations

This describes the process of giving due recognition to accredited student organizations in the University.

<b>Office or Division:</b>		Office of Student Affairs	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G – Government to Government	
<b>Who may avail:</b>		All recognized student organizations in the University	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Re-Accreditation</b>			
1	Accomplishment Report (USC Form 001)	1	University Student Council Office
2	Audited Financial Report (USC Form 002)	2	University Student Council Office
3	Certificate of Compliance	3	University Student Council Office
<b>For New Organization</b>			
1	Letter of Intent	1	Student Organization concern



2	Endorsement letter	2	College Deans/Campus Directors	
3	List of Elected Officers	3	Student Organization concern	
4	Approved Constitution and By-Laws	4	Student Organization concern	
5	Action Plan (USC Form 100)	5	Office of the University Student Council	
6	Photocopy of ID's with specimen signature	6	Student Organization concern	
7	Certificate of Oath of Office	7	Office of Student Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Officer in charge</i> USC Office
2. Submit the required documents to the officer in charge at the USC office for checking and validation	2. Receive and review the documents submitted by the student organization	None	3 Minutes	<i>Officer in charge</i> USC Office
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	20 Minutes	<i>Officer in charge</i> USC Office
4. Wait for the approval of the accreditation/re-accreditation of the organization	Approves or disapproves (if necessary) the accreditation or re-accreditation of the student organizations	None	3 Minutes	<i>Director</i> Office of Student Affairs





5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
<b>TOTAL:</b>		None		30 Minutes

#### 4. Lost and Found Services

This describes the process of reporting a lost and found object/item of a student within the premises of the University

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All bona fide DHVSU students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Incident Report	1	Office of Student Affairs	
2	Claim form	2	Office of Student Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Instruct the client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs
2. Report/ surrender the lost/found item to the Administrative Aide in charge	2. Receive the report or surrendered item from the concern student and logs in the log sheet for lost and found item(s)	None	3 Minutes	Administrative Aide Office of Student Affairs



3. Wait for the confirmation/verification of the lost or found item(s)	3. Post the announcement for lost and found item(s) on designated areas  Contact the student, in case of the item(s) found and ask them to describe the lost item	None	15 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Wait for the release of the item	4. Release/return the item found to the rightful owner after verification	None	3 Minute	<i>Administrative Aide</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
<b>TOTAL:</b>		None	25 Minutes	

## 5. Filing and Resolving an Incident Procedure

This describes the process of filing and resolving an incident or case involving a student or group of students, who violated certain provisions on student discipline and are subject to disciplinary action.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Incident Report	1	Office of Student Affairs
2	Narrative Report corroborated by two disinterested parties	2	Students involved



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log sheet	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the Incident Report to the Administrative Aide in charge	2. Receive the Incident Report Form and logs in the Record book for Student cases	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	3. a. Issue a memorandum to concern students for initial interview about the case filed against them  b. Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case	None	1 day  3-5 days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs  <i>Director</i> Office of Student Affairs





4. Wait for the decision of the Disciplinary Committee	4. Makes the decision based on the investigation conducted and the gathered information during the interview  Inform the students concern about the decision thru an issuance of Office Order	None	3 days	<i>Disciplinary Committee</i>  <i>Director</i> Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	20 Minutes	<i>Director</i> Office of Student Affairs
6. Fill out the customer satisfaction rating	6. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
<b>TOTAL:</b>		None	9 days and 29 Minutes	

## 6. Insurance Claim

This describes the process of claiming an insurance of a particular student who encountered an accident related case, either in school, or outside the school, and even at home, 24/7.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Police Report or incident report as the case maybe	1	Police station
2	Certificate of Registration	2	Office of the University Registrar



3	Photocopy of ID of the Student Claimant	3	Student Concern		
4	Sworn statement of two disinterested parties	4	From two witnesses		
5	Policy contract (photocopy)	5	Office of Student Affairs		
6	Official Receipts for medicines and supplies purchased	6	Drugstores or Pharmacy where the medicines were purchased		
7	Medical Abstract, if hospitalized	7	Hospital where the patient/student was confined		
8	Official Receipts of hospital bills	8	Hospital where the patient/student was confined		
9	Medical Certificate issued by the attending physician	9	From the attending physician during the confinement period		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book		1. Instruct the client to sign in the log sheet	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Report the incident to the Administrative Aide in charge		2. Receive the report and issue the checklist of requirements when claiming for an insurance	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge		3. Receive the requirements submitted	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs



3. Wait for the verification of the requirements submitted	3. Checks the requirements submitted by the student claimant	None	15 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Wait for the endorsement from the Office of Student Affairs	4. Issue an endorsement letter to the claimant	None	5 Minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
<b>TOTAL:</b>		None	34 Minutes	

## 7. OUTBOUND ACTIVITY

This describes the process of complying with the requirements for an outbound activity.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Government		
<b>Who may avail:</b>	All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Letter of invite	1	From the organizing committee
2	Memorandum issued by the College/Department	2	Office of the College Dean
3	Outbound activity forms (OSA Form 001 and 002)	3	Office of Student Affairs
4	Duly notarized parental consent	4	Parents concern
5	Photocopy of ID of parents with 3 specimen signature	5	Parents concern
6	Itinerary of activity	6	Office of the College Dean
7	List of participants	7	Office of the College Dean





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log sheet	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Request for Outbound Activity Forms	2. Release the forms requested upon presenting the letter of invite	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Prepare all the requirements needed and submit these to the	3. Receive, record and review the documents	None	10 Minutes	<i>Administrative Aide</i> Office of Student Affairs
Administrative Aide in charge	submitted by the students			
4. Wait for the certificate of compliance	3. Evaluates the documents submitted by the students  Issue the Certificate of Compliance after meeting all the requirements	None	15 minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
<b>TOTAL:</b>		None	32 Minutes	



## 8. ONLINE TRANSACTION

This describes the process of requesting a document such as certification non-issuance of ID thru the official email address and FB page of the Office of Student Affairs.

<b>Office or Division:</b>		Office of Student Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All bona fide DHVSU students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (COR)	1	Office of the University Registrar	
2	Incident Report Form	2	Office of Student Affairs	
<b>CLIENT STEPS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request via the official email and page of the OSA (messenger)		None	1 Minute	Administrative Aide Office of Student Affairs
2. Wait for the issuance of the soft copy of the document requested		None	3 Minutes	Administrative Aide Office of Student Affairs
5. Fill out the customer survey form(Google form)		None	1 Minute	Administrative Aide Office of Student Affairs
<b>TOTAL:</b>		None	5 Minutes	



# OFFICE OF THE UNIVERSITY REGISTRAR

## External Services





## 1. Enrolment Procedure

This procedure covers the process when a tertiary student enrolls in the university.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All incoming Freshmen, shiftees, transferees, returnees and all regular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Senior High School Report Card (1 original, 1 photocopy) – For First Year College applicant	1	Office of the University Registrar (1 <sup>st</sup> Floor, Student Affairs and Services Bldg.)	
2	Grade 6 Report Card (1 original, 1 photocopy) – For Grade 7 applicant	2	School of origin	
3	Good Moral Certificate (1 original, 1 photocopy)	4	School of origin	
4	PSA Birth Certificate (1 original, 1 photocopy)	5	Philippine Statistics Authority, Maimpis, CSFP	
5	Transcript of Records ( 1 original, 1 photocopy) – For Graduate School applicant , Transferees	6	School of origin	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>For new students: Visits <a href="#">THIS LINK</a> for your specific enrolment schedule.</p> <p>Proceeds to your respective campus to submit your enrolment documents. If you are below 21 years of age, you shall be represented by a parent/ guardian.</p> <p>Observes the DHVSU Task</p>				



<p>Force COVID-19 Guidelines, which may be found <a href="#">HERE</a></p> <p>Proceeds to the designated registration counters for evaluation of the following documents:</p> <ul style="list-style-type: none"> <li>• original or photocopy of Form 138;</li> <li>• original or photocopy Certificate of Good Moral Character;</li> <li>• photocopy of PSA Birth Certificate;</li> <li>and,</li> <li>• three (3) pieces of 2x2 pictures.</li> </ul>				
<p>The counters are located as follows:</p> <ul style="list-style-type: none"> <li>• Bacolor Campus: Ground Floor, College of Education Building</li> <li>• Mexico Campus: Room 1 (Ground Floor), Academic Building</li> <li>• Lubao Campus: Room 105 (Ground Floor), Academic Building</li> </ul>			10 Minutes	
<ul style="list-style-type: none"> <li>• Bacolor Campus: Ground Floor, College of Education Building</li> <li>• Mexico Campus: Room 1 (Ground Floor), Academic Building</li> <li>• Lubao Campus: Room 105 (Ground Floor), Academic Building</li> <li>• Porac Campus: Room 3 (Ground Floor)</li> <li>• Sto. Tomas Campus: Room 1, Building 2</li> </ul>			5 Minutes	
<p>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities:</p>	<p>Processes the enrolment of the students.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
<p>Apalit Campus: Normando C. Simon with mobile number</p>	<p>For Regular Students:</p>		5 Minutes	
	<p>Prepares the Academic Evaluation Program.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
	<p>For Irregular Students, Shiftees, Transferees, and Returnees:</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>



<p>09175046833 Joy Bernardino (Administrative Staff, Mayor's Office) with mobile number 09658567321</p> <ul style="list-style-type: none"> <li>Candaba Campus: Jessie D. Manapsal with mobile number 09436392897 Maricel Tiongco with mobile number 09151210789</li> </ul> <p>5. Proceed to the designated exit points.</p> <p>Proceeds to the designated exit points.</p>	<p>Announces specific schedule thru social media.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
	<p>Contacts the student for advising which shall be carried out online.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
<b>TOTAL:</b>		None	2 Days, 2 Minutes	





## 2. Application for Authentication of School Records

The procedure in requesting for authentication, verification and certification of school records. A process done within the university to ensure that an individual's records and documents are authentic and legal.

<b>Office or Division:</b>	Office of the University Registrar (OUR)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All students and alumni of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
1	Application Form (1 Original)	1	Office of the University Registrar, 1 <sup>st</sup> Floor, Administrative Bldg.
2	Student's ID or any government issued ID (1 Original)	2	Management Information System, DHVSU, Bacolor, Pampanga
3	Documentary Stamps (2 pieces)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP
4	Official Receipt (OR) as payment for the authentication (1 Original)	4	Cashiering Office, 1 <sup>st</sup> Floor, Administrative Bldg.
5	Transcript of Records (TOR), Diploma and Certifications (1 Original and 1 Photocopy for each document)	5	Office of the University Registrar, 1 <sup>st</sup> Floor, Administrative Bldg.
<b>Representative's additional requirements</b>			
1	Duly Signed Authorization Letter (1 Original)	1	Person being represented



2	Any government issued ID of the representative (1 photocopy)	2	Any valid ID issued by public and private government
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<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 Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR	Issue application form	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I</i> Office of the University Registrar
2. Submit application form including documents at the OUR.	2. Verify and check the documents for authentication and issue a payment stub	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I</i> Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR.	3. Schedule the date of release and issue claim stub	PHP 50/ set	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I</i> Office of the University Registrar



4 Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Issue the client's requested certification	None	2 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
<b>TOTAL:</b>		PHP 50/set	17 Minutes	

## 2. Application for Certification, Authentication and Verification (CAV) of School Records

The covers the procedure in requesting for certification, authentication and verification of school records. It is a process done within the university to ensure that an individual's records and documents are authentic and legal.

Office or Division:	Office of the University Registrar (OUR)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All students and alumni of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
1	Application Form (1 Original)	1	Office of the University Registrar, 1 <sup>st</sup> Floor Administration Bldg.
2	Student's ID or one (1) government issued ID (1 Original)	2	Management Information Systems, 2 <sup>nd</sup> Floor, DHVSU Admin. Bldg.
3	Documentary Stamps (6 pieces)	3	BIR, Sindalan, CSFP
4	Official Receipt (OR) as payment for CAV (1 Original)	4	Cashiering Office, DHVSU, 1 <sup>st</sup> Floor, Administration Bldg.





5	Transcript of Records, Diploma and Certifications (1 Original, 2 photocopies)	5	Office of the University Registrar, 1 <sup>st</sup> Floor Administration Bldg.
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**Representative's additional requirements**

1	Duly signed Authorization Letter for the representative (1 Original)	1	Person being represented
2	Any government issued ID of the representative (1 Photocopy)	2	Person being represented

<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 Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR	1. Issue Application Form for CAV of school records.	None	5 Minutes	<i>Administrative Aide / Office of the University Registrar</i>



2. Submit application form including documents at the Registrar's Office.	2. Verify and check the documents for authentication and issue a payment stub	None	5 Minutes	Administrative Aide / Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR	3. Schedule the release and issue claim stub	PHP 150	5 Minutes	Administrative Aide / Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	<ul style="list-style-type: none"> <li>• Claiming of the requested document/s</li> </ul>	none	3 days	Administrative Aide / Office of the University Registrar
<b>TOTAL:</b>		PHP 150	3 days 15 Minutes	



### 3. Application for Certifications of Document/s Requested

This covers the procedure in requesting Certificate of Graduation, Certificate of English as a Medium Instruction, Certificate of Earned Units, Certificate of Enrolment and Certificate of Grades.

<b>Office or Division:</b>		Office of the University Registrar (OUR)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All students and alumni of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1	Application Form (1 Original)	1	Office of the University Registrar, 1 <sup>st</sup> Floor, Administration Bldg.	
2	Student's ID or any Government Issued ID (1 Original)	2	Management Information Systems, DHVSU, Bacolor, Pampanga	
3	Documentary Stamps (2 pieces)	3	BIR, Sindalan, CSFP	
4	Official Receipt (OR) as payment for the requested certifications (1 Original)	4	Cashiering Office, 1 <sup>st</sup> Floor, Administration Bldg.	
<b>Representative's additional requirements</b>				
1	Duly signed Authorization Letter for the representative (1 original)	1	Person being represented	
2	Any government issued ID of the representative (1 photocopy)	2	Any valid ID issued by public and private government	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR</p>	<p>1. Issue Application Form for the issuance of the requested certification.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i></p>
<p>2. Submit application form including documents to the Registrar's Office</p>	<p>2. Verify and check the submitted documents and issue</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i></p>



	A payment stub			
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office	3. Schedule the release and issue claim stub	PHP 50/page	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
<b>TOTAL:</b>		PHP 50/page	15 Minutes	

#### 4. Application Certification of Completed Academic Requirements (CAR)

this covers the procedure in applying for academic certificate that certifies a person has received and completed a specific education or has passed a test or series of tests.

<b>Office or Division:</b>		Office of the University Registrar (OUR)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All students and alumni of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1	Application Form (1 original)	1	Office of the University Registrar, 1 <sup>st</sup> Floor, Administration Bldg.	



2	Student's ID or any government issued ID (1 original)	2	Management Information System, 2 <sup>nd</sup> Floor, Administration Bldg.	
3	Documentary Stamps (2 pieces)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP	
4	Official Receipt as payment for CAR Certification (1 original)	4	Cashiering Office, 1 <sup>st</sup> Floor, Administration Bldg.	
5	Comprehensive Exam Result (1 original)	5	Graduate School Office, DHVSU, Bacolor, Pampanga	
<b>Representative's additional requirements</b>				
1	Signed Authorization Letter (1 Original)	1	Person being represented	
2	Two (2) Valid ID's of the person being represented (1 photocopy)		Person being represented	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. Request for Application Form and present Student's ID and Comprehensive Examination Result and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter</p>	<p>1. Issue Application Form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide I</i> Office of the University Registrar</p>
<p>and sign in the client Log Sheet at the OUR</p>				



