



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

CITIZENS' **CHARTER**

F.Y. 2020

DHVTSU
1861



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

Office or Division:		Office of the University President (OUP)		
Classification:		Simple		
Type of Transaction:		G2G, G2B, G2C - Government to Government, Government to Business, Government to Citizen		
Who may avail:		Government agencies, Business entities and Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Appointment form (1 original)	1	Office of the University President (2 nd Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		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 (OEVP).

Office or Division:		Office of the Executive Vice President		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Accounting Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Disbursement Voucher (1 original)	1	Accounting Office	
2	DHVSU-QSP-OEVP-001 form	2	EVP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		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).

Office or Division:		Office of the Executive Vice President		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Requesting Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	University President 1.2 Draft and submit the memorandum to the EVP for approval <i>*Note: If corrected by the EVP, re-encodes the memo</i> 1.3. Approve the memorandum	None	10 Minutes	<i>Executive Vice President Office of the Executive Vice Presidents</i>
	2. Forwards the memorandum to the Office of the University President for approval 2.1 Release the memorandum signed by the EVP and the University President.	None	9 Minutes	<i>Administrative Aide Office of the Executive Vice President</i>
TOTAL:		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.

Office or Division:		Vice President for Academic Affairs (VPAA) Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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 nd Floor, Admin Bldng.)		
3	Request Letter (1 original)	3	Immediate Supervisor		
4	List of participants who will attend (1 original)	4	Immediate Supervisor		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
		TOTAL:	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				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
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.
TOTAL					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.

Office or Division:		Office of the Vice President for Administration and Finance		
Classification:		Simple		
Type of Transaction:		G2G, G2C, G2B		
Who may avail:		Personnel from the DHVSU Administrative Office and Accounting Office, students and business entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Complete and signed BURS and ORS from the Budget Office (1 original)	1	Office of the Vice President for Administration and Finance (2 nd Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:			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.

Office or Division:	Vice President for Research Extension and Training (VPRET) Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All bona fide DHVSU employees and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 nd Floor, Admin Bldg.)
3	Request Letter (1 original)	3	Immediate Supervisor
4	List of participants who will attend (1 original)	4	Immediate Supervisor
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
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
TOTAL:		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

Office or Division:		Vice President for Student Affairs and Services (VPSAS) Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide DHVTSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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 nd Floor, Admin Bldng.)		
3	Request Letter (1 original)	3	Immediate Supervisor		
4	List of participants who will attend (1 original)	4	Immediate Supervisor		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:			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.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bona fide students who are required to secure certificate of payment of graduation fee from this office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, Administration Bldg. - Window 11	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		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
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
OTHER FEES-GENERAL FUND							
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
Total	4,290.00	4,590.00	6,640.00	4,740.00	4,090.00	3,360.00	3,660.00
OTHER FEES-TRUST FUND							
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
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	4,480.00	4,780.00	6,830.00	4,930.00	4,280.00	3,550.00	3,850.00

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.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bona fide students who are required to secure student's clearance from this office.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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 st Floor, DHVSU Admin. Bldg. – Window 11		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:			See Table for Schedule of Fees and Other Charges below.	4 Minutes	

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.



Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students who are required to secure student's clearance from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of the Admin. Bldg.) DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Accounting Office.	2. Release the Clearance signed by the Accountant.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:		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.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students who are required to secure student's clearance from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present ID and request for 2 nd 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	<i>Administrative Aide</i> Accounting Office
TOTAL:		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.

Office or Division:	Accounting Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All bona fide students who are required to secure statement of account.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account at the Accounting Office.	1. Verify student records	None	2 Minutes	<i>Administrative Aide</i> Accounting 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
TOTAL:		PHP 50	8 Minutes	



ADMINISTRATIVE SERVICES OFFICE

External Service





1. Employment Verification

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

Office or Division:	Human Resources(HR), Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	All government and private institutions with Letter of Consent from the personnel being verified			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Consent (1 original)	1	From the employee/personnel being verified	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 ADMINSO 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.	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated drop box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
TOTAL:		None	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.

Office or Division:		Human Resources (HR), Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	COE Request Form (1 original)	2	HRM, ADMINSO, Ground Floor, DHVSU Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 I</i> ADMINSO
2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	<i>Administrative Aide I</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 I</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 I</i> ADMINSO
TOTAL:		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.

Office or Division:		Human Resources(HR), Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU (Job-Order/Contract of Service, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Government issued ID (1 original)	1	Any ID issuing government agency		
2	Service Record Request Form (1 original)	2	HR, ADMINSO, Ground Floor, Administration Bldg.		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished Service Request Form at HR.		1. Verify and prepare the Service Record	None	2 Minutes	<i>Administrative Assistant IV</i> ADMINSO
2. Register at the Logbook for Service Record at HR.		2. Print the Service Record	None	2 Minutes	<i>Administrative Assistant IV</i> ADMINSO
3. Wait for the issuance of the Service Record at HR.		3.1 Verify and sign the Service Record	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
		3.2 Issue the signed Service Record	None	1 Minute	<i>Administrative Assistant 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 Assistant IV</i> ADMINSO
TOTAL:			None	10 Minutes	



3. Issuance of University Issued Identification Card (New)

This describes the procedure in acquiring university issued identification card.

Office or Division:		Human Resources (HR), Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ID Request Form (1 original)	1	HR, ADMINSO, Ground Floor Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish ID Request Form at the ADMINSO.	1.1 Input data in the Personnel Management and Payroll System	None	10 Minutes	<i>Administrative Aide 1</i> ADMINSO
	1.2. Approve/ Disapprove request	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
2. Present the approved ID Request Form to the Internet/Multimedia Center (IMC) office and wait for the ID issuance.	2. Verify the information and print the ID.	None	15 Minutes	<i>Administrative Aide I</i> Room 1, IMC (at the back of the Administration Bldg.)
	3. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.				
TOTAL:		None	32 Minutes	



4. Reissuance of University Issued Identification Card (Replacement)

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

Office or Division:		Human Resources (HR), Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ID Request Form (1 original)	1	HR, ADMINSO, Ground Floor Administration Bldg.	
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Administrative Aide I</i> ADMINSO
2. Wait for the approval of the request	2. Approve/ Disapprove request	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
3. Present the approved ID Request Form to the Internet/Multimedia Center (IMC) office and wait for the ID issuance.	3. Verify the information and print the ID.	None	15 Minutes	<i>Administrative Aide I</i> Room 1, IMC (at the back of the Administration Bldg.)
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 I</i> ADMINSO
TOTAL:		None	32 Minutes	



5. 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.