2. Submit accomplished application form including documents to the Registrar's Office.

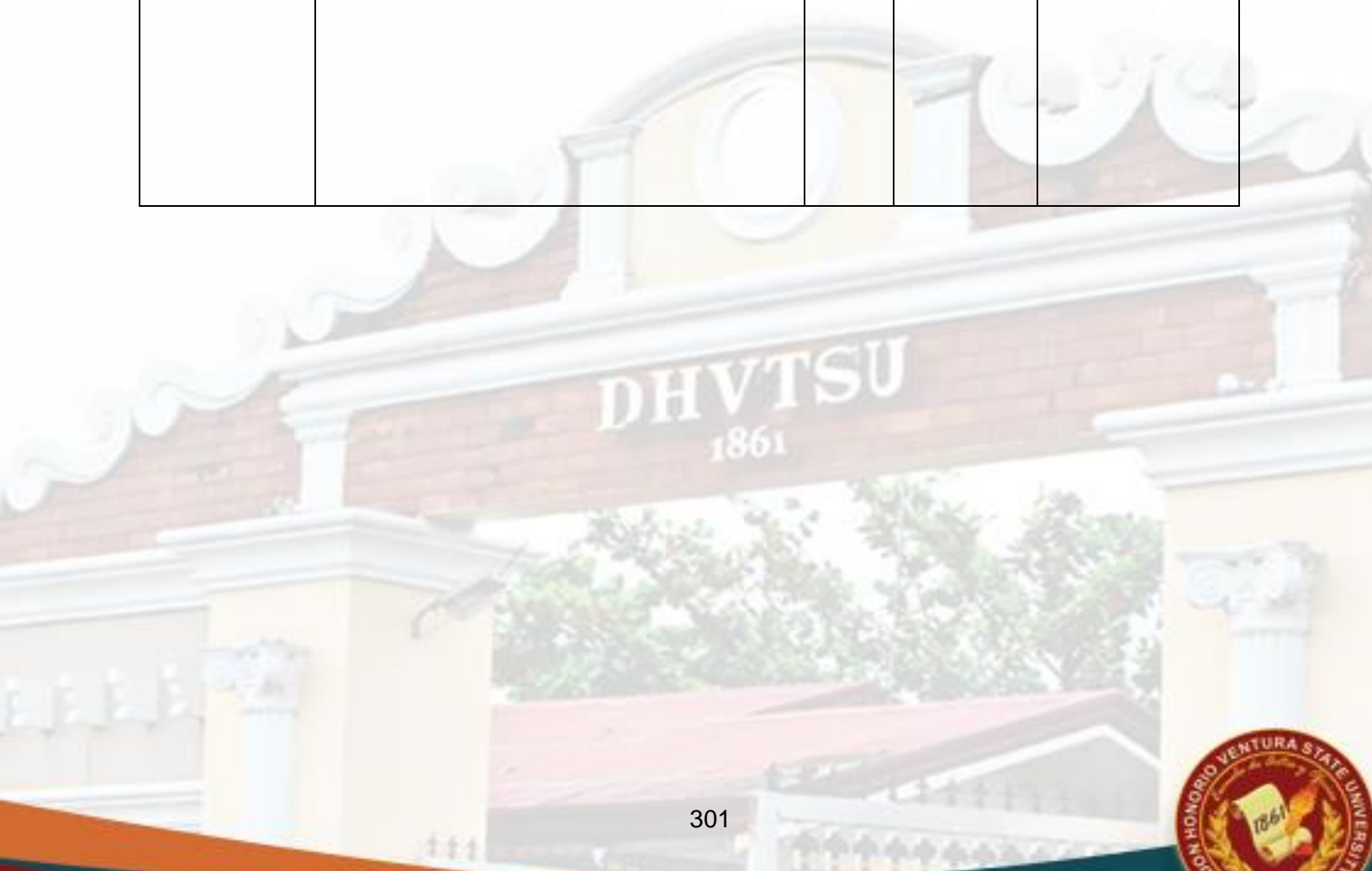
None

5  
Minutes

*Administrative Aide /*  
Office of the  
University  
Registrar



<p>3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office</p>		<p>PHP 50/page</p>	<p>3 Minutes</p>	<p><i>Administrative Aide /</i> Office of the University Registrar</p>
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4. Present the claim stub, official receipt and Authorization Letter (for a representative) to the Registrar's Office.	4. Release the requested documents	None	5 Minutes	Administrative Aide I Office of the University Registrar
<b>TOTAL:</b>		PHP 50/page		18 Minutes

### 5. Issuance of Diploma

This covers the procedure in the issuance of diploma issued by the university to students who have successfully completed a particular course of study.

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen



Who may avail:	All graduates of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1	Student's ID or any government issued ID (1 original)	1	Management Information Systems, 2 <sup>nd</sup> Floor, Administration Bldg.	
2	Clearance (1 original)	2	Accounting Office, 1 <sup>st</sup> Floor Administration Bldg.	
<b>Representative's additional requirements</b>				
1	Duly signed Authorization Letter (1 Original)	1	Person being represented	
2	Any government issued ID (1 Photocopy)	2	Person being represented	
<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 issuance of Diploma, sign in the client logbook and present Student ID at the Registrar's Office. <b>Note:</b> For representative, present any government issued ID and Authorization Letter	1. Verify, check or retrieve the requested diploma and schedule the date of release	None	10 Minutes	University Registrar/ Registrar III/ Assistant Registrar/ Admin. Aide VI/ Admin. Aide IV/ Admin. Aide I Office of the University Registrar
<b>TOTAL:</b>		None	10 Minutes	



## 6. Enrolment for New Students and Transferees

This covers the procedure for the enrolment of new students and transferees.

<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen

<b>Who may avail:</b>	All students who qualified in the University Admission Test		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Form 138/Copy of Grades of Transferee (1 original)	1	From former school
2	Certificate of Good Moral Character (1 original)	2	From former school
3	Transfer Credential/Honorable Dismissal (for transferees) (1 original)	3	From former school





4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, San Fernando, Pampanga
5	2x2 pictures with white background (2 pieces)	5	Photo Studios

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Advising Form at the	1. Issue Advising Form	None	10 Minutes	<i>College Dean</i>
2. Fill-out the Advising Form and submit to the College Dean's Office	None		10 Minutes	<i>College Dean</i>





## 7. Enrolment for Old, Continuing and Returning Students

This describes the enrolment procedure for old, continuing and returning students.

<b>Office or Division:</b>		Office of the University Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Any student who are qualified to re-enroll at DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1	University issued Student's ID (1 original)		1	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga
2	Academic Program Evaluation (1 original)		2	Respective Colleges
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure an Advising Form at the College Dean's Office	1. Issue Advising Form	None	10 Minutes	<i>College Dean</i>
2. Fill - out the Advising Form and submit to the College Dean's	Check the requirements and fill out the advising form and forward the documents to the office of the University Registrar encoding	None	10 Minutes	<i>College Dean</i>





Office	2. Encode and print the Certificate of Registration	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I</i> Office of the University Registrar, DHVSU, Bacolor, Pampanga
	3. Forward the Certificate of Registration to the Dean/ Chairman of different colleges for distribution	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I</i> Office of the University Registrar, DHVSU, Bacolor, Pampanga
<b>TOTAL:</b>		None	40 Minutes	



## 8. Application for Grade Discrepancy Form

This covers the procedure in requesting for grade discrepancy form. It is a process done within the university to correct a posted grade of student.

<b>Office or Division:</b>		Office of the University Registrar (OUR)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government-to-Government		
<b>Who may avail:</b>		DHVSU Faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Duly signed Grading Sheet (1 original)	1	Management Information Systems, 2 <sup>nd</sup> Floor, Administration Bldg.	
2	Student Record (1 original)	2	Concerned Instructor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present The grading sheet to the University Registrar including the student record and sign in the client Log Sheet at the OUR.	1. Check the posted grade, verify the student record, and issue Grade Discrepancy Form to the instructor	None	5 Minutes	<i>University Registrar Office of the University Registrar</i>
Submit the Grade Discrepancy Form including requirements at the Registrar's Office.	1. Input the corrected grade and ensure proper documentation.	None	3 Minutes	<i>University Registrar Office of the University Registrar</i>
<b>TOTAL:</b>		None	8 Minutes	



## 9. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

<b>Office or Division:</b>		Office of the University Registrar (OUR)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All DHVSU College Students with an Incomplete Grade		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's ID (1 original)	1	Management Information Systems, 2 <sup>nd</sup> Floor Administration Bldg.	
2	Official Receipt (OR) as payment for the Incomplete Grade Agreement Form (1 original)	2	Cashiering Office, 1 <sup>st</sup> Floor, Administration Bldg.	
<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 Incomplete Grade Agreement Form, present Student's ID and sign in the client Log Sheet at the OUR.	1. Check the student's academic record for the incomplete grade and issue payment stub	None	5 Minutes	Registrar III/ Administrative Aide VI/ Administrative Aide IV Administrative Aide I/ Office of the University Registrar





2.	Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office	2.	Issue the Incomplete Grade Agreement Form	PHP 100	5 Minutes	Registrar III/ Administrati ve Aide VI/ Administrati ve Aide IV Administrati ve Aide I/ Office of the University Registrar
<b>TOTAL:</b>		PHP 100		10 Minutes		
2	PSA Birth Certificate (1 Original, 1 photocopy)	2		Philippine Statistics Authority (PSA), Maimpis, CSFP		
3	Student's ID or any Government Issued ID (1 Original)	3		Management Information Systems, 2 <sup>nd</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
4	Duly signed Clearance (1 Original)	4		Accounting Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
5	Documentary Stamps (2 pieces)	5		BIR, Sindalan, CSFP		
6	Official Receipt (OR) as payment for the TOR and Form 137 (1 Original)	6		Cashiering Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
7	Duly signed Authorization Letter for the representative (1 Original)	7		Person being represented		
8		Any government issued ID of the representative (1 Photocopy)	8		Person being represented	



<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 Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and client Log Sheet at the OUR.	1. Issue Application Form	None	5 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>



3. Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	3. Schedule the date of release and issue claim stub	PHP 110/ page	2 Days	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	<ul style="list-style-type: none"> <li>Release the requested document/s</li> </ul>	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
<b>TOTAL:</b>		PHP 110/ page	2 Days, 10 Minutes	

### 11. Application for Transcript of Records and Form 137 (Complex)

The procedure in the application of permanent academic record of a student or alumni of DHVSU.

<b>Office or Division:</b>	Office of the University Registrar (OUR)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen'		
<b>Who may avail:</b>	All students and alumni of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
	Application Form (1 original)	1	Office of the University Registrar, DHVSU, Bacolor, Pampanga





2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority (PSA), Maimpis, CSFP
3	Student's ID/One (1) Government Issued ID (1 original)	3	Management Information Systems, DHVSU, Bacolor, Pampanga
4	Clearance (1 original)	4	Accounting Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga
5	Documentary Stamps (2 pieces)	5	BIR, Sindalan, CSFP
6	Payment Receipt (1 original)	6	Cashiering Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga
7	Authorization Letter (1 Original) with two (2) valid IDs of the representative (1 photocopy)	7	Person being represented

<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 Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in	1. Issue Application Form	None	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>
2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>



3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office.	3. Schedule the date of release and issue claim stub	PHP 110/page	6 Days	Administrative Aide Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	Administrative Aide Office of the University Registrar
<b>TOTAL:</b>		PHP 110/page	6 Days, 15 Minutes	

## 12. Application for Transfer Credentials (Honorable Dismissal) and Copy of Grades

This describes the procedure in requesting for transfer of credentials certifying that a student has no pending accountabilities with the school and is eligible for transfer to another educational institution.

<b>Office or Division:</b>	Office of the University Registrar (OUR)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All students of DHVSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Application Form (1 original)	1	Office of the University Registrar, 1 <sup>st</sup> Floor Administration Bldg.
2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority, Maimpis, CSFP



3	Student's ID/One (1) Government Issued ID	3	Management Information Systems, 2 <sup>nd</sup> Floor Administration Bldg.	
4	Clearance (1 Original)	4	Accounting Office, 1 <sup>st</sup> Floor Administration Bldg.	
5	Documentary Stamps (4 pieces)	5	BIR, Sindalan, CSFP	
6	Official Receipt of Payment (1 Original)	6	Cashiering Office, 1 <sup>st</sup> Floor Administration Bldg.	
7	Authorization Letter (1 original) with two (2) valid IDs (for a representative) (1 photocopy)	7	Person being represented	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR	1. Issue application form	None	5 Minutes	<i>Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>





2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office	3. Schedule the date of release and issue claim stub	PHP 110/ page	2 Days	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
<b>TOTAL:</b>		PHP 110/ page	2 Days, 15 Minutes	



### 13. FILING OF APPLICATION FOR SCHOLARSHIP & FINANCIAL ASSISTANCE

Application of scholarships & financial assistance program to all bona fide DHVSU tertiary level students.

<b>Office or Division:</b>		Scholarships & Financial Assistance Unit	
<b>Classification:</b>		Complex	
<b>Type of Transaction:</b>		G2C - Government to Citizen	
<b>Who may avail:</b>		All bona fide DHVSU students who are in tertiary level	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1	Application Form (1 original)	1	Scholarships & Financial Assistance Unit & Provider (Benefactor), University Registrar's Office, 1 <sup>st</sup> Floor Administration Bldg.
2	Certificate of Registration (1 original and 1 photocopy)	2	University Registrar's Office, 1 <sup>st</sup> Floor Administration Bldg.
3	Certificate of Grades (1 original )	3	University Registrar's Office, 1 <sup>st</sup> Floor Administration Bldg.
4	University issued Student's I. D. (1 Photocopy)	4	Internet Multimedia Center (at the back of Administration Bldg.)
5	Original Copy of Good Moral Certificate (1 Original and 1 photocopy)	5	Guidance & Testing Center (infront of CAS Bldg.)
6	ITR or Certificate of Indigency (1 Original and 1 photocopy)	6	BIR/ Respective Barangay
7	Duly signed Letter of Intent (1 Original)	7	DHVSU Student



<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 application form and requirements at the University Registrar's Office.	1. Issue application form & requirements	None	2 Minutes	Administrative Aide I <i>Scholarships &amp; Financial Assistance Unit</i> University Registrar's Office
2. Submit accomplished application form & requirements at the University Registrar's Office.	2. Validate and evaluate submitted documents	None	2 Minutes	Administrative Aide I <i>Scholarships &amp; Financial Assistance Unit</i> University Registrar's Office
3. Prepare for interview	3. Conduct Interview	None	15 Minutes	Administrative Aide I <i>Scholarships &amp; Financial Assistance Unit</i> University Registrar's Office



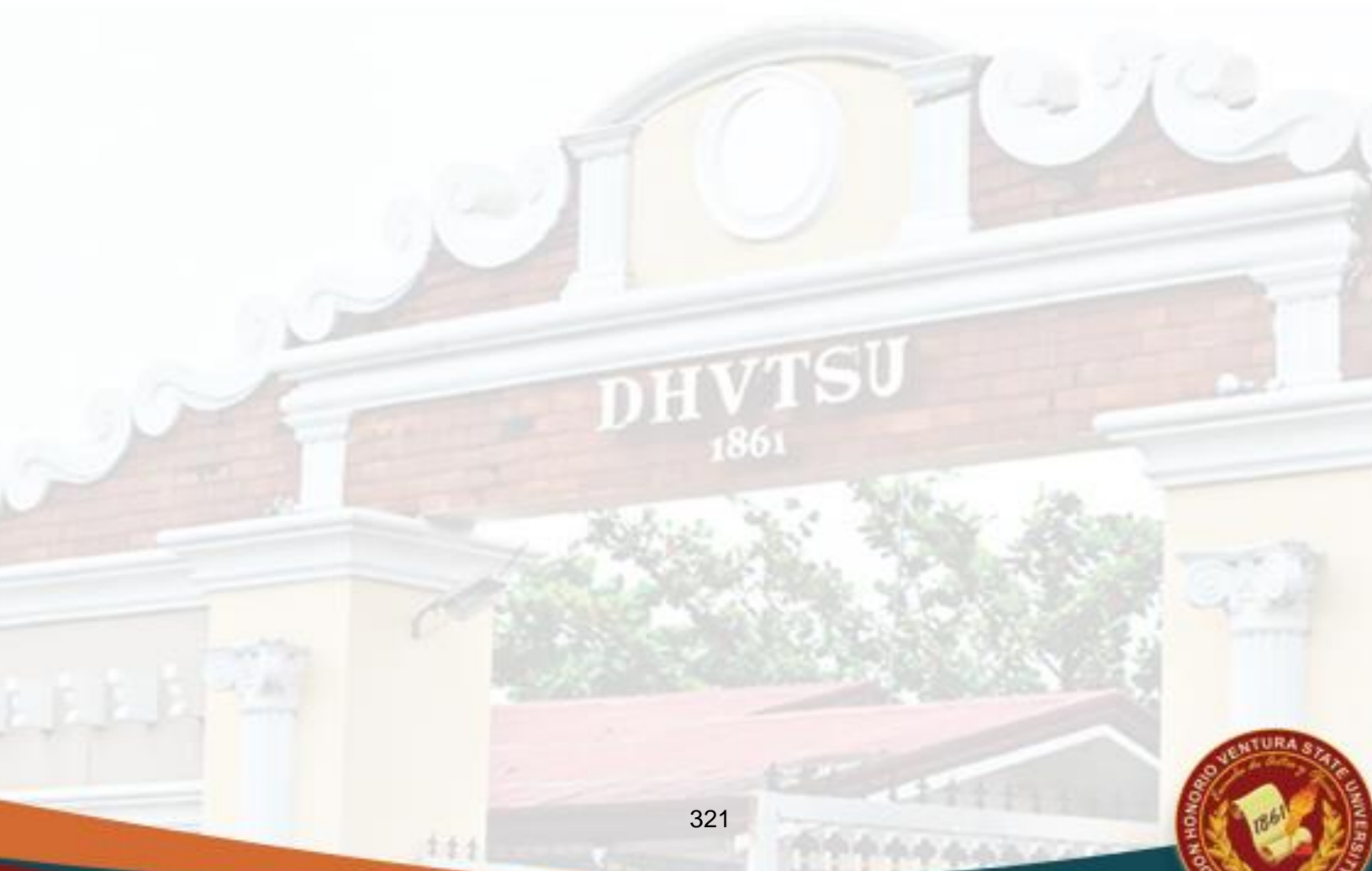


<p>4. Wait for the result of the interview  <b>Note:</b> <i>The time of the result of the interview is highly dependent on the scholarship/ financial assistance applied for. Most government agencies (i.e. CHED and DOST) have their respective timetable of activities while private scholarship program takes around three (3) days to a week after the interview.</i></p>	<p>4. Inform the applicant on the result of the interview whether the applicant will be granted or not.</p>	<p>None</p>	<p>Varies timetable of each scholarship &amp; financial assistance programs</p>	<p>Administrative Aide I  Scholarships &amp;  Financial Assistance  Unit  University Registrar's  Office</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p><b>18 minutes plus varies timetable of each scholarship &amp; financial assistance programs</b></p>	



# PLANNING AND DEVELOPMENT OFFICE

Internal Services



## 1. Individual and Office Performance Commitment (IPC/OPC) Validation

This describes the validation of the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.