Office or Division:	Human Resources (HR), Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 1984 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>	1	<ul style="list-style-type: none"> HR, ADMINSO, ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (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"> Registered Physician of the concerned personnel 	
3	Duly signed Clearance Form (3 original) <i>-for 30 days leave of absence</i>	3	<ul style="list-style-type: none"> HR, ADMINSO, DHVSU Administrative Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clearance Form 	
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	<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 application for leave	None	1 Hour	<i>Dean/ Unit Director DHVSU</i>
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	<i>Chief Administrative Officer ADMINSO</i>
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	<i>University President Office of the University President Administration Bldg.</i>
	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	<i>Administrative Assistant IV ADMINSO.</i>
	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 Leave Card for future reference.	None	5 Minutes	<i>Administrative Assistant IV ADMINSO</i>
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 IV ADMINSO</i>
TOTAL:		None	1 Hour, 40 Minutes	



6. 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.

Office or Division:	Human Resources (HR), Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 1984 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>	1	<ul style="list-style-type: none"> HR, ADMINSO, Ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph) 	
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"> Concerned personnel 	
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 HRM	1. Receive and indicate the personnel's leave credits on the form	None	10 Minutes	<i>Administrative Assistant IV ADMINSO</i>
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 ADMINSO</i>
3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for monetization	None	15 Minutes	<i>Dean/ Unit Director DHVSU</i>



4. Forward the signed CSC Form 6 to the HRM	4. Initially sign to recommend the approval of the application for monetization	None	3 Minutes	<i>Chief Administrative Officer</i> ADMINSO
5. Wait for the approval of the application for monetization	5.1 Approve / Disapprove the application for monetization	None	2 Minutes	<i>University President</i> 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	<i>Administrative Assistant IV</i> ADMINSO
	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	<i>Administrative Assistant IV</i> ADMINSO
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 IV</i> ADMINSO
TOTAL:		None	55 Minutes	

7. 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.

Office or Division:	Human Resources (HR), Administrative Services Office (ADMINSO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:		All Employees of DHVSU with Casual, Temporary, and Permanent status.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 nd Floor, Administration Building	
3	Duly Signed Application for Retirement Form (4 original)	3	GSIS Website - https://www.gsis.gov.ph/downloadable-forms	
4	Duly Signed Certificate of No Administrative Case (4 original)	4	HR, ADMINISO, Ground Floor, Administration Bldg.	
5	Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)	5	HR, ADMINISO, Ground Floor, Administration Bldg.	
6	Signed Service Record (4 original)	6	HR, ADMINISO, Ground Floor, Administration Bldg.	
7	Clearance Form (3 original)	7	HR, ADMINISO, Ground Floor, Administration Bldg.	
8	Accomplished CSC Form 6 (3 original)	8	HR, ADMINISO, Ground Floor, Administration Bldg.	
9	2X2 Picture with white background (3 original)	9	Any photo shop available	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Register at the Logbook for ADMINISO Transaction.	1. Assist the client.	None	2 Minutes	<i>Administrative Aide I</i> ADMINISO
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	<i>Supervising Administrative Officer</i> ADMINISO



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	<i>Administrative Aide I</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	<i>University President</i> 2 nd Floor, Administration Bldg.
5. Accomplish and sign the GSIS Application Form for Retirement and submit to the HR.	1. Receive the document and fill-in the necessary information needed	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	None	10 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	None	10 Minutes	<i>University President</i> Office of the Univ. President, 2 nd 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	<i>Supervising Administrative Officer</i> ADMINSO
	5.5 Prepare a Transmittal Letter to GSIS	None	5 Minutes	<i>Administrative Assistant IV</i> ADMINSO
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	None	1 Hour	<i>Liaison Officer</i> DHVSU <i>(Or the Retiree himself)</i>



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



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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on specific Loan Application and register at the Logbook of ADMINSO Transactions.		None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID)		None	10 Minutes	<i>Administrative Officer V</i> ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.		None	15 Minutes	<i>Administrative Aide I</i> ADMINSO



	confirm the approval of the application of the loan from the concerned agency.			
TOTAL:		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.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Administrative Assistant II Administrative Aide 1 ADMINSO</i>
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 Administrative Assistant II Administrative Aide 1 ADMINSO</i>
	2.2 Certify the correctness of the Certificate of Payment	None	5 Minutes	<i>Chief Administrative Officer ADMINSO</i>
	2.3 Issue the Certificate of Payment	None	2 Minutes	<i>Administrative Officer V Administrative Assistant II Administrative</i>



				Aide 1 ADMINSO
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 1 ADMINSO
TOTAL:		None	45 Minutes	

4. Issuance of BIR FORM 2307

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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order/Contract of Service)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR Form 2307 and register at the Logbook of ADMINSO Transactions.	1. Assist the Client	None	1 Minute	Administrative Aide I ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	2.1 Prepare and print the BIR Form 2307	None	5 Minutes	Administrative Officer V ADMINSO
	2.2 Verify and sign BIR Form 2307	None	5 Minutes	Administrative Officer V ADMINSO
	2.3 Issue the signed BIR Form 2307	None	1 Minute	Administrative Officer V ADMINSO
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 ADMINSO



TOTAL:	None	15 Minutes
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4. Issuance of BIR FORM 2316

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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	15 Minutes	

5. Issuance of Daily Time Record (DTR)

Issuance of a document stating the employee's name, registered attendance



Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		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 I</i> ADMINSO
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 I</i> ADMINSO
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: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.</i>	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO



4. Sign the DTR, have it verified through the signature of the Immediate Superior and submit to the HR.	4. Check and receive the Duly signed DTR.	None	25 Minutes	Dean/ Unit Director DHVSU
5. Accomplish the Customer Survey Form and drop to the designated box.	5. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I ADMINSO
TOTAL:		None	40 Minutes	

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.