<b>Office or Division:</b>		Planning and Development Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		All bona fide DHVSU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Individual Performance Commitment (IPC) Form ( 1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 <sup>nd</sup> Floor, Admin.Bldng)		
2	Office Performance Commitment (OPC) Form	2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 <sup>nd</sup> Floor, Admin.Bldng)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book		1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
2. Submit the required documents to Counter 1 for initial assessment and verification		2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the validated document		3. Validate the accuracy and alignment of the success indicators to the agency's targets and strategic directions	None	5 Minutes	<i>Director</i> Planning and Development Office
4. Receive the validated document		4. Record all the comments, suggestions, and recommendations on the accomplished forms	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
		<b>TOTAL:</b>	None	10 Minutes	





## 2. Individual and Office Performance Commitment and Review (IPCR/OPCR) Evaluation

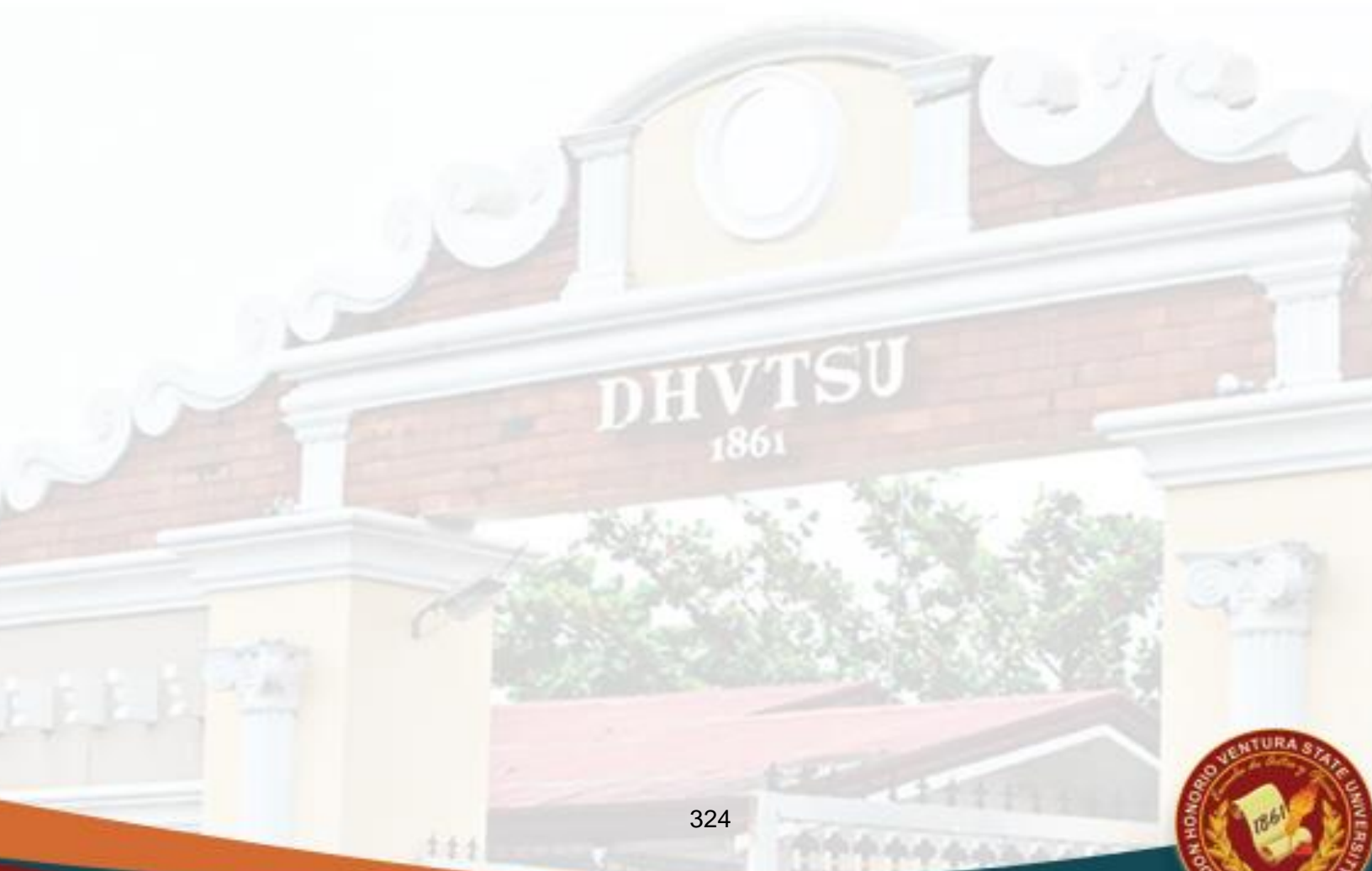
This describes the validation of the Individual and Office Performance Commitment and Review document policies, procedures, and data to ensure excellent and quality delivery of services in consonance with the University Strategic Plan 2019-2023.

<b>Office or Division:</b>		Planning and Development Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		All bona fide DHVSU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Individual Performance Commitment and Review (IPCR) Form ( 1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 <sup>nd</sup> Floor, Admin.Bldng)		
2	Office Performance Commitment and Review (OPCR) Form (1 original, 1 photocopy)	2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 <sup>nd</sup> Floor, Admin.Bldng)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book		1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
2. Submit the required documents to Counter 1 for initial assessment and verification		2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	3 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the evaluated document		3. Prepare the evaluation report and provide feedback based on the identified performance/success indicators	None	10 Minutes	<i>Director</i> Planning and Development Office
4. Receive the evaluated document		4. Record the individual and office performance rating reflected on the validated documents	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
		<b>TOTAL:</b>	None	15 Minutes	



# **PUBLIC INFORMATION OFFICE**

Internal Service



## 1. Approval for Posting of Materials

This covers the procedure in seeking approval for posting of materials within the University premises

Office or Division:		Public Information Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All Concerned Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Layout / Copy of the Materials to be Posted (1 original)		1	Public Information Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Office Client Logbook	1. Require client to log in the Office log book	None	1 Minute	<i>Administrative Aide</i> Public Information Office
2. Submit a copy of the materials to be posted	2. Receive and review the materials to be posted	None	2 Minutes	<i>Administrative Aide</i> Public Information Office
3. Receive the approved materials (with stamp) for posting	3. Approve the materials for posting and record the details of transaction in the DPO/PIO Log sheet	None	2 Minutes	<i>Administrative Aide</i> Public Information Office
<b>TOTAL:</b>		None	4 Minutes	





# QUALITY ASSURANCE OFFICE

Internal Service



## 1.Verification of Quality Activities

This describes the procedure in verifying quality activities and other related results that comply with ISO 9001:2015 Quality Management System (QMS). It also determines the effectiveness of the system.

Office or Division:	Quality Assurance Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Units (i.e., All Campuses)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Internal Quality Audit Master Plan (1 original)	1	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
2	Internal Quality Audit Plan Plan (1 original)	2	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
3	Quality Management System Checklist Plan (1 original)	3	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
4	Audit Memo Plan (1 original)	4	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
5	Internal Quality Audit Report Plan (1 original)	5	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
6	Internal Quality Audit Summary Log Sheet Plan (1 original)	6	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
7	Auditor's Performance Evaluation Plan (1 original)	7	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)	
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Inquire about the audit schedule or request for a reschedule in response to the Audit Memo</p>	<p>1.1 Prepare an Internal Quality Audit Master Plan for the next calendar year</p> <p>1.2 Review and approve the Internal Quality Audit Master Plan</p> <p>1.2 Prepare the Internal Quality Audit Plan which</p>	<p>None</p>	<p>5 Days</p>	<p><i>Lead Auditor/Audit Team</i> Quality Assurance Office</p>
	<p>includes the following: area to audit/process; date of the audit; duration of time; name of auditee/s; name of auditor/s; and ISO clauses</p> <p>1.3 Prepare the Quality Management System Audit Checklist by reviewing and studying the standards, procedures, instruction and nonconformity noted on the previous audit</p>			

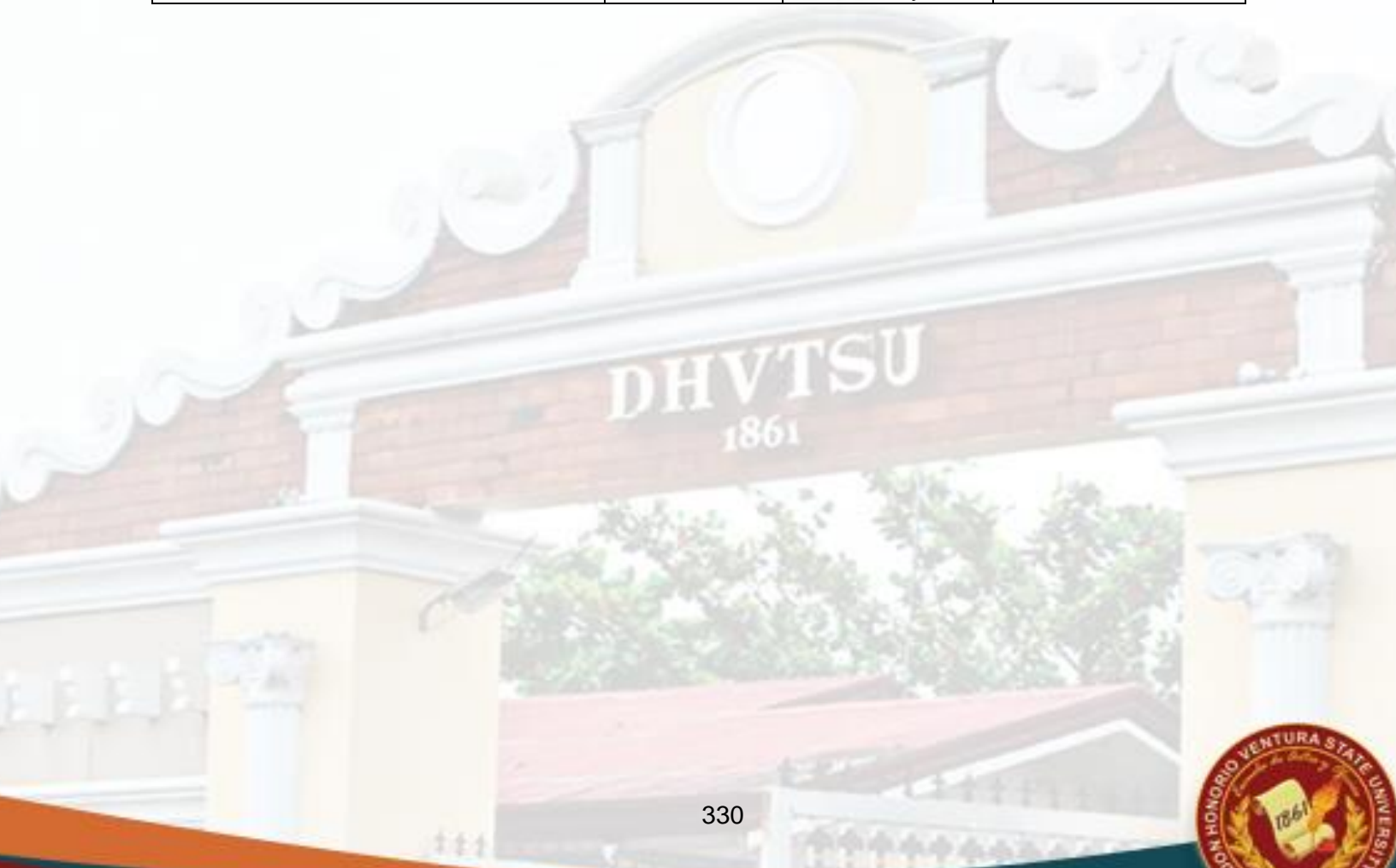




2. Prepare the necessary documents for audit	2. Conduct semi-annual audit based on the following methods: Desk audit -review of all applicable documents; Interview of the personnel assigned in the area being audited; Compliance check of actual implementation against the documented requirement; Results of audit are recorded on the applicable audit checklists.	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office
3.1 Acknowledge the Internal	3.1. Generate an Internal Quality Audit Report	None	5 Days	Lead Auditor/Auditors

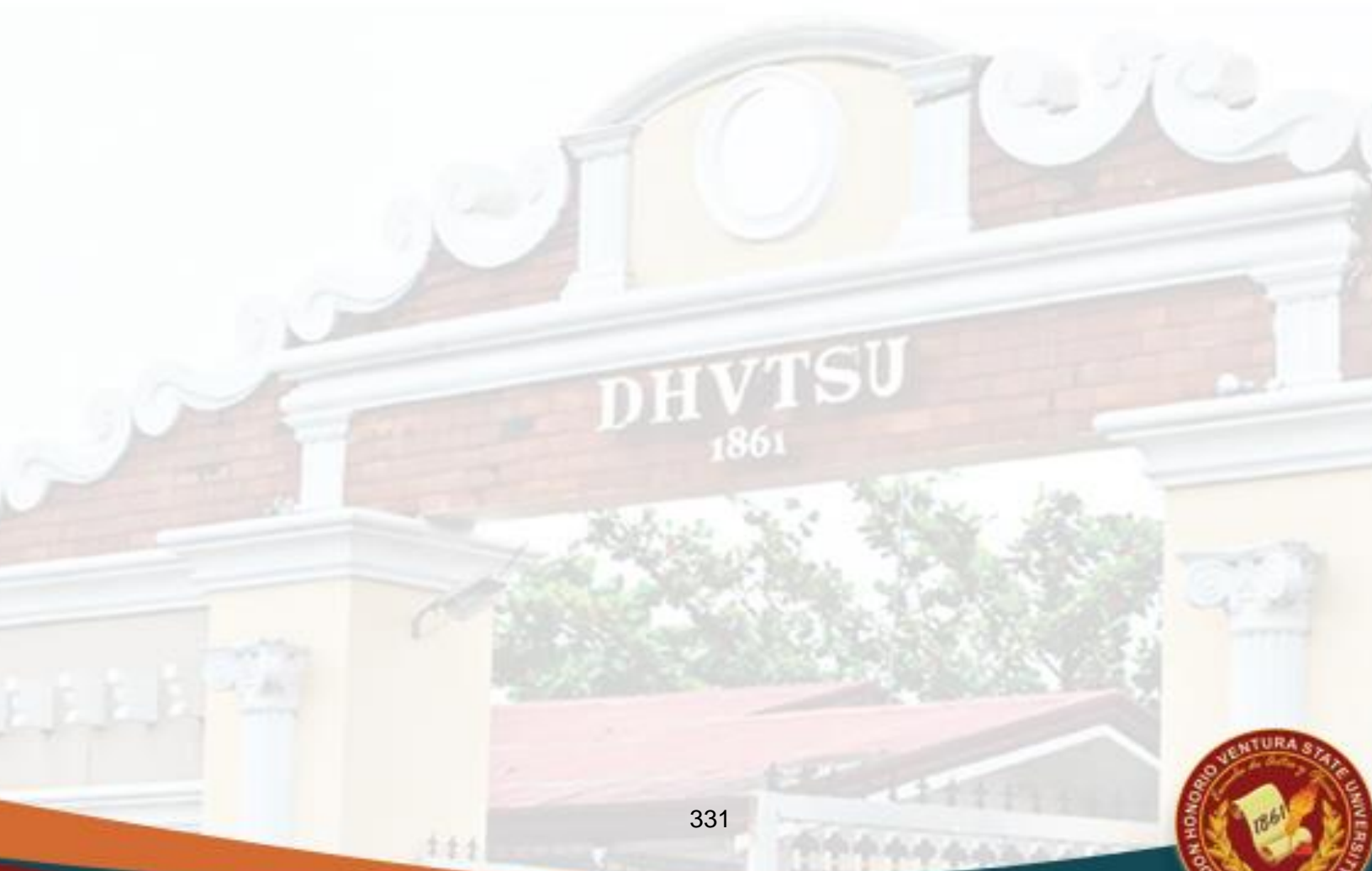


<p>Quality Audit Report by signing the document</p> <p>3.2 Prepare the necessary documents for follow-up audit</p>	<p>addressed to the auditee/person responsible in implementing the deviated procedure and instruction.</p> <p>3.2 Conduct a surprise follow-up audit within five (5) working days based on the agreed date of corrective action completion</p> <p>3.3 Perform semi-annual audit</p> <p>3.4 Evaluate the effectiveness of the Internal Audit</p>			<p>Quality Assurance Office</p> <p><i>Auditor/Audit Team</i> Quality Assurance Office</p> <p><i>Internal Quality Auditor</i> Quality Assurance Office</p> <p><i>Top Management</i></p>
<b>TOTAL:</b>		None	15 Days	



# RESEARCH AND DEVELOPMENT SERVICES OFFICE

Internal Services





## 1. Research Paper Application

This covers review and endorsement of research proposals and completed outputs for presentation in the University In-House Review

Office or Division:	Research Management Office (RMO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Research Paper Processing Application Form (1 original)	1	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)	
2	Rubric for Research Paper Evaluation (1 original)	2	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)	
3	Hard and Soft Copies of Research Paper (1 original)	3	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)	
4	RMO Compliance Form (1 original)	4	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)	
5	Enhanced Research Paper ( 1 original)	5	Researcher	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements to the Research Coordinator for the endorsement to the Dean/ Campus Director/ Secondary School Principal	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	4 Days	Research Coordinator, College Specialists Research Management Office