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for reissuance of Pay slip and register at the Logbook for ADMINSO Transactions	1. Advise the client to secure and accomplish the Pay slip Request Form.	None	3 Minutes	Administrative Aide I ADMINSO
2. Submit the accomplished Pay slip Request Form at the ADMINSO.	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	Administrative Officer V Administrative Aide 1 ADMINSO



3. Accomplish the Customer Survey Form and drop to the designated box.	2.2 Have the Pay slip signed by the Cashiering Officer.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO <i>Cashiering Officer</i> Cashiering Office
	2.3 Issue the signed Pay slip.	None	1 Minute	<i>Administrative Aide I</i> ADMINSO
	3. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	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.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Gross Pay and register at the Logbook for ADMINSO Transaction	Assist the client	None	1 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 Gross Pay	None	1 Minute	<i>Administrative Aide I</i> ADMINSO



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> ADMINSO
TOTAL:		None	15 Minutes	

8. Request for Net Pay

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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Net Pay and register at the Logbook for ADMINSO Transaction	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
TOTAL:		None	15 Minutes	



9. Vehicle Services Process

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

Office or Division:		Motor pool, Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees and Students of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Approved Travel Memo (1 photocopy)	1	Concerned Faculty / Personnel / Students	
2	Approved Vehicle Request Form (1 original)	2	Motor pool, near the University Gymnasium	
3	Trip Tickets (3 original)	3	Motor pool, 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 Memorandum and Vehicle Request Form.	None	5 Minutes	Supervisor Motor pool
	1.2 Check the availability of the driver and transport vehicle to be used.	None	10 Minutes	Supervisor Motor pool
	1.3 Mark the approved travel on the whiteboard for Scheduled Travel	None	3 Minutes	Supervisor Motor pool
	1.4 Inform the driver on the trip details	None	5 Minutes	Supervisor Motor pool
	1.5 Prepare the Vehicle Trip Ticket.	None	5 Minutes	University Driver Motor pool
	1.6 Secure the signature of the mechanic, motor	None	1 Hour	University Driver Motor pool



	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	<i>University Driver Motor pool</i>
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 turn will assign another available vehicle.</i>	None	20 Minutes	<i>University Driver Motor pool</i>
	3.1 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver Motor pool</i>
	3.2 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	<i>University Driver Motor pool</i>
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 Motor pool</i>
TOTAL:		None	2 Hours, 13 Minutes	



ADMISSION OFFICE

External Services





1. Application Procedure - General Admission

This describes the process of efficient and effective assistance to student 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.

Office or Division:		Office of Admissions		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All graduating Senior High School Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Senior High School Report Card (1 original, 1 photocopy) – For First Year College applicant	2	School of origin	
3	Grade 6 Report Card (1 original, 1 photocopy) – For Grade 7 applicant	3	School of origin	
4	Good Moral Certificate (1 original, 1 photocopy)	4	School of origin	
5	PSA Birth Certificate (1 original, 1 photocopy)	5	Philippine Statistics Authority, Maimpis, CSFP	
6	Transcript of Records (1 original, 1 photocopy) – For Graduate School applicant	6	School of origin	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit required documents to the Admissions Office	Verifies submitted documents of the applicant including grade requirement and issue the Application Form and Customer Satisfaction Survey Form	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Once verified, issue the Application Form to be filled out by the applicant.	None	1 Minute	<i>Administrative Aide</i> Office of Admissions
2. Submit accomplished Application Form & additional requirements to the Admissions Office.	Checks the Application Form if appropriate fields are properly filled out for profiling.	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Profiles and saves students' personal information in the enrolment system.	None	5 Minutes	<i>Administrative Aide</i> Office of Admissions
3. Double check personal information in the profiling system of the Admissions Office.	Issues Test Stub, retrieves accomplished Customer Satisfaction Survey Form and instructs the student to proceed to the Guidance Testing Center	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Secure schedule for the University Admission Test	None	3 Minutes	<i>Psychometrician</i>
TOTAL:		None	15 Minutes	



2. Application Procedure - Change of Campus

This describes the process of assisting students who plan to transfer from extension campus to main campus and vice-versa.

Office or Division:	Office of Admissions			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?:	All DHVSU College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Clearance (1 original)	2	School of origin (Releasing Campus)	
3	Original Copy of Grades (1 original, 1 photocopy)	3	University Registrar, 1 st Floor Administration Bldg.	
4	Valid ID and specimen signature of Parent/Legal Guardian (1 original, 1 photocopy)	4	Respective Parent/Legal Guardian	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for verification the required documents to the Admissions Office.	1. Verifies submitted documents and issues Application Form to Change of Campus and Customer Satisfaction Survey Form	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions
2. Submit accomplished Application Form to Change of Campus at the	Checks the Application Form if appropriate fields are properly filled out.	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions



Admissions Office.	2. Signs the endorsement form, retrieves accomplished Customer Satisfaction Survey Form and advise the student to proceed to their respective college dean/campus director for the approval of the request to change campus prior to enrolment.	None	2 Minutes	Director Office of Admissions
TOTAL:		None	8 Minutes	

3. Application Procedure – Shifting

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

Office or Division:		Office of Admissions		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students in the tertiary level who wish to change academic program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Shifting Form (1 original)	2	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
3	Profile Updating form (1 original)	3	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
4	Copy of Grades (1 original, 1 photocopy)	4	University Registrar's Office, 1 st Floor, Administration Bldg.	
5	Clearance Form (1 original, 1 photocopy)	5	Accounting Office (1 st Floor, Administration Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Submit required documents for Shifting to the Admissions Office.	1. Verifies and checks documents of student applicant specially the grade requirement for the degree program the student decide to shift into.	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Issues Application Form to shift.	None	1 Minute	<i>Administrative Aide</i> Office of Admissions
2. Submit accomplished Application Form & other requirements to the Admissions Office.	1. Check the application form if appropriate fields are properly filled out.	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Sign the Endorsement Form and advise the student to proceed to their respective college dean/campus director for the approval of the request to shift prior to enrolment.	None	2 Minutes	<i>Director</i> Office of Admissions
TOTAL:		None	8 Minutes	

4. Application Procedure - Transferee

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

Office or Division:	Office of Admissions
Classification:	Simple



Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students in tertiary level who plans to enroll in the university except graduating students.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
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	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Submit the required documents for verification to the Admissions Office.	1. Verifies and checks submitted documents specially the grade requirement of the degree program the student decides to take. Issues Customer Satisfaction Survey Form	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions
2. Submit the accomplished Application Form & requirements to	1. Check the Application Form if appropriate fields are properly filled out	None	5 Minutes	<i>Administrative Aide</i> Office of Admissions



<p>the Admissions Office</p>	<p>2. Input student's personal information in the enrolment system (Profiling) and advise them to proceed at the Guidance and testing Center for University Admission Test (UAT) Schedule. Retrieves accomplished Customer Satisfaction Survey Form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide</i> Office of Admissions</p>
<p>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.</p>	<p>Verify student's qualification based on the UAT result with respect to the admission and retention requirements of the college.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide</i> Office of Admissions</p>
	<p>2. Issue Admission Slip to those who qualified.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Administrative Aide</i> Office of Admissions</p>



4. Secures admission slip duly signed by the Director for Admissions.	4. Sign the Admission Slip and instruct the transferee to the college dean / campus director where he plans to transfer	None	5 Minutes	Director Office of Admissions
5. Secures approval of the Admission Slip from the college dean / campus director where the student plans to transfer	5. Approve/ Disapprove the Admission Slip for Transfer.	None	1 Minute	College Dean / Campus Director DHVSU Main and Extension Campuses
TOTAL:		None	25 Minutes	

5. Application Procedure – Returnee

This describes the process of guiding and assisting students who stopped and seek re-admission in the University

Office or Division:		Office of Admissions		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students in the tertiary level who stopped and seek re – admission in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Profile Updating form (1 original)	2	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
3	Copy of Grades (1 original, 1 photocopy)	3	University Registrar's Office, 1 st Floor, Administration Bldg.	
4	Clearance Form (1 original, 1 photocopy)	4	Accounting Office (1 st Floor, Administration Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submits required documents for Shifting to the Admissions Office.	1. Verifies and checks documents of student applicant	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. I s s u e s A p p l i c a t i o n F o r m a n d C u s t o m e r S a t i s f a c t	None	1 Minute	<i>Administrative Aide</i> Office of Admissions



	ion Survey Form			
3.	Assists the applicant to register in the	None	1 Minute	<i>Administrative Aide Office of Admissions</i>



		l o g s h e e t			
3. Submits accomplished Application Form & other requirements to the Admissions Office.	3. R e c e i v e s a p p l i c a t i o n f o r m a n d d i r e c t s t u d e n t		None	1 Minutes	<i>Director Office of Admissions</i>



	applicant to secure approval from the receiving dean of CO			
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	I l l e g e o r C a m p u s D i r e c t o r			
4.	R e t r i e v e s C u s t o m e r S a t i s f a c t	None	1 Minute	<i>Administrative Aide Office of Admissions</i>



	i o n S u r v e y F o r m			
	TOTAL:	None	6 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.

Office or Division:	Auxiliary Services Office
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Classification:		Simple		
Type of Transaction:		G2B - Government to Business		
Who may avail:		Prospective Lessee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Intent (1 original)	1	Prospective Lessee	
2	Application Form for Lease(1 original)	2	Office of the Auxiliary Services (1 st Floor, University Hostel)	
3	Application for Contract of Lease (1 original)	3	Office of the Auxiliary Services (1 st Floor, University Hostel)	
4	Receipt for the payment of initial deposit (1 original, 1 photocopy)	4	Cashiering Office (1 st 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 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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 the Availability of the stalls	3. Check the List of the existing Lessee	None	5 Minutes	<i>Administrative Aide</i> Office of the Auxiliary Services



<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>	<p>None</p>	<p>2 Hours</p>	<p><i>Director of the of the Office of the Auxiliary Services Office of the President</i></p> <p><i>Administrative Aide Office of the Auxiliary Services</i></p> <p><i>Administrative Aide Accounting Office</i></p>
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5.1 Settle payment for 2 months deposit and 1-month advance	5.1 Receive payment and issue Receipt;	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 –	30 Minutes	Administrative Aide Cahier's Office
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<p>5.2 Submit all the required documents to the Office of the Auxiliary Services</p> <p>5.3 Receive and Sign the</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; 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 ₱1,500.00/machine plus ₱800.00 (stall) satellite campus; Booth (for university events) ₱1,000.00/p er day main campus ₱800.00/day satellite campus</p> <p>None</p>		<p><i>Administrative Aide</i> Office of the Auxiliary Services</p>
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Contract for lease	5.3 Review and issue the Contract of Lease			
5.4 Acquire a copy of the Notary of Contract and secure Stall ID	5.4 Issue the copy of the Notary of Contract and Stall ID			
TOTAL:		Total amount will vary depending on the type of stall the lessee applied for	3 Hours , 20 Minutes	

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

Office or Division:	Auxiliary Services Office		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business		
Who may avail:	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	<i>Administrative Aide</i> 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, Receive the University Venue Reservation Form and give the borrower's copy who reserve the venue	None		<i>Administrative Aide</i> Office of the Auxiliary Services
3. Submits the approved letter of request		3. Receive the approved letter by the University President	None		<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</i> Office of the Auxiliary Services



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</i> Office of the Auxiliary Services
9. Secures and submits University Venue Reservation Cancellation Form	9. Issued and receive the University Reservation Cancellation Form	None	2 working days before the event	<i>Administrative Aide</i> Office of the Auxiliary Services
TOTAL:		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, 1 hour and 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.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transactions:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Procuring unit (Department/College/Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	BAC Resolution (1 original)	1	BAC Office, 2 nd Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 nd Floor, University Food Center	
4	Notice to Proceed (DHVSU) (1 original)	4	BAC Office, 2 nd Floor, University Food Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 allocation/utilization	None	6 Days	 <i>Head, BAC Secretariat</i> BAC Office
TOTAL:		None	9 Days	

2. Awarding of Procurement Project (Small Value Procurement)

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

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transactions:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Procuring unit (Department/College/Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	BAC Resolution (1 original)	1	BAC Office, 2 nd Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 nd Floor, University Food Center	
4	Purchase Order (1 original)	4	Supply and Procurement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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
TOTAL:		None	6 Days	

3. Procurement of Goods and Services - Public Bidding

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

Office or Division:	Bids and Awards Committee		
Classification:	Highly Technical		
Type of Transactions:	G2B – Government to Business G2G – Government to Government		
Who may avail:	Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Abstract of Bids (1 original, 1 photocopy)	1	BAC Office, 2 nd Floor, University Food Center
2	Pre-procurement Conference Memoranda (1 original, 1 photocopy)	2	BAC Office, 2 nd Floor, University Food Center



3	Bid Evaluation Report (1 original, 1 photocopy)	3	BAC Office, 2 nd Floor, University Food Center	
4	Invitation to Observers (1 original)	4	BAC Office, 2 nd Floor, University Food Center	
5	Notice of Post Qualification (1 original)	5	BAC Office, 2 nd Floor, University Food Center	
6	Post Qualification Report (1 original)	6	BAC Office, 2 nd Floor, University Food Center	
7	Attendance Form (1 original)	7	QA Office, 1 st Floor, Research and Development Center	
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	34 Days	<i>Head, BAC Secretariat</i> BAC Office
2. Attend Pre-procurement conference	2. Conduct Pre-procurement conference	None	1 Hour	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU Bidder Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU
5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	<i>Procuring Unit Representatives</i> DHVSU
TOTAL:		None	64 Days,	



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

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

Office or Division:		Bids and Awards Committee		
Classification:		Complex		
Type of Transactions:		G2G – Government to Government		
Who may avail:		Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request for Quotation (1 original)	1	Supply and Procurement Office	
2	Notice of Award (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Purchase Order (1 original)	3	Supply and Procurement Office	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of goods		None	2 Days	<i>BAC Secretariat</i> BAC Office <i>Administrative Aide</i> Supply Office
1.1 Prepare Request for Quotation 1.2 Send Request for Quotation				



	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	BAC Secretariat BAC Office
TOTAL:		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.