2. Comply with the recommendations of the College Specialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research Management Office (RMO) through its Research Centers	None	1 Day	Research Coordinator, College Specialists, Research Center Manager, Research Management Office
3. Wait for the result of the review process of the RMO through its Research Centers	3. Facilitate the review process	None	15 Days	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
4. Comply with the recommendations of the RMO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
<b>TOTAL:</b>		None	21 Days	

## 2. Monitoring of Internally-Funded Research

This includes all research papers presented and approved in the University In House Review

Office or Division:	Research Management Office (RMO)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Faculty Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Research/Project Implementation Agreement ( 1 original)	1	Research Management Office; Research Coordinator	
Status/Progress Report Form (1 original)	2	Research Management Office; Research Coordinator	
Work and Financial Plan (1 original)	3	Research Management Office; Research Coordinator	



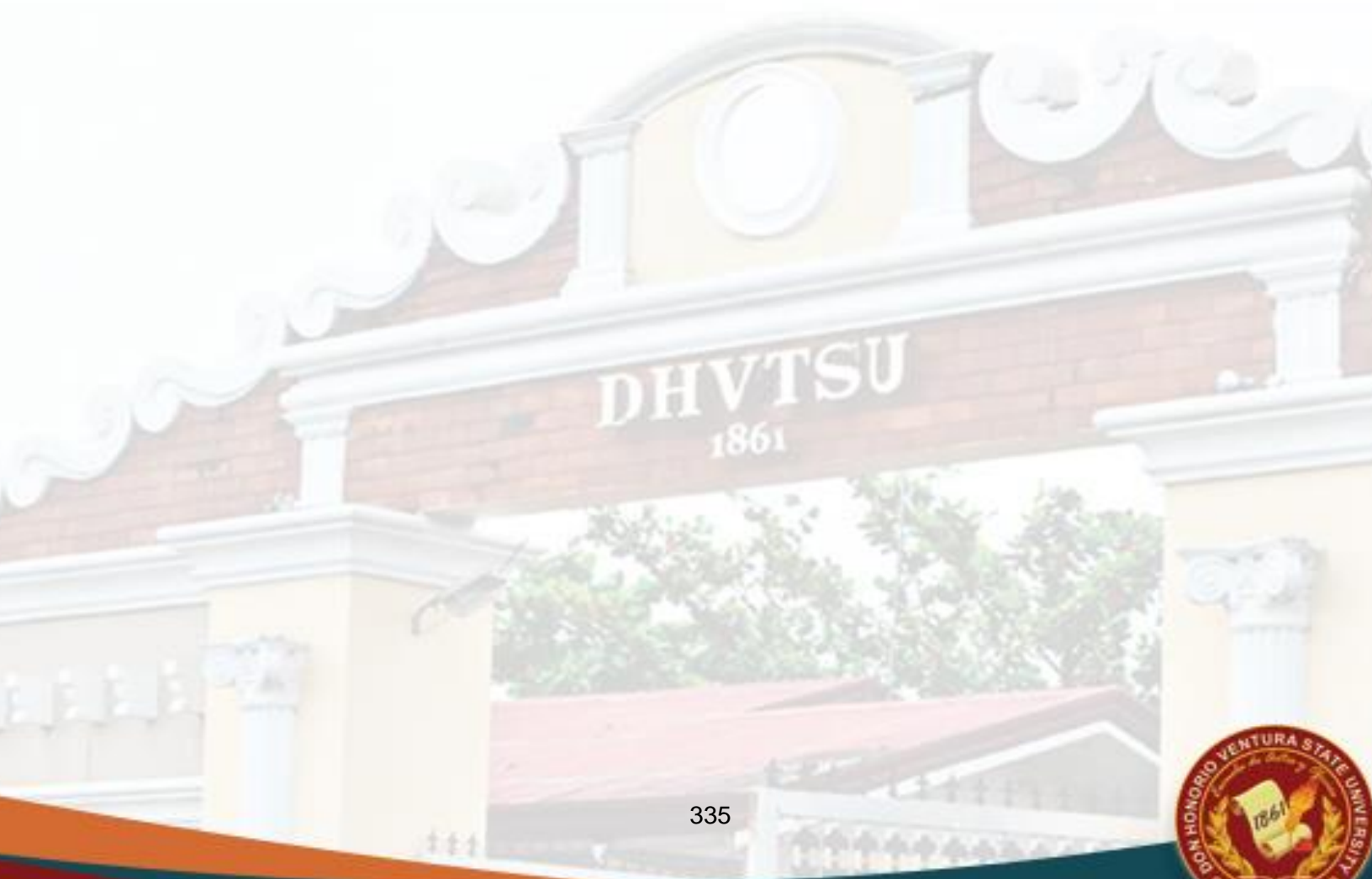
Terminal Report(1 original)	4	Research Management Office; Research Coordinator		
Research Paper Processing Application Form (1 original)	5	Research Management Office; Research Coordinator		
Hard and Soft Copy of the Research Paper	6	Researcher		
Rubric for Research Paper Evaluation	7	Research Management Office; Research Coordinator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status/Progress Report; Facilitate proper endorsement	None	5 Days	<i>RMO Director, Research Center Manager, Research Center Specialist, Research Coordinator</i> Research Management Office
2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	2. Validate the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)	None	15 days	<i>RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator</i> Research Management Office
<b>TOTAL:</b>		None	20 Days	





# Senior High School

## External Service



## 1. Enrollment Procedure of Senior High School Students

This describes the standard procedure in the enrollment system of the Senior High School students.

<b>Office or Division:</b>	Senior High School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	For Grade 11: Original Form 138			
	Diploma			
	Certificate of Good Moral ESC/QVR/LRN Certification		Previous School Attended	
	School ID			
	NCAE			
	Photocopy PSA Birth Certificate		Philippine Statistics Authority	
	2x2 picture with white background and nametag			
	For Grade 12: Original Form 138		Senior High School Department	
	Clearance		University-Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Log in the Students' Master List Directory	Verify if the student is included in the Master List	None	1 Minute	<i>Faculty in-charge</i>



Accomplish the pre-registration form	Issue the pre-registration form and feedback form with the attached documents	None	3 minutes	<i>Faculty in-charge</i>
Submit the pre-registration form to the Academic Instruction Chairperson	Evaluate/ Review and advise the subjects to be enrolled by the students	None	3 Minutes	<i>Academic Instruction Chairperson</i>
Seek the approval of the principal	Approve the pre-registration and forward it to the Office of the Registrar	None	2 Minutes	<i>Principal</i>

Verify LRN for assessment	Verify the LRN/ ESC/ QVR number of the student	None	2 Minutes	<i>Registrar Staff</i>
Pay for the corresponding fees to the cashier for non-voucher recipient	Advise the Grade 11 student to proceed to the Cashier for non-voucher	(Php8,750) Grade 12 (Php 8,405)	3 Minutes	<i>Cashier</i>





	<p>recipient and Accounting Office for the voucher recipient.</p> <p>Attach the Official Receipt and stamp the student's Certificate of Registration.</p>			
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<p>Proceed to the Accounting Office for voucher recipient</p>	<p>Advise the student to proceed to the Concerned Accounting staff. Receive the official receipt of the student for non-voucher</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>
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	recipient.			
Receive the Assessment form from the concerned accounting staff	Print and issue the Assessment form.	None	2 Minutes	<i>Accounting Staff</i>
Return to the Office of the Registrar for stamping of	Encode the subjects to be enrolled and prints the	None	3 Minutes	<i>Registrar Staff</i>
Certificate of Registration	Certificate of Registration.  Issue the Certificate of Registration to the student.			

Submit to the Accounting Office the triplicate copy of the Certificate of Registration	Advise the student to go back to the Office of the Registrar for stamping of Certificate of Registration	None	2 Minutes	<i>Accounting Staff</i>
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	Receive the triplicate copy of the Certificate of Registration.			
Validate profile to the Office of the Student Affairs	Advise the Student to proceed to Office of the Student Affairs  Validate the student's profile.  Advise the Student to proceed to MIS	None	2 Minutes	Office of the Student Affairs Staff
Request for ID to the MIS	Check the ID capturing or validation of the student	None	4 Minutes	MIS Staff

Submit customer survey satisfaction form	Instruct student to drop survey form at the drop box	None	1 Minute	Faculty in-charge
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<b>TOTAL:</b>	Grade 11 (Php8, 750)	30 Minutes	
	Grade 12 (Php 8, 405)		

## 2. Enrollment of Senior High School Students in the Private Education Assistance Committee's SHS Voucher Program System

This describes the enrolment procedure for Senior High School students who are voucher recipients.

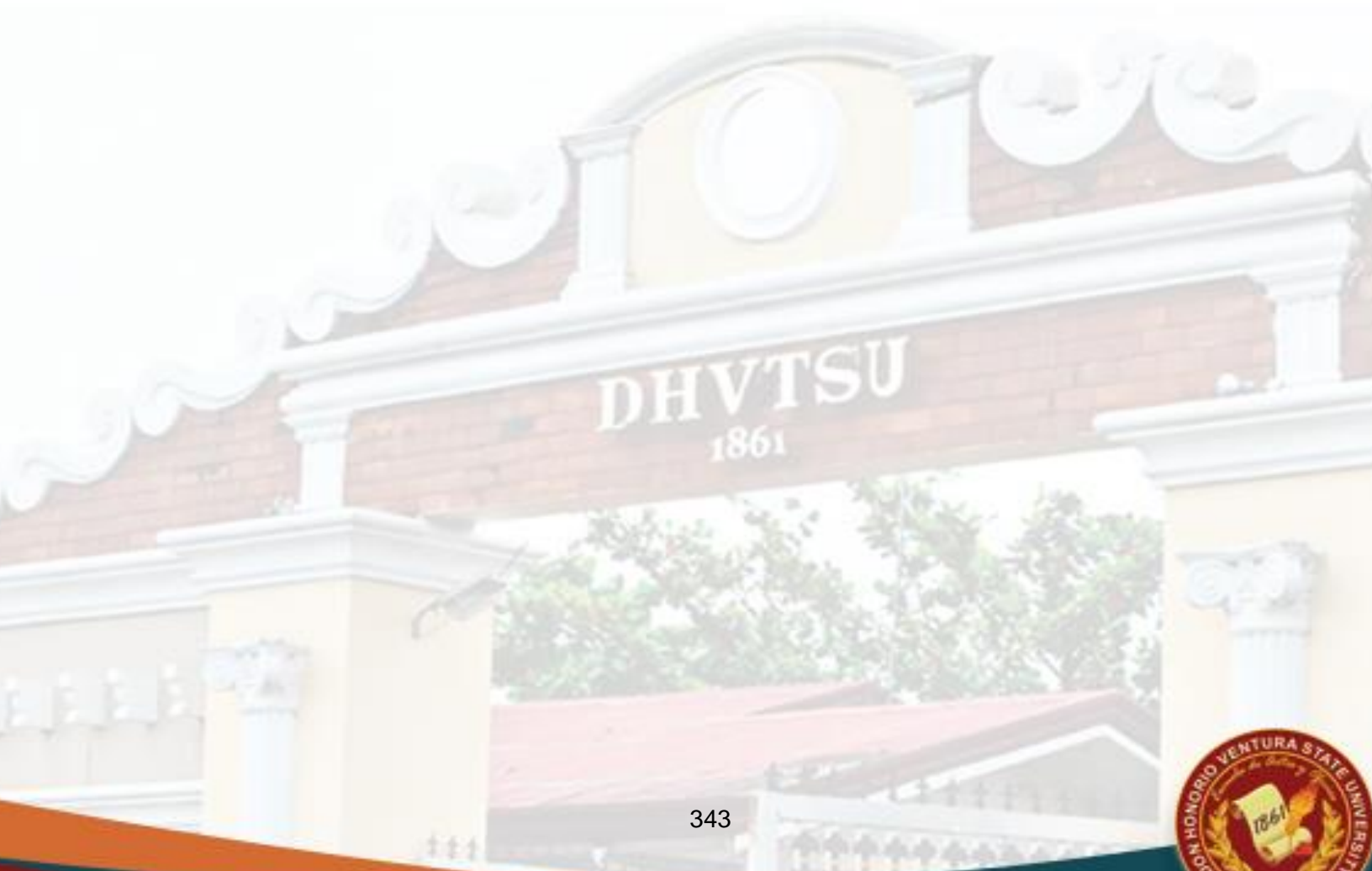
<b>Office or Division:</b>		Senior High School		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certification of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2x2 picture	1	Online Application thru PEAC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2x2 picture	1. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None	2 Minutes	<i>Class Adviser/ SHS Secretary</i>



2. Log in to PEAC system	2. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None	3 Minutes	<i>Class Adviser/ SHS-MIS Coordinator/SHS Secretary</i>
3. Wait for the verification	3.1 Verify student's record 3.2 Enroll the learner thru PEAC voucher recipient funds	None	4 Minutes	<i>Class Adviser / SHS-MIS Coordinator/SHS Secretary</i>
	3.3 Encode and issue the billing statement			
4. Wait for the confirmation for the approval of the request	4.1 Forward the billing statement to the University President for signature 4.2 Submit the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office	None	3 Months	<i>Administrative Aide</i>  <i>MIS Coordinator</i>



	4.3 Track the billing statement thru PEAC system			
5. Wait for final update of release of billing statement	5. Confirm client about the status of PEAC voucher	None	1 Minute	<i>MIS Coordinator/Class Adviser</i>
<b>TOTAL:</b>		None	3 Months, 10 Minutes	





# Senior High School

## Internal Service



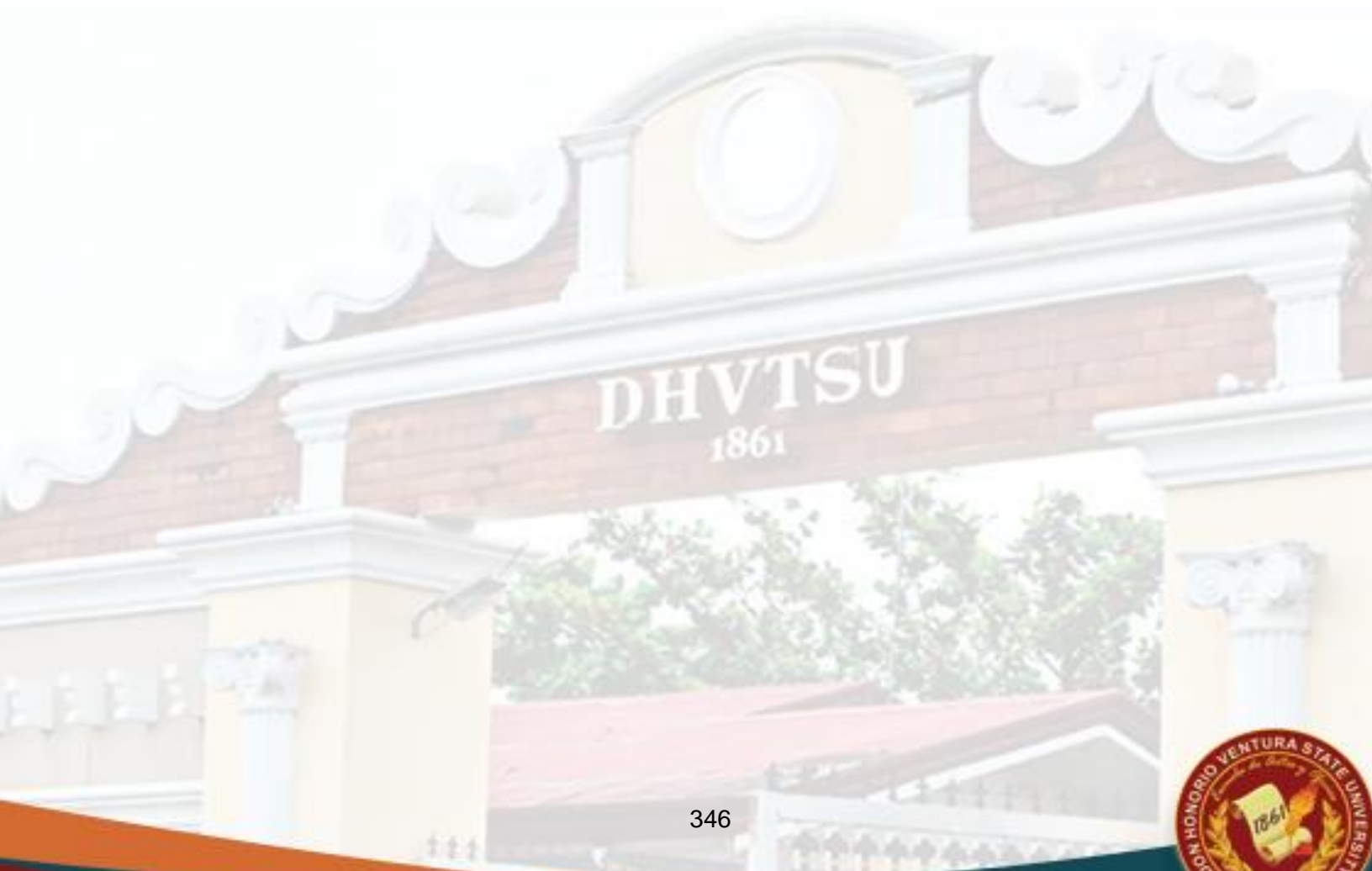
## 1. Enrollment of Senior High School Students in DepEd Learner's Information System (LIS)

This procedure covers the enrollment of Senior High School students in the DepEd Learner's Information System (LIS).