Office or Division:		Bids and Awards Committee		
Classification:		Complex		
Type of Transactions:		G2G – Government to Government		
Who may avail:		Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Pre-procurement Conference Memoranda (1 photocopy)	1	BAC Office, 2 nd 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 nd Floor, University Food Center	
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 Supplier Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office Procuring Unit Representatives DHVSU
TOTAL:		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.

Office or Division:	Bids and Awards Committee		
Classification:	Complex		
Type of Transactions:	G2G – Government to Government		
Who may avail:	Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Pre-procurement Conference Memoranda (1 photocopy)	1	BAC Office, 2 nd 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 nd Floor, University Food Center	
5	Program of Works (Repair and Maintenance)	5	Office of the Physical Plant and Facilities, (2 nd 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
TOTAL:		None	5 - 9 Days, 4 Hours	

7. Request for Procurement of Goods and Services

This describes the procurement procedure for goods and services.

Office or Division:	Bids and Awards Committee
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL:		None	1 Day, 30 Minutes	



CAREER SERVICES OFFICE

External Service





1. Issuance of Final Endorsement for Internship to Host Training Establishment

This procedure covers the issuance of final endorsement to different host training establishments.

Office or Division:	Office of Career Services (OCS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All DHVSU College Students who are enrolled and qualified to undergo internship.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Duly Signed Endorsement Papers (1 original)	1	DHVSU SIPP College Coordinator	
2	Final Endorsement for Host Training Establishment where the student will undergo internship (1 original)	2	Office of Career Services (1 st Floor, Student Affairs and Services Bldg.)	
4	Signed Parental/Guardian Consent (1 original)	4	Office of Career Services (1 st Floor, Student Affairs and Services Bldg.)	
5	Parent/Guardian's ID (1 Photocopy)	5	Any ID issued by public or private company	
6	Notarized Individual Student Internship Contract (1 Original)	6	Office of Career Services (1 st Floor, Student Affairs and Services Bldg.)	
7	Notarized Memorandum of Agreement (MOA) (1 Original)	7	Office of Career Services (1 st Floor, Student Affairs and Services Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the log book for Qualified Student	1. Verify student's year level and course.	None	1 Minute	<i>Administrative Aide</i> Office of Career Services



<p>for Internship at the Career Services Office Note: <i>Only students with complete documents will be entertained.</i></p>				
<p>2. Submits internship documents at the Career Services Office for checking.</p>	<p>1. Check the completeness of documents</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Administrative Aide</i> Office of Career Services</p>
	<p>2. Validate the submitted documents most specially the ID of parents, the student's picture on the certification form and if the submitted documents are original.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Coordinator</i> Office of Career Services</p>
	<p>3. Issues the final endorsement for</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Coordinator</i> Office of Career Services</p>



	the HTE where the student will undergo internship.			
3. Submits final endorsement for the HTE where the student will undergo internship.	3.1 Review and final signing of Memorandum of Agreement	None	5 Minutes	Director Office of Career Services
	3.2 Issues Duly Signed Final Internship Endorsement	None	1 Minutes	Director Office of Career Services
TOTAL:		None	12 Minutes	



CASHIERING OFFICE

External Services





1. Collection of Payment for Bidding Documents

Issuance of Official Receipt for payment of bid documents.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Contractors and Suppliers who are required to secure Official Receipts for bid documents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Payment Form (1 original)	1	Supply and Procurement Office, DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Payment Form to the collecting officer at the Cashiering Office.	1. Verify/check request form (name/nature of request)	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	See Table for Payment for Bidding Documents	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Payment for Bidding Documents	3 Minutes	



PAYMENT FOR BIDDING DOCUMENTS	
Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	PHP 500.00
More than 500,000 up to 1 million	PHP 1,000.00
More than 1 million up to 5 million	PHP 5,000.00
More than 5 million up to 10 million	PHP 10,000.00
More than 10 million up to 50 million	PHP 25,000.00
More than 50 million up to 500 million	PHP 50,000.00
More than 500 million	PHP 75,000.00

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.

Office or Division:		Cashiering Office, DHVSU, Bacolor, Pampanga		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st 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	<i>Administrative Aide</i> 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	<i>Administrative Aide</i> Cashiering Office
3. Secure Official Receipt for	3. Issue Official Receipt for the payment made	None	1 Minute	<i>Administrative Officer</i> Cashiering Office



the payment made at the Cashiering Office			
TOTAL:		See Table for Schedule of Fees and Other Charges below	3 Minutes

PAYMENTS FOR THE ISSUANCE OF CERTIFICATIONS	
Certification	PHP 50.00
Certificate of Grades	PHP 50.00
CAV	PHP 100.00
Transcript of Records	PHP 110.00 /page
Diploma	PHP 100.00
Completion Form	PHP 100.00
SOA	PHP 50.00
Certification of Enrollment	PHP 50.00
Hon. Dismissal	PHP 50.00
Copy of Grades	PHP 110.00

3. Collection of Payments for the Issuance of Certification for Good Moral Character

Payment for issuance of Certifications for the issuance of certification for Good Moral Character which shall be used for legal purpose only.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All clients who are required to secure Official Receipts for the issuance of certifications.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Form for the Issuance of Good Moral Character (1 original)	1	Guidance and Testing Office (1 st Floor Student Affairs and Services Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form for the issuance of Good Moral Certificate to the Cashiering Office.	1. Check and verify student's Request Form	None	1 Minute	<i>Administrative Officer</i> Cashiering Office



2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		PHP 50	4 Minutes	





4. Collection of Payments for Rentals

Payment for issuance of Certifications for Rentals.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Payment Form (1 original)		1 Auxiliary Service Office (1st Floor, University Hostel)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Payment form to the Cashiering Office.	1. Verify the name and the amount to be paid.	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	See Table for Payment for Rentals	2 Minute	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Payment for Rentals	3 Minutes	

PAYMENTS FOR RENTALS			
TYPE OF COMMERCIAL STALL	MEASUREMENT IN METERS	MAIN CAMPUS RENTAL RATE	SATELLITE CAMPUS RENTAL RATE
Snacks and Lunch with Stall	4 x 2.85	PHP 5,000.00	PHP 4,000.00
Snacks Only with Stall	4 x 2.85	PHP 3,000.00	PHP 2,000.00
Snacks and Lunch without Stall	Cart Only	PHP 4,000.00	PHP 3,500.00
Snacks Only without Stall	Cart Only	PHP 2,000.00	PHP 1,500.00
Office and School Supplies Stall	3 x 2	PHP 3,000.00	PHP 2,000.00
Loading Station Stall	2.5 x 2	PHP 1,500.00	N/A
Photocopying Machine Only	N/A	PHP 2,000.00 / machine	PHP 1,500.00 / machine
Photocopying Machine with Stall	2.5 x 2	PHP 2,000.00 / machine	PHP 1,500.00 / machine
		PHP 1,000.00 (stall)	PHP 800.00 (stall)
Booth (for university events)	Cart Only	PHP 1,000.00 / day	PHP 800.00



5. Collection of Payments for Tuition Fees

The process of the office in collecting payments for tuition fees of students.

Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All DHVSU bona fide students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Student's Assessment Form (1 original)	2	Cashiering Office, (1 st Floor, Admin. Bldg. - Window 11)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Assessment Form at the Cashiering Office.	1. Verify student assessment form (Name and student number)	None	1 Minute	<i>Administrative Officer</i> 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	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Secure Official Receipt for the payment made at the Cashiering Office.	3. Issue Official Receipt of the payment made	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Schedule of Fees and Other Charges	3 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	<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>
OTHER FEES-GENERAL FUND							
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
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
Dev't. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Dev't. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Dev't. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00

6. Issuance of Official Receipt for Clearance/Statement of Account

Issuance of Official Receipt (OR) for clearance/Statement of Account (SOA) as proof of payment for documents requested by an individual.

Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students who are required to secure Official Receipts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Request Form for the Issuance of Statement of Account (1 Original)	2	Cashiering Office (1 st Floor, Administration Bldg. - Window 11)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account/ Clearance at the Cashiering Office.	1. Verify student request form	None	1 Minute	Administrative Officer Cashiering Office



2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		PHP 50	3 Minutes	

7. Issuance of Official Receipt for the Reprinting of New Identification Card.

Issuance of Official Receipt for client who needs to have a newly issued Identification Card.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide students who are required to secure Official Receipts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Form (1 original)	1	Office of Student Affairs (1 st Floor, Student Affairs and Services Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Form for reprinting of new ID at the Cashiering Office.	1. Verify the student's name and number.	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		PHP 50	3 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.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Visitors who have Official Business and Transaction within the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Services Office	
3	Routing Slip (1 original)	3	Gate Security Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	3 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	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
TOTAL:		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.

Office or Division:		Competency Assessment Center		
Classification:		Complex		
Type of Transactions:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		K-12 Students, TVET Graduating Students, TVET Graduate, Industry Workers, OFW		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Competency Assessment Center (1 st Floor, Research and Development Bldg.)	
2	Self-Assessment Guide (1 original)	2	Competency Assessment Center (1 st Floor, Research and Development Bldg.)	
3	Official Receipt (1 photocopy)	3	Cashiering Office (1 st 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encoding of Profile in the T2MIS Request for Assessment Schedule Receive applications for assessment	1. Review the completeness and correctness of requirements and administer the Self-Assessment Guide Coordinate with TESDA Pampanga the request for assessment schedule Collect assessment fee from applicants	Php. 500.00 to Php. 2175.00 (depending on competency type)	1 Day	<i>Assessment and Certification Supervisor</i> <i>Administrative Aide I</i> Competency Assessment Center <i>Administrative Officer V</i> Cashiering Office, DHVSU, Administrative Bldg



				Officer-In-Charge TESDA Pampanga Provincial Office
<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"> • TESDA Pampanga PO/ACAC organize the conduct of assessment • Conduct Competency Assessment 	<p>2. Follow-up the approval of assessment schedule and assigned/availability of assessor</p> <p>Supervise the conduct of competency assessment</p>	None	2 Days	Officer-In-Charge TESDA Pampanga Provincial Office
<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>	None	1 Day	Assessment and Certification Supervisor Administrative Aide I Competency Assessment Center
<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>	None	2 Days	Officer-In-Charge TESDA Pampanga Provincial Office



T2MIS and generates RWAC	examinees through T2MIS			
TESDA Processes reports				
5. Receive and Process CARS Print Certificate Issue National Certificate (NC)	5. Coordinate and follow-up the Issuance of National Certificates (NC)	None	1 Day	Officer-In-Charge TESDA Pampanga Provincial Office
<ul style="list-style-type: none"> • Presents the CARS to PO • Prepares NC/COC • Issues NC/COC to the Certified Worker 				
TOTAL:		Php. 500.00 to Php. 2175.00 (depending on competency type)	7 Days	



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.

Office or Division:		All Colleges/Extension Campuses		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bonafide students of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		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.

Office or Division:	All Colleges/Extension Campuses			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Administrative Aide</i> Respective College/Campus
TOTAL:		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.

Office or Division:	All Colleges/Extension Campuses				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All bonafide students of DHVSU				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement Letter and the required documents to the respective College/Campus		1. Evaluate and endorse the transferee	None	10 Minutes	<i>Designated Chairperson Respective College/Campus</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 Respective College/Campus</i>
TOTAL:			None	55 Minutes	



**Colleges, Senior High School, and
Junior High School
(Main Campus)
External Services**





COLLEGE OF ARTS AND SCIENCES

1. Enrollment Procedure for Incoming First Year Students

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

Office or Division:		DHVSU College of Arts and Sciences		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Incoming First Year College Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation	1.1 Check the student's name on the list of qualifiers issued by the Office of the Admission 1.2 Attach the student's complete documents to the pre-registration form 1.3 Issue the pre-registration form and feedback form with attached documents	None	5 Minutes	<i>Faculty In Charge</i> DHVSU College of Arts and Sciences



2. Submit the accomplished pre-registration form for evaluation and advice	2. Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	Program Chairperson DHVSU College of Arts and Sciences
3. Submit the evaluated pre-registration form to the Program Coordinator	3. Approve the pre-registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 Day	Dean, DHVSU College of Arts and Sciences /Program Chairperson, DHVSU College of Arts and Sciences
4. Fill out the Customer Satisfaction Survey Form	4. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson, DHVSU College of Arts and Sciences
TOTAL:		None	1 Day, 13 Minutes	