<b>Office or Division:</b>		Senior High School			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G -Government to Government			
Who may avail:		All bonafide Senior High School Students of DHVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Photocopy of FORM 138 (1 original, 1 photocopy)	1	School last attended (Grade 10 Class Adviser)		
2	Certification of ESC/QVR/LRN (1 original, 1 photocopy)	2	Online Application thru PEAC		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in the SHS Log Book		1. Issue Log Book	None	2 Minutes	<i>Administrative Aide</i>
2. Present original and submit a photocopy of Form 138 and Certification of ESC/QVR/LRN		2. Verify student's record	None	2 Minutes	<i>Administrative Aide</i>
3. Secure Students Directory		3. Issue Students Directory	None	4 Minutes	<i>Administrative Aide</i>
4. Submit Students Directory		4. Check the student's record	None	1 Minute	<i>Administrative Aide</i>
5. Submit the reviewed student's records		5. Encode student's information in the Learner's Information System	None	10 Minutes	<i>Class Adviser</i>



6. Accomplish customer satisfaction survey form	6. Issue customer satisfaction survey form	None	1 Minute	Administrative Aide
<b>TOTAL</b>		None	20 minutes	





# SPORTS AND DEVELOPMENT OFFICE

Internal Service



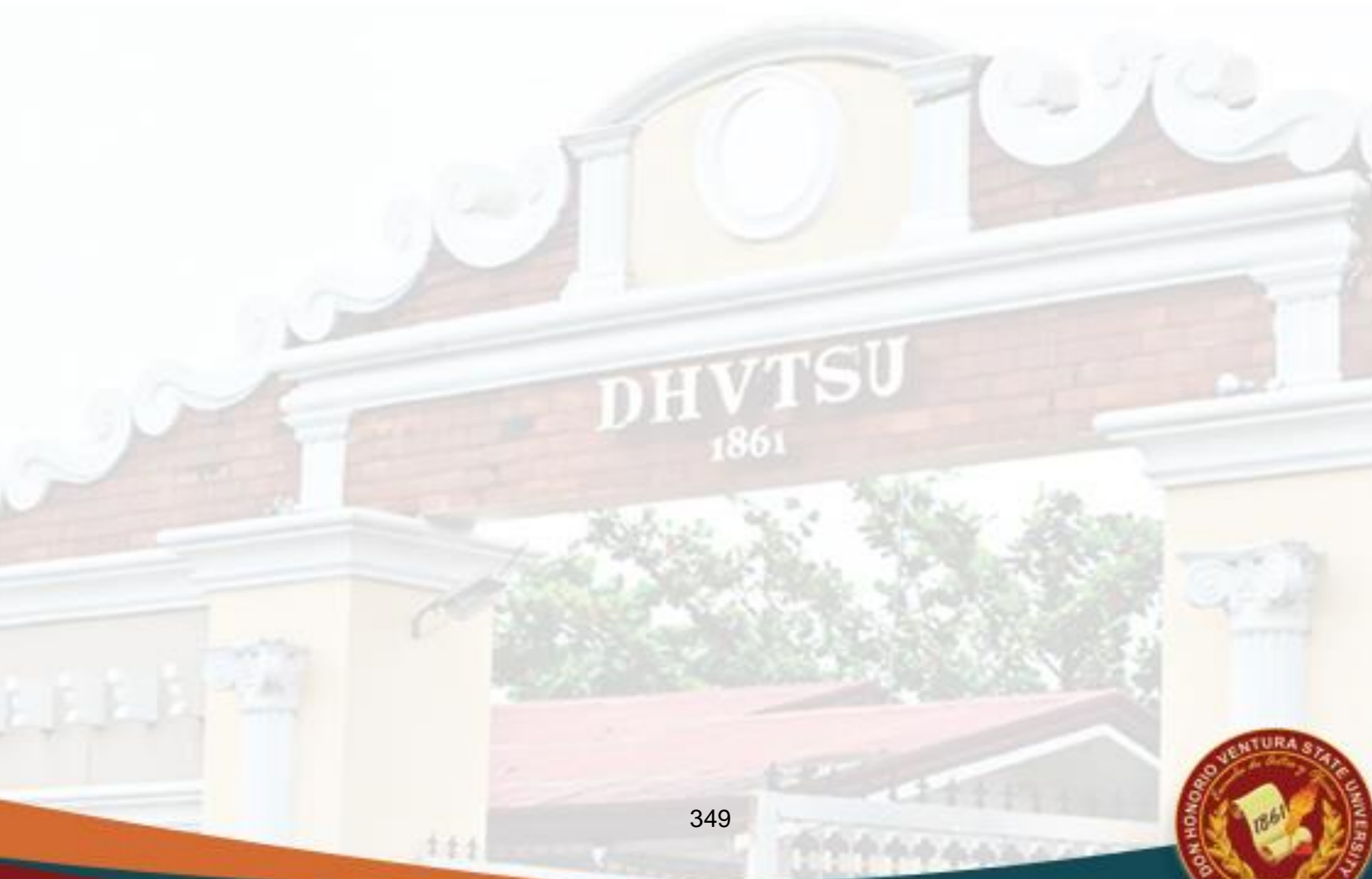
## 1. Request for the Utilization of the University Gymnasium

This describes the procedure in requesting for the utilization of the University Gymnasium.

<b>Office or Division:</b>		Office of the Sports and Development			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		All DHVSU Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Letter Request for University Gym Utilization (1 original)	1	Requesting Party		
2	Identification Card	2	Any ID issued by public and private company		
3	University Gymnasium Reservation Form (1 original)	3	Office of the Sports and Development, 1 <sup>st</sup> Floor, University Gymnasium		
4	Customer Survey Form (1 original)	4	Office of the Sports and Development, 1 <sup>st</sup> Floor, University Gymnasium		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the availability of the University Gymnasium		1.1 Check for the reservation matrix schedule of Gymnasium 1.2 Issue Reservation form and Customer Survey Form	None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
2. Submit the accomplished required documents for approval		2.1 Receive and check the accomplished required documents 2.2 Forward the documents to the University Gymnasium Manager for approval	None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
3. Wait for the release of the transaction slip		3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a	None	5 Minutes	<i>University Gymnasium Manager</i> Office of the Sports



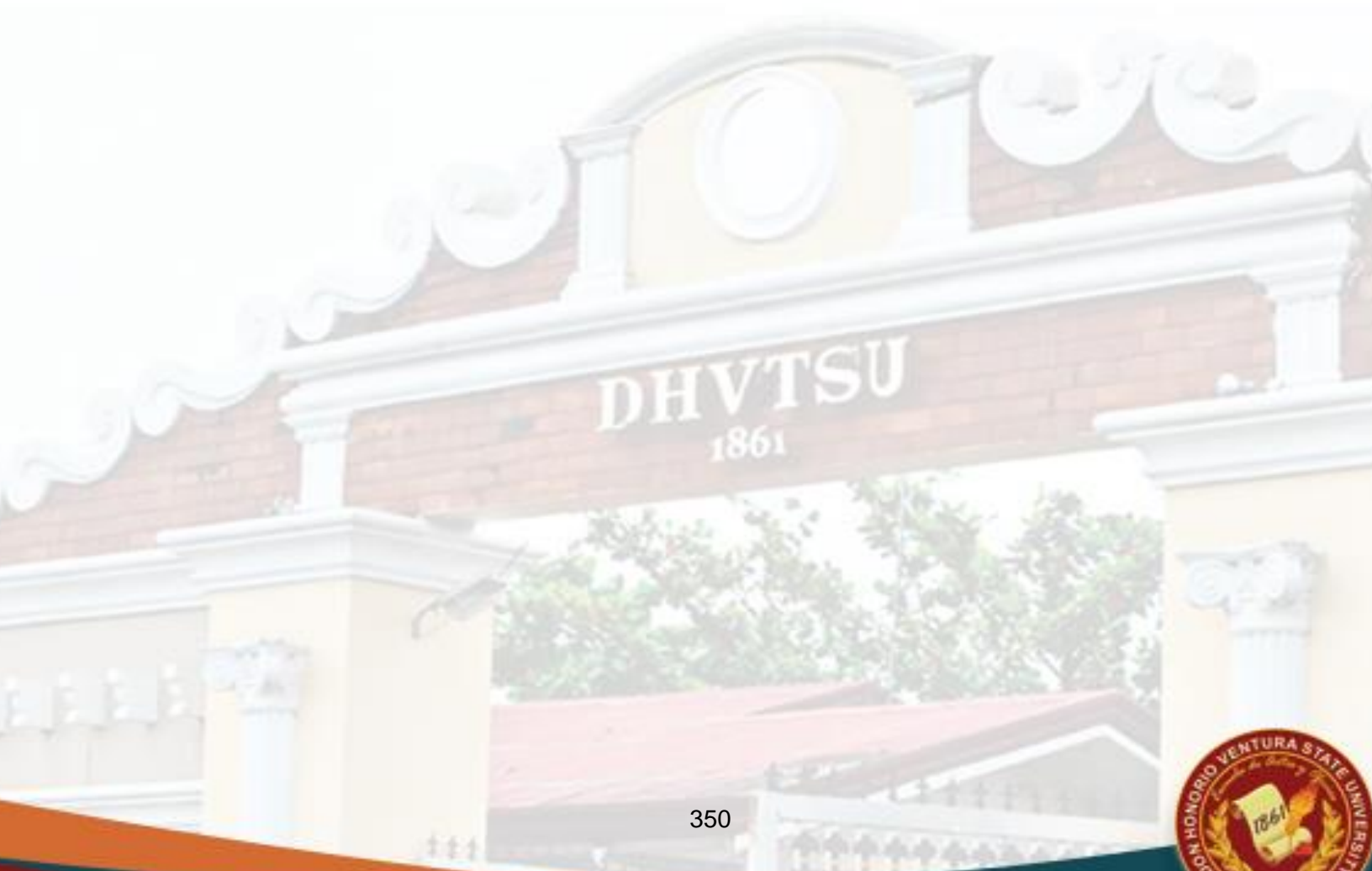
	transaction slip			and Development
<b>TOTAL:</b>		None	15 Minutes	





# UNIVERSITY CULTURE AND THE ARTS UNIT

Internal Service



# 1. AUDITION AND SELECTION OF STUDENT CULTURAL ARTISTS AND PERFORMERS

This describes the process of recruiting and selecting “would be” members of the various Official Art and Cultural Groups of the University through face to face or virtual means.

<b>Office or Division:</b>		University Culture and the Arts Unit (UCAU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All bonafide DHVSU Students with talents in Culture and various Arts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Certificate of Registration (COR)	1	Office of the University Registrar (OUR)	
2	Validated Student ID	2	Office of the Student Affairs	
3	UCAU (face to face/virtual) Audition/Selection Form Revision 001, S.2020	3	UCAU / UCAU Official FB Page	
4	UCAU Audition Parental Consent Form (face to face/virtual)	4	UCAU / UCAU Official FB Page	
5	Uploaded Video recorded /YouTube performances/Art works (for virtual audition process)	5	Students online uploads (for online audition/selection)	
<b>CLIENT STEPS</b>		<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs/Registers and fills out the UCAU face to face/Google Audition/ Selection Form		None	2 Minutes	Administrative Aide / UCAU
2. Present all Audition requirements for (face to face or online) validation to the UCAU Secretary/ FB Administration including the signed		None	2 Minutes	Administrative Aide / UCAU



UCAU Audition/ Selection Parental Consent Form (APCF) for those below 18 years old.				
3. Inquires on the actual/virtual audition/selection date for posting at the UCAU Official FB Page.	3. Posting of the schedule of audition at UCAU Official FB Page	None	2 Minutes	<i>Administrative Aide I UCAU</i>
4. Goes through a preliminary interview process (for face to face audition/selection processes) only	4. Initially interviews the auditionees/ applicants for face to face audition/selection.	None	3 Minutes	<i>Head, UCAU UCAU</i>
5. Performs/ presents artworks physically or uploads video performances/ artworks to respective Art Group Coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audition/ selection process	None	5 Minutes	<i>Art Group Coordinators UCAU</i>
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the UCAU Official FB Page	6. Posting of the list of audition/ selection qualifiers at the UCAU Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	<i>Administrative Aide I UCAU</i>
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	1 Minute	<i>Administrative Aide I UCAU</i>
	<b>TOTAL:</b>	None	5 Days, 15 Minutes	





**UNIVERSITY DISASTER RISK  
REDUCTION AND MANAGEMENT  
OFFICE**

Internal Services



## 1. Disaster Preparedness Capacity Building Training

This describes the guidelines and processes in conducting capacity building training which is under the Disaster Preparedness Program as an effective measure taken in advance to increase the level of awareness and enhance the capacity of the university to the threats and impacts of all hazards and ensure the readiness of the university to approach hazards by equipping with an appropriate response to the impact of hazards thus, preventing or minimizing the adverse effect of natural or man-made disasters.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of permission	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Attendance sheet of the participants	2.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
3.	Attendance sheet of the Trainers	3.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
4.	Accident waiver and release of liability form	4.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
5.	Pre-evaluation training form	5.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
6.	Post-evaluation training form	6.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
7.	Trainer evaluation form	7.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
8.	Checklist of every procedure included in the training	8.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
9.	Certificate of completion and participation	9.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Send a letter of request	1.Seeks permission from the President	None	10 Minutes	<i>UOSHO Director</i> UOSHO Office
2.Self-preparation physically and mentally	2.Prepare the necessary communication letters, needed materials relative to training, lectures, and PowerPoint, manual, and other documents.	None	8 Hours	<i>UOSHO Secretary</i> UOSHO Office



3. Self-preparation physically and mentally	3. Settles the virtual training room	None	10 Minutes	<i>UOSHO Secretary</i> UOSHO Office
4. Receive the program and take note of the important items like needed to bring	4. Designs the event program with specific topics per day and time ( covering the 24 hours training or 8 hours per day)	None	30 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i> UOSHO Office
5. Receive the letter and memorandum and take note of the date and schedule	6. Informs the unit/department included in the training about the details ( involved personnel, schedule, and scope)	None	5 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i> UOSHO Office
7. Receive the letter and memorandum and take note of the date and schedule	7. Informs the selected UDRRMO trainer who is involved in the training	None	5 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i> UOSHO Office
8. Read carefully the form and sign	9. Secures waiver from the participants	None	5 Minutes	<i>UOSHO Secretary</i> UOSHO Office
10. Attend the training	10. Conduct the 3-day virtual training	None	3 Days	<i>UDRRMO Trainers</i> UOSHO Office
11. Evaluate the training properly	11. Evaluates of the training proper and speakers	None	5 Minutes	<i>UOSHO Secretary</i> UOSHO Office
12. Attend the post-conference and give comments and suggestions	12. Conducts post-conference to discuss suggestions and recommendations	None	30 Minutes	<i>UOSHO Director, UDRRMO Chairperson and DRRMO Trainers</i> UOSHO Office
		<b>TOTAL:</b>	4 Days, 1 Hour, 40 Minutes	





## 2. Inter-Unit Collaboration For Disaster Resilience Education Program (IUC-DRED)

This describes the guidelines and processes in conducting the Inter-unit Collaboration for Disaster Resiliency Education Program (IUC-DRED) as a measure in disaster preparedness taken in advance to empower and increase each unit engagement with regard to school disaster resiliency and to intensify the collaboration of every unit of the university in cultivation the disaster resiliency culture among the stakeholders.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of permission	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Letter of request	2.	Requesting party	
3.	Attendance sheet of the participants	3.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
4.	Attendance sheet of the Trainers	4.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
5.	Accident waiver and release of liability form	5.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
6.	Pre-evaluation training form	6.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
7.	Post-evaluation training form	7.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
8.	Trainer evaluation form	8.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
9.	Checklist of every procedure included in the training	9.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
10.	Certificate of completion and participation	10.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures a permit of training from the president	1. Waits for the letter of request signed by the president	None	10 Minutes	<i>Requesting Party</i>



2. Submits the letter to UOSHO	2. Receives the letter and log	None	10 Minutes	<i>UOSHO Secretary</i> UOSHO Office
3. Accomplishes the form of request	3. Provides the letter of the request form	Non	5 Minutes	<i>UOSHO Secretary</i> UOSHO Office
4. Waits for the evaluation result, keep the line of communication and be ready to answer the queries	4. Evaluates and screening ( specific request and topics)	None	20 Minutes	<i>UDRRMO Chairperson</i> UOSHO Office
5. Establishes google link and send to UOSHO	5. Receives the advice on the virtual training link	None	1 Hour	<i>UDRRMO Chairperson and Requesting Party Representative</i> UOSHO Office
6. Suggests and make comments	6. Designs the activity program	None	30 Minutes	<i>UDRRMO Chairperson and Requesting Party Representative</i> UOSHO Office
7. Advices the participants to secure needed materials in their respective houses	7. Preparation of needed materials, lecture, communication letters	None	2 Hours	<i>UDRRMO Chairperson and Requesting Party Representative</i> UOSHO Office
8. Waits for the list of trainers	8. Informs the specific involved DRRMO trainers	None	5 Minutes	<i>UOSHO Secretary</i> UOSHO Office
9. Informs the involved participants and send the list to UOSHO	9. Receives the list of participants	None	5 Minutes	<i>Requesting Party Representative</i>
10. Attend the training and advice the participants to attend the training	10. Conducts the requested seminar or training	None	8 Hours	<i>UDRRMO Trainers</i> UOSHO Office