2. Issuance of Adding, Dropping and Changing Forms

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

Office or Division:		DHVSU Mexico Campus		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Enrolled Irregular College Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Campus Director	
4	CSS Form	3	Office of the Campus Director	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Submit the required documents for evaluation	1.1 Check the documents submitted by the student	None	20 Minutes	<i>Program Coordinator</i> DHVSU Mexico Campus
	1.2 Issue Adding, Dropping, Changing Form			
	1.3 Advise the student as to which subject to add, drop or change			
	1.4 Evaluate and encode the data			
2. Fill out the Customer Satisfaction Survey Form	1.4 Approve the subjects to be added, dropped or changed	None	30 Minutes	<i>Director</i> DHVSU Mexico Campus/ <i>Program Coordinator</i> DHVSU Mexico Campus
	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing			
	2. Collect the accomplished CSS Form			
TOTAL:		None	53 Minutes	



1. Enrollment Procedure

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

Office or Division:		College of Business Studies (CBS)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bonafide CBS students of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, Administrative Building)	
3	Pre-Registration form (1 original)	3	Dean's Office (2 nd Floor, CBS Building 1)	
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (2 nd Floor, CBS Building 1)	
5	Certificate of Registration (COR)	5	Dean's Office (2 nd Floor, CBS Building 1)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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</i> CBS
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</i> CBS
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> CBS
	3.2 Advise the student to drop the feedback	None	1 Minute	<i>Program Chairperson</i> CBS



	form 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>
TOTAL:		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.

Office or Division:		College of Business Studies (CBS)			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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 nd Floor, CBS Building 1)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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> CBS
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> CBS



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</i> CBS
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</i> CBS
TOTAL:		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.

Office or Division:	College of Business studies (CBS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide 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, 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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> CBS
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 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>
TOTAL:		None	56 Minutes	



COLLEGE OF COMPUTING STUDIES (CCS)

1. Enrollment Procedure

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

Office or Division:	College of Computing Studies (CCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide CCS Students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st 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)	
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> College of Computing Studies
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</i> College of Computing Studies



<p>3. Secure a Pre-Registration Form and Customer Survey Form at the Dean's Office</p>	<p>3. Issue Pre-Registration Form and Customer Survey Form to students</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>College Secretary</i> College of Computing Studies</p>
<p>4. Submit the accomplished Pre-Registration Form and Customer Survey Form to the Program Chairperson for evaluation</p>	<p>4.1 Evaluate / Review and Advise the courses to be enrolled by the students</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Program Chairperson</i> College of Computing Studies</p>
	<p>4.2 Advise the student to drop the Customer Survey Form to the designated drop box.</p>	<p>None</p>	<p>1 Minute</p>	
<p>5. Submit the evaluated form to the College Dean for approval</p>	<p>5.1. Approve the Pre-Registration Form and forward to the office of the University Registrar</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>College Dean</i> College of Computing Studies</p>
	<p>5.2. Encode the courses to be enrolled and print the Certificate of Registration (COR)</p>		<p>8 Hours</p>	<p><i>Administrative Aide</i> Office of the University Registrar</p>
	<p>5.3. Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.</p>		<p>8 Hours</p>	<p><i>Administrative Aide</i> Office of the University Registrar</p>



TOTAL:	None	16 Hours and 20 Minutes	
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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.

Office or Division:	College of Computing Studies (CCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide Irregular Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (1 original)	1	Office of the University Registrar (1 st Floor, Administration Bldg.)	
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1 st 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)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar</p>	<p>1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Administrative Aide</i> Office of the University Registrar</p>
<p>2. Sign in the client log book</p>	<p>2. Instruct the client to sign in the log book</p>	<p>None</p>	<p>1 Minute</p>	<p><i>College Secretary</i> College of Computing Studies</p>
<p>3. Secure Adding, Dropping, Changing Form and Customer Survey Form from the College Secretary</p>	<p>3. Issue Adding, Dropping, Changing Form and Customer Survey Form to students</p>	<p>None</p>	<p>1 Minute</p>	<p><i>College Secretary</i> College of Computing Studies</p>
<p>4. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation and the Customer Survey Form</p>	<p>4.1 Evaluate the student as to the courses to be added, dropped or changed</p> <p>4.2 Advise the student to drop the Customer Survey Form to the designated drop box.</p>	<p>None</p> <p>None</p>	<p>3 Minutes</p> <p>1 Minute</p>	<p><i>Program Chairperson</i> College of Computing Studies</p>



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 College of Computing Studies
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 College of Computing Studies
TOTAL:		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.

Office or Division:	College of Computing Studies (CCS)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	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-ADMINISO-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> College of Computing Studies
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> College of Computing Studies
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	<i>College Secretary</i> College of Computing Studies



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	<i>College Secretary</i> College of Computing Studies
TOTAL:		None	56 Minutes	



1. Enrollment Online Procedure (OLD STUDENTS)

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

Office or Division:		College of Engineering and Architecture		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bonafide students of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
	TOTAL:	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			
TOTAL:	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.

Office or Division:	College of Engineering and Architecture			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>



-----End of Transaction FOR STUDENT-----

	TOTAL:	None	19 Minutes	
4.The Department submit the approved Adding, Dropping, Changing Form to the Registrar	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	<i>Administrative Aide</i>
	TOTAL:	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.

Office or Division:		College of Engineering and Architecture			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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>
TOTAL:			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.

Office or Division:		College of Engineering and Architecture			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL:			None	12 Minutes	



1. Enrollment Procedure

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

Office or Division:	College of Hospitality and Tourism Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	4. Encode the subjects and issue Certificate of Registration	None	1 Day	<i>Administrative Aide</i> Office of the University Registrar



and secure Certificate of Registration			
TOTAL:	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.

Office or Division:	College of Hospitality and Tourism Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		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.

Office or Division:		College of Hospitality and Tourism Management			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>



TOTAL:	None	55 Minutes	
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1. Enrollment Procedure

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

Office or Division:		College of Industrial Technology (CIT)			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide CIT students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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 st 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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 CIT</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 CIT</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 CIT</i>
		3.2 Advise the student to drop the feedback form to the	None	1 Minute	<i>Program Chairperson CIT</i>



	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 CIT</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>
TOTAL:		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.

Office or Division:		College of Industrial Technology			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>College Dean</i> 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	<i>College Secretary</i> CIT
TOTAL:		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.

Office or Division:	College of Industrial Technology (CIT)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide 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, 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 CIT</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 CIT</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 CIT</i>
TOTAL:		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.

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming First Year College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
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	Office Secretary/ Faculty In Charge College of Education
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 Education



	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 Chair College of Education</i>
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 College of Education</i>
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chair College of Education</i>
TOTAL:		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.