11. Evaluates the training	11. Evaluates of the activity	None	5 Minutes	UDRRMO Chairperson and Requesting Party Representative UOSHO Office
12. Attend the post-conference and give comments and suggestions	12. Conducts post Conference	None	30 Minutes	UDRRMO Chairperson and Trainers UOSHO Office
<b>TOTAL:</b>			1 Day, 5 Hours	

### 3. Disaster Preparedness: Earthquake Drill ( During Pandemic)

This describes the guidelines and processes in conducting the disaster preparedness earthquake drill to help students and university personnel learn how to react immediately and appropriately when the earthquake hazard occurs. Further, to test the ability of school members to make the most appropriate decisions to ensure their safety.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of consent to conduct the earthquake drill	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Attendance and list of names of facilitators and participants	2.	UOSHO Office ( 2nd Floor, UFC Building)	
3.	Post- evaluation form (hard copy) Post- evaluation google form ( soft copy)	3.	UOSHO Office ( 2nd Floor, UFC Building)	
3.	Photo documentation	4.	Per unit, department, and extension campus/ of the university	
4.	Memorandum	5.	Office of the president ( 2nd floor, Administrative Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reviews the earthquake drill procedure while	1. Secures a permit from the University President	None	10 Minutes	UDRRMO Chairperson UOSHO Office





waiting for the approval	to conduct an earthquake drill			
2. Reviews the earthquake drill procedure	2. Conducts a general meeting with the UDRRMO personnel and UOSHO focal person per unit/extension campus	None	40 Minutes	<i>UOSHO Director</i> UOSHO Office
3. Reviews the earthquake drill procedure	3. Prepares and sends a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP to serve as external evaluator	None	10 Minutes	<i>UOSHO Director</i> UOSHO Office
4. Receives the memorandum and follow	4. Informs all offices regarding the earthquake drill activity	None	20 Minutes	<i>UOSHO Secretary</i> UOSHO Office
5. Gives the exact count of the personnel	5. Identifies the number of university personnel present per building during the usual business operation.	None	20 Minutes	<i>UDRRMO Deputy</i> UOSHO Office
6. Helps in preparing the physical condition of the respective area of work	6. Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	None	30 Minutes	<i>Logistics Head</i> UOSHO Office
7. Attends the awareness webinar and note the important steps on how to perform and react during the drill	7. Conducts an awareness webinar on the earthquake drill procedure and proper response among the university non-teaching personnel, teaching and students who are staying in their respective houses.	None	30 Minutes	<i>UDRRMO Chairperson</i> UOSHO Office
8. Response properly to the drill based on the procedure	8. Conducts the earthquake drill following the 3 distinct phases; Alarm, Response (duck, cover, and hold), and evaluation.	None	1 Minute	<i>UOSHO Personnel</i> UOSHO Office
9. Documents the response of the department	9. Documents	None	1 Minute	<i>Per unit and extension campus</i>



10. Reflects the response done during the drill	10. Evaluates of the earthquake drill	None	5 Minutes	<i>External Government Agencies</i>
11. Conducts self-evaluation regarding the drill response and write comments and suggestion	11. Evaluates of the earthquake drill	None	5 Minutes	<i>Participants</i>
12. Listens and take note of the comments	12. Discuss the negative and positive comments from the external evaluators.	None	15 Minutes	<i>UOSHO/UDRRMO and external agencies UOSHO Office</i>
		<b>TOTAL:</b>	3 Hour, 7 Minutes	

#### 4. Disaster Preparedness: Fire Drill

This describes the guidelines and processes in conducting the disaster preparedness fire drill to help the university personnel and students to understand the basics of fire prevention and also help to prepare the university in dealing with an emergency situation that may arise because of a fire inside the school premises.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of permission	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Attendance sheet of the participants	2.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
3.	Attendance sheet of the facilitators	3.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
4.	Accident waiver and release of liability form	4.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
5.	Post-evaluation form	5.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for instructions	1. Secures a permit from the University President to conduct a fire drill	None	10 Minutes	<i>UOSHO Director UOSHO Office</i>





and official information				
2. Waits for instructions and official information	2. Invites and asks assistance from the BFP, during the preparation, actual drill, and evaluation phase.	None	10 Minutes	<i>UOSHO Director</i> UOSHO Office
3. Waits for instructions and official information	3. Conducts a general meeting together with BFP	None	40 Minutes	<i>UDRRMO Chairperson</i> UDRRMO Office
4. Receives the memorandum for the activity and be prepared	4. Informs all offices regarding the fire drill activity	None	10 Minutes	<i>UOSHO Secretary</i> UOSHO Office
5. Follows the designated evacuation site and cooperate during the actual drill	5. Identifies the possible evacuation site and designated meeting place to be used per cluster if a fire hazard occurs.	None	4 Hours	<i>UDRRMO Deputy</i> UOSHO Office
6. Gives the exact number of personnel and students present in the area/ workplace	6. Identifies the number of university personnel and students present per building during the usual business operation.	None	2 Hours	<i>UDRRMO Deputy</i> UOSHO Office
7. Sees and understand the route of evacuation based on the plan	7. Prepares and posts the clear and easy-to-understand evacuation plan per room and office with proper labeling and direction. ( evacuation routes)	None	2 Days	<i>UDRRMO Chairperson</i> UOSHO Office
8. Participates in preparing the physical design of the workplace	8. Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	None	2 Days	<i>UDRRMO/ UOSHO Focal Persons</i> UOSHO Office
9. Waits for instructions and official information	9. Conducts a general orientation with the UDRRMO team and UOSHO	None	40 Minutes	<i>UDRRMO/UOSHO Focal Persons</i> UOSHO Office





10. Attends the general meeting/  Waits for instructions and official information	10. Calls a general meeting among the deans and heads per cluster to orient them regarding the process of the fire drill and their parts on the activity.	None	40 Minutes	<i>UDRRMO Chairperson UOSHO Office</i>
11. Attends the awareness seminar	11. Conducts an awareness seminar among the university personnel regarding the fire drill.	None	40 Minutes	<i>UDRRMO Chairperson UOSHO Office</i>
12. Reads and sign the waiver	12. Secures an accident waiver and release of liability form	None	5 Minutes	<i>UDRRMO Chairperson UOSHO Office</i>
Participates in the fire drill based on the orientation	Conducts the Fire drill and actual fire management	None	20 Minutes	<i>UDRRMO Chairperson UOSHO Office</i>
Reflects the response done during the drill	Evaluates the activity.	None	5 Minutes	<i>External Evaluator ( BFP)</i>
Conducts self-evaluation and give suggestions and comments	Asks for Self-evaluation	None	5 Minutes	<i>Participants</i>
Listens and takes note of the comments for enhancement	Discuss the negative and positive comments from the external evaluators.	None	15 Minutes	<i>UOSHO Director and BFP</i>
Prepares and Submit report and photo documentation	Documents (all comments must be documented and noted properly).	None	20 Minutes	<i>Per unit / Participants</i>
		<b>TOTAL:</b>	5 Days, 2 Hours, 20 Minutes	

## 5. Disaster Prevention And Mitigation: University Hazard Mapping

This describes the guidelines and processes in conducting the disaster prevention and mitigation university hazard mapping activity to prevent or minimize the potential adverse effect caused by natural or man-made hazards and to address or take immediate corrective measures to maintain



a safe academic environment. In addition, to help the planning team to analyze the university hazard vulnerability and risk. Further, to gather knowledge about hazards in the workplace to eliminate and/or reduce the risks of accidents and injuries.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of permission	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Hazard Mapping Checklist	2.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends a letter of request	1. Secures a permit from the University President to conduct the hazard mapping.	None	10 Minutes	<i>UOSHO Director</i> UOSHO Office
2. Receives the memorandum and take necessary actions to accommodate the personnel who conduct hazard mapping	2. Informs all offices regarding the hazard mapping for them not to be destructed too much during the usual business operation	None	10 Minutes	<i>UOSHO Secretary</i> UOSHO Office
3. Answers all queries of the personnel who conduct hazard mapping / assist them if necessary	3. Conducts the hazard mapping per building and per area to cover the whole university that includes structural and non-structural using the checklist.	None	2 Hours	<i>UOSHO Director and OPPF Representative (UOSHO Member)</i> UOSHO Office
4. Assists the personnel who conduct hazard mapping	4. Documents and takes pictures of all hazards identified.	None	1 Hour	<i>UDRRMO Chairperson</i> UOSHO Office





5. Gives suggestions if needed	5. Consolidate the hazard mapping findings	None	30 Minutes	<i>UOSHO Director and OPPF Representative (UOSHO Member) UOSHO Office</i>
6. Gives suggestions and recommendations as needed ( especially if within the working area)	6. Discuss the consolidated hazards identified and potential hazards that might occur relative to the existing hazard identified.( include the sources and possible measures to address it)	None	40 Minutes	<i>UOSHO Director and OPPF Representative (UOSHO Member) UOSHO Office</i>
7. Contributes to the suggestions during consolidation	7. Make recommendations and possible corrections to eliminate the hazards	None	30 Minutes	<i>UOSHO Director and OPPF Representative (UOSHO member) UOSHO Office</i>
8. Waits for the corrective actions once filed	8. Prepares a comprehensive report with recommendation  Submits the report to the Executive Vice President (EVP) for review and evaluation.	None	40 Minutes	<i>UOSHO Director and Secretary UOSHO Office</i>
9. Waits for the corrective actions once approved	9. Forwards the consolidated findings and recommendation to the President	None	10 Minutes	<i>UOSHO Secretary UOSHO Office</i>
		<b>TOTAL:</b>	5 Hours, 50 Minutes	

## 6. Earthquake Hazard Response

This describes the guidelines and processes in responding effectively to the earthquake hazard to prevent and minimize its adverse effect or even the disaster.

<b>Office or Division:</b>	University Occupational Safety and Health Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G- Government to Government		
<b>Who may avail:</b>	All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Class Status Report Form	1.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)





2.	Business Continuity Plan	2.	EVP Office ( 2 <sup>nd</sup> Floor, Admin Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Perform the proper response for an earthquake based on the drill/practiced	1. Activate the UDRRMO-Operation Team	None	1 Minute	<i>Incident Commander</i> UOSHO Office
2. Stay inside the room /office till the shaking stops.	2. All university personnel and students shall be instructed to stay inside the room /office till the shaking stops.	None	1 Minute	<i>Teachers/ Team head</i>
3. Perform duck, cover, and hold properly	3. Instruct to perform Duck, Cover, and Hold	None	1 Minute	<i>Teachers/ Team head</i>
4. evacuate from room/office orderly	4. Instruct to evacuate from room/office orderly (as practiced during the drill)	None	1 Minute	<i>Evacuation Team</i> UOSHO Office
5. Evacuate safely, don't run, and don't push others.	5. Identify the number of students/ teachers who are moving out of the room/office	None	2 Minutes	<i>Teacher/ Head per room</i>
6. Evacuate safely, don't run, and don't push others.	6. Identify the number of students/ teachers who are moving out of the room/office	None	2 Minutes	<i>Teacher/ Head per room</i>
7. Proceed to the designated evacuation site.	7. Instruct to proceed to the designated evacuation site.	None	5 Minutes	<i>Evacuation Team</i> UOSHO Office
8. Stay in the evacuation site and wait for further instruction	8. Count the respective evacuees handled	None	2 Minutes	<i>Assigned Head per room</i>
9. Stay in the evacuation site and wait for further instruction	9. Report to the Communication Team Head ( counting result)	None	1 Minute	<i>Head per room</i>
10. Stay in the evacuation site and wait for further instruction	10. Establish the Incident command post	None	5 Minutes	<i>Logistics Head</i> UOSHO Office



11. Stay in the evacuation site and wait for further instruction	11. Instruct the Communication Team Head to get the number of the evacuees	None	5 Minutes	<i>Incident Commander</i> UOSHO Office
12. Stay in the evacuation site and wait for further instruction	12. Instruct the Site and Security team head to do the rounds to the entire university	None	5 Minutes	<i>Incident Commander</i> UOSHO Office
13. Refrains from entering the building once evacuated	13. Inspect all the rooms and buildings for any cracks and damages, then place caution tape	None	5 Minutes	<i>Site and Security Team</i> UOSHO Office
14. Give needed details	14. If there is a casualty stayed in the building or along the corridor, call the incident commander to report and ask for help. Provide complete details ( exact location, and number of casualties)	None	5 Minutes	<i>Site and Security Team</i> UOSHO Office
15. Keep calm and stay safe	15. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.	None	10 Minutes	<i>Incident Commander</i> UOSHO Office
16. Keep calm and stay safe	16. Designate specific rescuers who will attend the casualties, what area, and how many. Deploy the Rescuers.	None	5 Minutes	<i>Rescue Team Head</i> UOSHO Office
17. Keep calm and stay safe	17. Assist, lift and move the casualties safely from the dangerous area to the established medical area.	None	5 Minutes	<i>Rescue team</i> UDRRMO Office
18. Keep calm and stay safe	18. Endorse the casualty to the medical team, report the case of the specific casualty rescued	None	5 Minutes	<i>Rescue team</i> UOSHO Office
19. Follow the instructions of the teacher for safety	19. Received the casualty and provide appropriate medical intervention.	None	10 Minutes	<i>Medical Team</i> UOSHO Office





20. Follow the instructions of the teacher for safety	20. List down on the board the number of the rescued casualties, complete details ( name, course, department, section, area found, injury, code)	None	5 Minutes	<i>Communication Team</i> UOSHO Office
21. Follow the instructions of the teacher for safety	21. Instruct the communication Team Head to call RHU if needed ambulance for a casualty who is in red and black code	None	2 Minutes	<i>Incident Commander</i> UOSHO Office
22. Keep away from the fire. Stay safe	22. Instruct the communication Team Head to call BFP if there is unmanageable fire.	None	1 Minute	<i>Incident Commander</i> UOSHO Office
23. Follow the instructions of the teacher for safety	23. If all are safe and sound, report to the EVP regarding the details of the earthquake incident including the damages reported and rescued casualties.	None	1 Minute	<i>Incident Commander</i> UOSHO Office
24. Follow the instructions of the teacher for safety	24. Report to the President	None	10 Minutes	<i>Executive Vice President</i> EVP Office
25. Listen to the official announcement	25. Declare to allow all university personnel and students to go home.	None	5 Minutes	<i>University President</i> President Office
26. Follow the instructions for safety	26. Instruct and assist evacuees in a properly and ordered manner of moving out from the university.	None	10 Minutes	<i>Evacuation Team Head</i> UOSHO Office
27. Safely go home or wait for the guardian	27. Document the incident and make a report	None	20 Minutes	<i>UDRRMO Chairperson</i> UOSHO Office
		<b>TOTAL:</b>	2 Hours, 7 Minutes	





## 7. Fire Hazard Response

This describes the guidelines and processes in responding effectively and efficiently to the Fire hazard to prevent or minimize its adverse effect.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Class Status Report Form	1.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
2.	Business Continuity Plan	2.	EVP Office ( 2 <sup>nd</sup> Floor, Admin Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Be alert and follow instructions, don't panic	1. Press the fire alarm	None	30 Seconds	<i>Teacher / Personnel inside the room or within the area</i>
2. Follow the instruction, don't panic or shout	2. All university personnel and students are instructed to get out of the room /office safely	None	30 Seconds	<i>Teacher / Personnel inside the room or within the area</i>
3. Stay away from the area of the incident	3. Activate the Operation Team Fire marshal	None	1 Minute	<i>Incident Commander UOSHO Office</i>
4. Evacuate immediately and go to a safe place away from the area of incident	4. Instruct to evacuate and room/office orderly (as practiced during the drill) using the fire exit or available exit point away from the fire.	None	1 Minute	<i>Fire Marshal UOSHO Office</i>
5. Follow the instruction, don't panic or shout	5. Instruct to proceed into the designated evacuation site ( meeting place)	None	30 Seconds	<i>Fire Marshal UOSHO Office</i>
6. Stay away from the area of the incident. Stay in a safe place/ designated evacuation area	6. Contain Closed doors & windows	None	30 Seconds	<i>Fire Marshal UOSHO Office</i>
7. Stay away from the area of	7. Extinguish the fire	None	1 Minute	<i>Fire Marshal UOSHO Office</i>



incident. Stay in safe place/ designated evacuation area				
8. Stay away from the area of the incident. Stay in a safe place/ designated evacuation area	8. Call BFP, if fire cannot be handled and is unmanageable	None	30 Seconds	<i>Communication team head</i> UOSHO Office
9. Count surely	9. Identify the number of students/teachers who moved out of the room/office	None	1 Minute	<i>Teacher responsible</i>
10. Count surely	10. Count the respective evacuees handled	None	1 Minute	<i>Teacher responsible</i>
11. Stay away from the area of the incident. Stay in a safe place/ designated evacuation area	11. Instruct the Site and Security team head to do the rounds.	None	1 Minute	<i>Safety and Security Team</i> UOSHO Office
12. Keep calm	12. If there is a casualty, deliver the person to the medical team	None	1 Minute	<i>Rescue Team</i> UOSHO Office
13. Keep calm	13. Receive the casualty and provide appropriate medical intervention.	None	1 Minute	<i>Medical Team</i> UOSHO Office
14. Wait for further instruction	14. If all are safe and sound, report to EVP regarding the details of the fire incident including the damages reported and rescued casualties.	None	30 Minutes	<i>Incident Commander</i> UOSHO Office
15. Wait for further instruction	15. Forward the report to the University President for cancellation of classes and going home	None	30 Minutes	<i>Executive Vice President</i> EVP Office
16. Follow the official instruction from the President	16. Document the incident	None	20 Minutes	<i>UDRRMO Chairperson</i> UOSHO Office
		<b>TOTAL:</b>	1Hour, 30 Minutes, 30 Seconds	





## 8. Heavy Rains Hazard Response

This describes the guidelines and processes in responding effectively to the Typhoon/ Heavy Rains Hazard to prevent or minimize its adverse effect while the usual academic business operation is going on.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	BCP	1.	EVP Office 2 <sup>nd</sup> floor admin Building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follow the instruction	1. Activate the Operation Team	None	1 Minute	<i>Incident Commander</i> UOSHO Office
2. Wait for further official instruction	2. Communicate with the MDRRMO Bacolor regarding the status of Bacolor in terms of Municipality decision for suspension of classes and offices	None	10 Minutes	<i>UDRRMO Chairperson</i> UOSHO Office
3. Wait for further official announcement posted on social media ( official page) or from the head of the office and teachers	3. Update the UOSHO director regarding the status of Bacolor based on the info received from the MDRRMO	None	10 Minutes	<i>UDRRMO Chairperson / PIO</i> UOSHO Office/ PIO Office
4. Wait for further official announcement posted on social media( official page) or from the head of the office and teachers	4. Forward the info to the Executive Vice President	None	5 Minutes	<i>UOSHO Director</i> UOSHO Office
5. Wait for further official announcements posted on social	5. Dialogue regarding the situation and recommended action	None	10 Minutes	<i>VPs ,UOSHO Director, and PIO</i>





media( official page) or from the head of the office and teachers. Stay safe				
6. Wait for further official announcement posted on social media( official page) or from the head of the office and teachers	6. Report to the University President	None	5 Minutes	<i>Executive Vice President</i> EVP Office
7. Follow the instructions and directly go home safely	7. Makes final decision for any class suspension or operation suspension	None	5 Minutes	<i>University President</i> President Office
8. Follow the instructions and directly go home safely	8. Ordered UOSHO regarding the decision of the University President	None	10 Minutes	<i>Executive Vice President</i> EVP Office
9. Follow the instructions and directly go home safely	9. Disseminates information through social media If classes are suspended. Give final announcement	None	10 Minutes	<i>PIO</i> PIO Office
10. Follow the instructions and directly go home safely	10. Instructs security guards to inform per office regarding the decision of the President and ask to follow the dismissal procedures (dismissal drill) If classes are suspended	None	20 Minutes	<i>GSSO Director</i> GSSO Office
11. Follow the instructions and directly go home safely	11. Instructs the security guards to make sure all students are safe and dismissed properly in an orderly manner.	None	1 Minute	<i>GSSO Director</i> GSSO Office
12. Follow the instructions and directly go home safely	12. Maintains the orderly dismissal of the students/university personnel	None	20 Minutes	<i>GSSO Director</i> GSSO Office
13. Follow the instructions and	13. Inspects per room for the presence of	None	10 Minutes	<i>GSSO</i> GSSO Office



directly go home safely	occupants, making sure no students remained in any rooms, offices, and building.			
14. Follow the instructions and directly go home safely	14. Report to the UDRRMO Chairperson regarding university status.	None	5 Minutes	GSSO GSSO Office
15. Follow the instructions and directly go home safely	15. Prepares documentation and written report	None	20 Minutes	UDRRMO Chairperson UOSHO Office
16. Follow the instructions and directly go home safely	16. Report to the UOSHO director	None	10 Minutes	UDRRMO Chairperson UOSHO Office
17. Follow the instructions and directly go home safely	17. Report to the Executive Vice President	None	5 Minutes	UOSHO Director UOSHO Office
18. Follow the instructions and directly go home safely	18. Report to the University president	None	5 Minutes	Executive Vice President EVP Office
19. Stay at safe areas/ home	19. documentation	None	10 Minutes	UDRRMO Chairperson UOSHO Office
		<b>TOTAL:</b>	2 Hours, 52 Minutes	

## 9. Disaster Recovery And Rehabilitation: Post-Hazard Checking

This describes the guidelines and processes in conducting the post-hazard checking activity that is done after the actual hazard occurs in the university. This is to immediately address the damages caused by the experienced hazard, to maintain a safe academic environment. In addition, to prevent or minimize further damage/s triggered by natural or man-made hazards in the university. This activity also involves the period between the occurrence of a hazard to rehabilitation and reconstruction for normalizing the business process of the university.

<b>Office or Division:</b>	University Occupational Safety and Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All bonafide DHVSU employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>





1.	Post hazard checking form	1.	UOSHO Office ( 2nd Floor, UFC Building)	
2.	Memorandum	2.	Office of the President	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for further notice from the PIO	1. Secures a permit from the University President	None	10 Minutes	<i>Director</i> UOSHO Office
2. Waits for further notice from the PIO	2. Declares no classes or suspension of usual business operation as ordered by the president	None	5 Minutes	<i>University President</i> <i>President Office</i>
3. Follows the official order	3. Informs all offices regarding the conduct of impact hazard assessment.	None	5 Minutes	<i>Secretary</i> UOSHO Office
4. Follows the official order	4. Conducts the post hazard checking per building and per area to cover the whole university.  Includes the structural and non-structural assessment.	None	3 Hours	<i>Safety Officers</i> UOSHO Office
5. Waits for further notice from the PIO	5. Documents and take photos of all the affected areas/structures or facilities	None	20 Minutes	<i>Safety Officers</i> UOSHO Office
6. Waits for further notice from the PIO	6. Consolidate and discuss the results of the findings	None	20 Minutes	<i>Safety Officers</i> UOSHO Office
7. Waits for further notice from the PIO	7. Prepares a comprehensive report of the results	None	20 Minutes	<i>Director</i> UOSHO Office
8. Follows the official order	8. Makes necessary recommendations for correction and abrupt reconstruction ( if needed)	None	10 Minutes	<i>Director</i> UOSHO Office
9. Follows the official order	9. Submits the report to the Executive Vice President	None	10 Minutes	<i>Director</i> UOSHO Office
10. Waits for further notice from the PIO	10. Forwards the report to the university president	None	5 Minutes	<i>Executive Vice President</i> <i>EVP Office</i>





	<b>TOTAL:</b>	5 Hours, 45 Minutes	

## 10. Declaration Of Health Status

This describes the guidelines and processes on how to declare the current health before entering the school premises. Its purpose is to assess if an employee or visitor is qualified to enter the university based on his/her health affirmation relative to COVID 19 to further protect and keep the university safe and healthy.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Health Declaration form	1.	UOSHO Office ( 2nd Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets the form make sure to wear a face mask and face shield	1. Provides Health declaration form to the visitors and employees upon entering the university.	None	5 seconds	<i>Security Guard</i>
2. Accomplishes the form truthfully and completely	2. Instructs to accomplish completely and truthfully with readable penmanship.	None	1 Minute	<i>Employee/Visitor</i>
3. Waits for the confirmation and assessment result	3. Checks the accomplished health declaration form to know if the visitor/ employee is free from COVID 19 based on the health status declared relative to COVID 19.	None	1 Minute	<i>Security Guard</i>
4. Drops the form in the dropbox	4. Drops in the drops box the accomplished Health Declaration located at the assigned office	None	1 Minute	<i>Employee/ Visitors</i>
5. Enters the school	5. Destroys after 20 days from the date of accomplishment the accomplished declaration form following the National Archives of the Philippines protocol.	None	2 Minutes	<i>Secretary per unit/ Security Guard</i>



	Total	5 Minutes, 5 Seconds	
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## 11. Reporting Hazard Identification

This describes the guidelines and processes on how to report hazards that are identified in the workplace that need immediate action to ensure the safety and welfare of the stakeholders staying inside the school premises.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Hazard Identification Report form	1.	UOSHO Office ( 2nd Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follow the protocol	1. Identifies the hazard present in the workplace	None	1 Minute	Employee
2. Complete the data needed for the reporting	2. Takes a photo of the particular hazard and identify the exact location	None	1 Minute	Employee
3. Follow the protocol	3. Identifies the possible effect of the hazard to the students and personnel in the university	None	1 Minute	Employee
4. Complete the data needed for the reporting	4. Accomplishes the Hazard Identification Report Form	None	2 Minutes	Employee
5. Follow the protocol	5. Submits the form to the UOSH office	None	5 Minutes	Employee
6. Wait for the action for the appropriate correction	6. Receives the form	None	2 Minutes	Secretary UOSHO Office
7. Wait for the action for the appropriate correction	7. Makes necessary endorsement and recommendation of action to the responsible unit depends on the hazard identified and	None	5 Minutes	Safety Officer UOSHO Office



	the extent of correction ( GSSO/ OPP)			
8. Wait for the action for the appropriate correction	8. Gets a receiving copy from the responsible office	None	2 Minutes	Secretary UOSHO Office
9. Wait for the action for the appropriate correction	9. Documents and record it.	None	5 Minutes	Safety Officer UOSHO Office
		<b>TOTAL:</b>	24 Minutes	

## 12. REPORTING AN INCIDENT

This describes the guidelines and processes on how to report an incident that happens inside the university to know the incident happens, its causes, and degree of injury. This is also used for proper documentation and recording to serve as the basis for the program enhancement for occupational safety and health of the university.

<b>Office or Division:</b>		University Occupational Safety and Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		All bonafide DHVSU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Incident Report Form (IRF)	1.	UOSHO Office ( 2nd Floor, UFC Building)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a copy of the IRF form from UOSHO	1. Provide an IRF form	None	5 Seconds	Secretary UOSHO Office
2. Accomplish the IRF to report the incident to happen, complete the needed signatories	2. Instruct to accomplish the form with complete signatories	None	1 Minute	Secretary UOSHO Office
3. Submit the IRF to UOSHO	3. Receive the accomplished IRF and record it	None	5 Seconds	Secretary UOSHO Office
4. Get a copy of the submitted report signed by the UOSHO	4. Give a copy of the accomplished IRF with a received note	None	5 Seconds	Secretary UOSHO Office





representative as proof of reporting				
5. Wait for appropriate investigation, endorsement, and action	5. Review the IRF and take appropriate investigation, action, and endorsement to the appropriate office	None	30 Minutes	Safety Officer UOSHO Office
6. Wait for appropriate investigation, endorsement, and action	6. Document the action is done and follow up the result	None	20 Minutes	Safety Officer UOSHO Office
		<b>TOTAL:</b>	51 Minutes, 15 Seconds	



# UNIVERSITY LEARNING RESOURCE CENTER

External Services



## 1. Application for New Library Card Procedure

Issuance of Library card is a requirement for availing the different services of the library.

<b>Office or Division:</b>		University Learning Resource Center (ULRC)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Certificate of Registration (1 original)	1	University Registrar's Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg.		
2	Valid ID (1 original)	2	Student Center, beside DHVSU Library Bldg.		
3	Passport size picture (1 original)	3	Any Photo shop near Gate 3 of the university		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs in the Student Log Sheet  1. Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or Valid ID		1. Provides Student Log Sheet  1. Gives Library Card Form	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
2. Submits LCF form to library staff together with the COR or Valid ID		2. Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1 passport size picture	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU





	1. Type and print new library card	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
	2. Barcode the library card	None	1 Minute	<i>University Librarian</i> , Office of the Librarian, 1 <sup>st</sup> Floor, ULRC, DHVSU
3. Receives Library Card	2. Releases library Card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
3. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
<b>TOTAL:</b>		None	10 Minutes	
1. Logs in Faculty Log Sheet	1. Provides Faculty Log Sheet	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
1. Secures and fills up Library Card Form and Library Card for DHVSU Employees	1. Gives Library Card Form and Library Card for DHVSU Employees	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
2. Submits LCF form to library staff together with 2pcs of 1x1 picture	2. Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
3. Receives Library Card	3. Releases Library Card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU



1. Accomplishes Receiving Log Sheet for Employees and Customer Survey Form	1. Provides Receiving Log Sheet for Employees and Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
<b>TOTAL:</b>		None	6 Minutes	

## 2. Borrowing and Returning of Printed Library Resources Procedure

Borrowing and Returning of books is a mandated function of the library services. As a matter of requirement, students have to secure personal library card to have access on said services.

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>BORROWING OF BOOK/S</b>				
1. Personally present his/her library card	1. Verifies student Library Card	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
1. Logs in the Student Log Sheet	1. Provides Student Log Sheet			
2. Browses card catalog for needed materials	2. Assists the clientele on the requested materials	None	3 Minutes	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
3. Proceeds to the book shelves to get the desired library resources	3. Assists in retrieving desired library materials	None	3 Minutes	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU



1. Presents the book, fills out the book card and surrender Library Card	1. Instructs students in filling out the book card	None	2 Minutes	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
2. Accomplishes Customer Survey Form	2. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	10 Minutes	

### RETURNING OF BOOK/S

1. Returns borrowed material/s	1. Scans books for any damaged  1. Checks in-book  2. Returns book card inside the book	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
2. Claims library card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	2 Minutes	

<b>Office or Division:</b>	University Learning Resource Center (ULRC)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All bona fide employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1	DHVSU Employees Library card	1	University Learning Resource Center, DHVSU Library Bldg.





	(1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<b>BORROWING OF BOOK/S</b>					
1. Logs in the Employees Log Sheet	1. Provides Employees Log Sheet				
1. Browses card catalog for needed materials	1. Assists the clientele on the requested materials	None	2 Minutes		<i>Library Staff Circulation Desk, 2<sup>nd</sup> Floor ULRC, DHVSU</i>
2. Proceeds to the book shelves to get the desired library resources	2. Assists in retrieving desired library materials	None	2 Minutes		<i>Library Staff Circulation Desk, 2<sup>nd</sup> Floor ULRC, DHVSU</i>
3. Presents the book, fills out the book card and surrender Library Card	3. Instructs students in filling out the book card	None	1 Minute		<i>Library Staff Circulation Desk, 2<sup>nd</sup> Floor ULRC, DHVSU</i>
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute		<i>Library Staff Circulation Desk, 2<sup>nd</sup> Floor ULRC, DHVSU</i>
<b>TOTAL:</b>		None	6 Minutes		
<b>RETURNING OF BOOK/S</b>					
1. Returns borrowed material/s	1. Scans books for any damaged	None	1 Minute		<i>Library Staff Circulation Desk, 2<sup>nd</sup> Floor ULRC, DHVSU</i>
	1. Checks in-book				
	2. Returns book card inside the book				



2. Claims Library Card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	2 Minutes	

### 3. Baggage Area Procedure

Baggage area is an area in the library where in student/s surrenders their bag/s and other things except their valuables before entering the library. Valuables any object that is of value to student/s or may cost money once lost but is not limited to cell phones, wallets and other gadgets.

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally presents his/her library card  1. Logs in to Student Log Sheet	1. Verifies student Library Card  1. Provides Student Log Sheet	None	1 Minute	Library Staff Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU



1. Proceeds to Baggage Area			30 Seconds	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
1. Removes valuable from bag	1. Instructs students to remove valuables from his/her bag		30 Seconds	
2. Surrenders bag	2. Receives students bag and places bag in baggage area shelf	None	30 Seconds	
3. Claims baggage number	3. Provides baggage area number		30 Seconds	
2. Surrenders baggage number	2. Retrieves student baggage number	None	30 Seconds	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
3.1. Claims bag	1. Releases students bag		30 Seconds	
3. Accomplishes customer survey form	3. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	5 Minutes	





<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All bona fide outside researchers who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Referral Letter (1 original)	1	Respective Libraries	
2	School ID/Valid ID	2	Respective School/University	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally presents his/her Referral Letter and School ID/Valid ID  1. Logs in to Visitors Log Sheet	1. Verifies Referral Letter and School ID/Valid ID  1. Provides Visitors Log Sheet	None	2 Minutes	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Proceeds to Baggage Area  2.1 Removes valuables from bag  2.2 Surrenders bag  2.3 Claims baggage number	1. Instructs outside researchers to remove valuables from his/her bag 1. Receives outside researchers bag and places bag in baggage area shelf  3. Provides baggage area number	None  None	30 Seconds  30 Seconds  30 Seconds	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU  <i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU  <i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU



3. Surrenders baggage number	1. Retrieves outside researchers baggage number		30 Seconds	
3.1.Claims bag	1. Releases outside researchers bag	None	30 Seconds	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	2. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	6 Minutes	

#### 4. Lost Library Card Procedure

Issuance of Library card is a requirement for availing the different services of the library.

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Valid ID (1 original)	1	Student Center, beside DHVSU Library Bldg.	
2	Passport size picture (1 original)	2	Any Photo shop near Gate 3 of the university	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



		<b>BE PAID</b>		
1. Logs in the Student Log Sheet  1.1 Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally his/her Valid ID	1. Provides Student Log Sheet  1. Gives Lost Library Card Form and Affidavit of Lost	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	1. Checks filled up Lost Library Card Form and Affidavit of Lost  1. Verifies the student's Valid ID together with 1pc passport size picture	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	2. Types and prints new library card  3. Barcodes the Library Card	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	1. Signs duplicate processed Library Card of students	None	1 Minute	<i>University Librarian,</i> Office of the Librarian, 1 <sup>st</sup> Floor ULRC, DHVSU
3. Receives Library Card	1. Releases library card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
4. Accomplishes Receiving Log	1. Provides Receiving Log	None	1 Minute	<i>Library Staff</i> Information Desk,





Sheet for Students and Customer Survey Form	Sheet for Students and Customer Survey Form			1 <sup>st</sup> Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	2. Checks filled up Lost Library Card Form and Affidavit of Lost  2. Verifies the student's Valid ID together with 1pc passport size picture	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	3. Types and prints new library card  4. Barcodes the Library Card	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	2. Signs duplicate processed Library Card of students	None	1 Minute	<i>University Librarian</i> , Office of the Librarian, 1 <sup>st</sup> Floor ULRC, DHVSU
3. Receives Library Card	2. Releases library card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	2. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	3. Checks filled up Lost Library Card Form and Affidavit of Lost  3. Verifies the student's Valid ID	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU



	together with 1pc passport size picture			
<b>TOTAL:</b>		None	10 Minutes	

## 5. Interlibrary Request Letter Procedure

Interlibrary loan is a service whereby a patron of one library can take advantage of services offered by other libraries.

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Library Card (1 original)	1	Information Desk, ULRC, DHVSU Library Bldg.	
2	2 pcs Long Bond Paper	2	Any supply shop near Gate 3 of the university	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs in Student Log Sheet or Faculty Log Sheet  1. Secures and fills up Interlibrary Request Letter Form	1. Provides Student Log Sheet or Faculty Log Sheet  1. Gives Interlibrary Request Letter Form	None	2 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Submits Interlibrary Request Letter Form together with 2pcs long bond paper	2. Checks information written in the Interlibrary Request Letter Form  1. Encodes and prints Interlibrary Request Letter	None	30 Seconds  1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU



	2. Signs Interlibrary Request Letter		30 Seconds	
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3. Receives signed Interlibrary Letter	3. Releases Interlibrary Request Letter	None	30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
4. Accomplishes Receiving Log Sheet and Customer Survey Form	4. Provides Receiving Log Sheet and Customer Survey Form	None	30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	5 Minutes	

## 6. Use of Audio Visual Room and Discussion Room Procedure (6 and 7)

This procedure covers the process of requesting the use of the Audio Visual Room and Discussion Room of the University Learning Resource Center by the faculty and students

<b>Office or Division:</b>	University Learning Resource Center (ULRC)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Library Card (1 original)	1	Information Desk, ULRC, DHVSU Library Bldg.	
2	Request Letter	2	Personally made letter	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Student Log Sheet or Faculty Log Sheet	1. Provides Student Log Sheet or Faculty Log Sheet  1. Gives Discussion and AVR	None	2 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU





1. Secures and fills up Discussion and AVR Reservation Form	Reservation Form			
2. Submits form together with the request letter	2. Checks submitted documents  1. Checks Discussion and AVR schedule 2. Approves requested schedule	None	30 Seconds  1 Minute  30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
<b>TOTAL:</b>		None	5 Minutes	

## 7. Signing of Clearance

This procedure covers the process of signing of clearance among bona fide students, academic, academic-related and non-academic personnel in the Library.

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1	Library Card (1 original)	1	Information Desk, ULRC, DHVSU Library Bldg.	
2	Students Clearance	2	Accounting Office, 1 <sup>st</sup> Floor Admin Bldg.	
3	Employees Clearance	3	HR Office, 1 <sup>st</sup> Floor Admin Bldg.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Logs in Student Log Sheet or Faculty Log Sheet	1. Provides Student Log Sheet or Faculty Log Sheet	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Presents library card and clearance	2. Checks library card, list of overdue books (for students) and library card pockets (for faculty)	None	1 Minute	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	1. Signs students clearance  2. Signs employees clearance		30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU  <i>University Librarian,</i> 1 <sup>st</sup> Floor ULRC, DHVSU
3. Receives clearance and accomplishes Customer Survey Form	3. Releases clearance and provides Customer Survey Form	None	30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	<b>TOTAL:</b>	None	3 Minutes	

### b. Submission of Thesis/Dissertation Procedure

This procedure covers the process of submitting and accepting copies of thesis and dissertation of students of DHVSU as part of donation of resources

<b>Office or Division:</b>	University Learning Resource Center (ULRC)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1	Copy of Thesis/Dissertation	1	Personally produced copies	
2	Photocopy of Thesis/Dissertation front page	2	Personally produced copies	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs in Student Log Sheet or Faculty Log Sheet  1. Accomplishes Thesis/Dissertation Receiving Log Sheet	1. Provides Student Log Sheet or Faculty Log Sheet  1. Instructs clientele to log in the Thesis/Dissertation Receiving Log Sheet	None	2 Minutes	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
2. Submits Photocopy of Thesis/Dissertation front page	2. Receives and stamps Photocopy of Thesis/Dissertation front page  1. Returns receiving copy to clientele	None	30 Seconds  30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
3. Drops Thesis/Dissertation copies in the book drop box	3. Instructs clientele to drop copies Thesis/Dissertation in the book drop box	None	30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	30 Seconds	<i>Library Staff</i> Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
	<b>TOTAL:</b>	None	4 Minutes	





## I. Online Services Procedure

This procedure refers to any information and services provided over the internet. This includes assistance to DHVSU community in retrieving book inquiry and appointment scheduling for thesis and dissertation users.

### Book inquiry

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements set by University Learning Resource Center		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1. Answers inquiry in Facebook messenger and email  1.1. Checks book collection related to inquiry	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
2. Selects chapter or topics relevant to their needed information	2. Screen captures or scans table of content of a book  1. Sends table of content document	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account



3. Sends back the page number or topic needed	3. Sends captured or scanned table of content document/s	None	5 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
4. Accomplishes and submits customer survey form (in google form)	4. Provides customer survey form (in google form)	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
<b>TOTAL:</b>		None	10 Minutes	

### Appointment scheduling

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1. Ask preferred date of visit in the library  1.1. Checks availability of preferred date of the clientele 1.2. Informs clientele on the availability of requested date	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
2. Agrees on the date of the visit	2. Schedules and marks the date of visit	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits customer survey form (in google form)	3. Provides customer survey form (in google form)	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
<b>TOTAL:</b>		None	3 Minutes	



# UNIVERSITY TRAINING SERVICES OFFICE

Internal Service

## 1. Request for Training Services



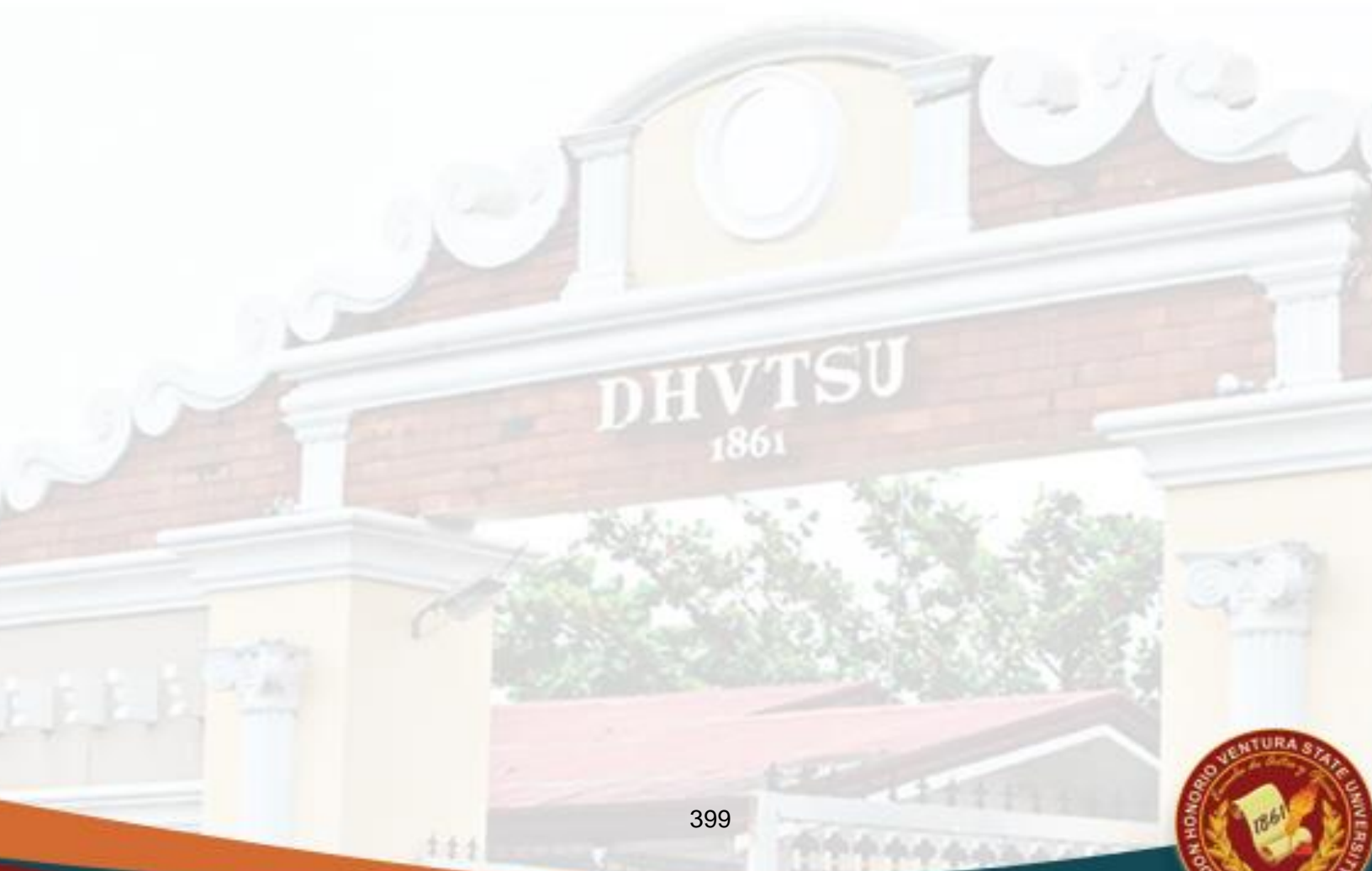


This describes the procedure for the request of assistance to the Office by private or government agencies for appropriate training program/project for their participants.

<b>Office or Division:</b>		Training Services Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G - Government to Government; G2B- Government to Business			
<b>Who may avail:</b>		Any agency that needs the expertise of the Office for capacity enhancement			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1	Request letter (1 original, 1 photocopy, 1 softcopy)	1	Office of the University President		
2	Training proposal (1 original, 1 photocopy, 1 softcopy)	2	Training Services Office ( 2 <sup>nd</sup> Floor, Research and Development Bldng.)		
3	Memorandum of Agreement (MOA) (1 original, 1 softcopy)	3	Training Services Office ( 2 <sup>nd</sup> Floor, Research and Development Bldng.)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the request letter to the President's Office		1. Coordinate with the Office of the VP RET	None	1 Day (upon the routing of request letter to training office)	<i>Administrative Aide</i> Training Services Office  <i>Director</i> Training Services Office
2. Submit the required documents		2.1. Receive/Review the request for training  2.2. Approve/Disapprove the request for training	as per MOA	1 Hour	<i>Administrative Aide</i> Training Services Office  <i>Center Manager</i> Training Services Office



	2.3. Assign trainer/s for the training proper			<i>Director Training Services Office</i>
3. Receive the approval of the TSO Director for the training request (as per MOA)	3. Issue the approved request for training	as per MOA	5 Minutes	<i>Center Manager Training Services Office</i>  <i>Director Training Services Office</i>
	<b>TOTAL:</b>	As per MOA	1 Day, 1 Hour, 5 Minutes	



## VI. FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<ol style="list-style-type: none"> <li>1. Get and Fill-out our Client Feedback Form available at the Public Assistance and Complaints Desk (PACD) and at the entrances/exits of every office.</li> <li>2. Drop the filled-out Feedback Form in our designated box.</li> </ol>
How feedbacks are processed?	<ol style="list-style-type: none"> <li>1. Every last Friday of the month, Human Resource Staff will get all the accomplished Feedback Forms from the different offices/colleges/campuses for consolidation.</li> <li>2. The Human Resource Staff will then submit the consolidated feedback forms to the office of Quality Assurance for Client Satisfaction Measurement Report.</li> <li>3. The Result of the Client Satisfaction Measurement will then be forwarded to the Director of Administrative Services Office.</li> <li>4. The Director of the Administrative Services Office will then submit the report to the University President for appropriate action.</li> </ol>
How to file a complaint?	<ol style="list-style-type: none"> <li>1. Get and Fill-out our Customer Complaint Form available at the Public Assistance and Complaints Desk (PACD) and at the entrances/exits of every office.</li> <li>2. Drop the filled-out Customer Complaint Form in our designated box.</li> <li>3. Clients may also write or email us at <a href="mailto:adhvcat@yahoo.com">adhvcat@yahoo.com</a> by indicating the following:               <ol style="list-style-type: none"> <li>3.1 Complete Name and Signature of the complainant;</li> <li>3.2 Complete address and contact numbers of the complainant;</li> </ol> </li> </ol>





	<p>3.3 Date and Time of the incident;</p> <p>3.4 The delivering office, service requested and the person being complained; and</p> <p>3.5 Details of the complaints</p>
<p><b>How complaints are processed?</b></p>	<ol style="list-style-type: none"> <li>1. Every last Friday of the month, Human Resource Staff will get all the accomplished Customer Complaints Forms from the different offices/colleges/campuses for consolidation.</li> <li>2. Complaints which are sent through email will be checked for consolidation by the HR staff on a weekly basis.</li> <li>3. The HR Staff will submit the consolidated complaints to the DHVSU Anti Red Tape Unit (ARTU).</li> <li>4. ARTU will then convene to take necessary action/s on the complaint/s.</li> </ol>



<p><b>Contact Information of CCB, PCC, ARTA</b></p>	<p>Executive Vice President – 0910-023-6632 VP for Academic Affairs – 0921-611-9919</p> <p>VP for Administration and Finance – 0920-656-3981</p> <p>VP for Research, Extension, and Training – 0929-887-5556</p> <p>VP for Student Affairs &amp; Services – 0910-023-6625 DHVSU HOTLINE: (045)-458-3815</p> <p>ARTA :<a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> (02) 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>
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## VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639173205705
Office of the Executive Vice President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639177756399
Office of the Vice President for Academic Affairs	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639988834969
Office of the Vice President for Administration and Finance	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639088890908



Office of the Vice President for Research, Extension and Training Services	DHVSU, Bacolor, Pampanga	+639175958817
Office of the Vice President for Student Affairs and Services	Second Floor, Graduate School Building, DHVSU, Bacolor, Pampanga	+639999979760
Accounting Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 900-0691
Administrative Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639209648415
Admission Office	DHVSU, Bacolor, Pampanga	+639328872871
Auxiliary Services	DHVSU, Bacolor, Pampanga	+639177190209
Career Services Office	DHVSU, Bacolor, Pampanga	(045) 458-3815
Cashiering Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
College of Arts and Sciences	DHVSU, Bacolor, Pampanga	+639167231022
College of Business Studies	DHVSU, Bacolor, Pampanga	+639455067289
College of Computing Studies	DHVSU, Bacolor, Pampanga	+639185951281
College of Education	DHVSU, Bacolor, Pampanga	+639192796729
College of Engineering and Architecture	DHVSU, Bacolor, Pampanga	+639423490149
College of Hospitality Management	DHVSU, Bacolor, Pampanga	+639553595112
College of Industrial Engineering	DHVSU, Bacolor, Pampanga	+639333888060

College of Social Sciences and Philosophy	DHVSU, Bacolor, Pampanga	+639359003673
Data Privacy Office/ Public Information Office	Ground Floor, University Learning Resource Center, DHVSU, Bacolor, Pampanga	+639971724399
Disaster Management, General Services and Security Office	DHVSU, Bacolor, Pampanga	+639498803827
Extension Services Office	DHVSU, Bacolor, Pampanga	+639456858324
Finance Management Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639189653529
Guidance and Testing Center	DHVSU, Bacolor, Pampanga	(045) 458-3815
International Partnerships and Programs / Alumni Affairs	DHVSU, Bacolor, Pampanga	+639359873647
Laboratory High School	DHVSU, Bacolor, Pampanga	+639324196391





Lubao Campus	Lubao, Pampanga	+639208739325
Management Information System	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639153836726
Mexico Campus	Mexico, Pampanga	+639257445483
Office of Physical Plant and Facilities	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639224592863
Office of Student Affairs	DHVSU, Bacolor, Pampanga	+639953175006
Office of Student Services - Dental Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of Student Services - Medical Health Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of the University Registrar	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
Planning and Development Office	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639161745589
Porac Campus	Porac, Pampanga	+639989559520
Quality Assurance Office	First Floor, Research Center DHVSU, Bacolor, Pampanga	+639771388046
Research and Development Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 <sup>st</sup> Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+639176355306
Training Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639155518680
University Learning Resource Center Office	1 <sup>st</sup> Floor, University Learners` Center DHVSU, Bacolor, Pampanga	(045) 458-3815





## DHVSU ADMINISTRATIVE COUNCIL MEMBERS

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