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Enrolled Irregular College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
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>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	None	20 Minutes	<i>Dean / Program Chair College of Education</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			
	2.5 Approve the subjects to be added, dropped or changed			
	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. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chair</i> College of Education
TOTAL:		None	54 Minutes	





1.Enrollment Procedure for Incoming First Year Students

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

Office or Division:	College of Social Sciences and Philosophy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming First Year College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
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>Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy</i>
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	<i>Faculty In Charge College of Social Sciences and Philosophy</i>



	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 College of Social Sciences and Philosophy</i>
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 College of Social Sciences and Philosophy</i>
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chairperson College of Social Sciences and Philosophy</i>
TOTAL:		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.

Office or Division:	College of Social Sciences and Philosophy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Enrolled Irregular College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
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>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			
	2.5 Approve the subjects to be added, dropped or changed			
	2.6 Forward the approved Adding,		30 Minutes	<i>Dean / Program Chairperson</i>



	Dropping, Changing Form to the Registrar's Office for processing			College of Social Sciences and Philosophy
3. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chairperson</i> College of Social Sciences and Philosophy
TOTAL:		None	54 Minutes	





DATA PROTECTION OFFICE

External Service





1. Request for Confidential Documents

The request of University documents from the different departments/offices related to RA 10173 (Office of the Registrar, HRMO, Admission Office, Guidance)

Office or Division:	Data Privacy Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concern Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request documents	1. Receive and review the request in accordance with RA 10173 provision	None	5 Minutes	<i>Public Information Officer</i> Data Privacy Office
2. Wait for the approval of the request	2. Forward the request to the Office of the Executive Vice President (EVP) for approval	None	3 Minute	<i>Executive Vice President</i> Office of the EVP
3. Wait for the issuance of DPO clearance	3. Issue corresponding clearance for the request	None	2 Minutes	<i>Public Information Officer</i> Data Privacy Office
TOTAL:		None	10 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.

Office or Division:	Data Privacy Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concern Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	6 Minutes	



EXTENSION SERVICES OFFICE

Internal Service





1. Request for Extension Services

Rendering of Technical Assistance, Consultancy, Training, Technology Transfer and Other Extension Projects/Programs/Activities to Individuals and/or Communities

Office or Division:	Extension Services Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G -Government to Government			
Who may avail:	All citizens/groups that need assistance of extension services offered by the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter (1 original)	1	Extension Service Office (2 nd Floor Research and Development Bldng.)	
2	Reply Notice (1 original)	2	Extension Service Office (2 nd Floor Research and Development Bldng.)	
3	Minutes of the Meeting (1 original)	3	Extension Service Office (2 nd Floor Research and Development Bldng.)	
4	Project Proposal/MOA Draft(1 original)	4	Extension Service Office (2 nd Floor Research and Development Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request letter and submit to the Office of the President	1. Receive the client's request, stamp and route to University Extension Services Office thru the VP RET Office	None	1 Day	<i>Administrative Aide (Office Secretary)</i> Office of the President
2. Wait for the reply notice	2. Verify the client's request and send notice of acceptance or non-acceptance	None	1 Day	Director for Extension Services, Extension Services Staff Extension Services Office, Research, Extension and Training Bldg.
3. Attend meeting at the Extension Services Office	3. Coordinate with the Extension Services Office personnel; Discuss the project or service requested and assist in drafting a project	None	3 Day	Director and Staff, Extension Services Office, Research, Extension and Training Bldg.



	proposal and Memorandum of Agreement			
4. Receive copy of project proposal and draft of Memorandum of Agreement	4. Discuss the details of the extension services to be rendered	None	1 Day	<i>Administrative Officer (Office Secretary), Director for Extension Services, Extension Services Staff</i> Extension Services Office, Research, Extension and Training Bldg.
5. Bring valid ID and signed Memorandum of Agreement	5. Receive the signed Memorandum of Agreement	None	1 Day	<i>Administrative Officer (Office Secretary), Vice President for Research, Extension and Training, Director for Extension Services, Extension Services Staff</i> Extension Services Office, Research, Extension and Training Bldg.
TOTAL:		None	6 Days	



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.

Office or Division:	Finance Management Services Office (FMSO)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail:	Internal/External Clients requesting allotment for payment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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
	1.1. PS		Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.
	1.1.1	Approved Payroll	
	1.1.2	Remittance List	
	1.1.3	List of Actual Retirees	
	1.1.4	Computation from ADMINISO	
	1.2 MOOE		
	1.2.1	Itinerary of travel with attachments	
	1.2.2	Official Receipts	
	1.2.3	Statement of Accounts	
	1.2.4	Billing Statement	
	1.2.5	Sales Invoice	
	1.2.6	Purchase Order	
	1.2.7	Approved Budget Proposal	
	1.2.8	Liquidation Report	
	1.2.9	Duly Signed Request Letter of Allotment	
	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.	1.1 Receive and record on the Control Logbook the supporting documents.	None	2 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
	1.2 Verify accuracy and completeness of supporting documents, process and assign number on the ORS/BURS based on the Control Logbook maintained for the purpose.	None	15 Minutes	<i>Administrative Aide I</i> Finance Management Services Office

1.3 Advise the client to fill out the customer survey form.	None	2 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
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1.4 Verify availability of allotment. Provide an initial in Section B of the ORS/BURS and forward all copies of the documents to the Head of the Budget Division/Unit for signature.	None	10 Minutes	<i>Admin. Assistant VI / Budget Officer Finance Management Services Office</i>
1.5 Review the ORS/BURS and supporting documents. If in order, sign the certification in Section B of the ORS/BURS.	None	15 Minutes	<i>Chief Administrative Officer Finance Management Services Office</i>
1.6 Forward the ORS/BURS and supporting documents to the Office of the Vice President for Admin and Finance for signature.	None	2 Minutes	<i>Administrative Aide I Finance Management Services Office</i>
TOTAL:	None	46 Minutes	



Graduate School

External Services





1. Graduate School Enrolment Procedure (New Student)

This describes the procedure in enrolment.

Office or Division:		Graduate School		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Graduate and Post Graduate students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Advising Form (1 original)	1	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
2	Certificate of Registration (COR) (1 original)	2	Office of the University Registrar (OUR), 1 st Floor, Administration Bldg.	
3	Official Receipt (1 original)	3	Cashiering Office, 1 st 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 nd 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL:		See table for the Schedule of Fees and Other Charges	38 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>
TUITION FEE							
OTHER FEES-GENERAL FUND							
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
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
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
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00



2. Graduate School Enrolment Procedure (Old Student)

This describes the procedure in enrolment.

Office or Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate and Post Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Clearance Academic Program Evaluation (APE) Form (1 original)	1	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
2	Advising Form (1 original)	2	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
3	Certificate of Registration (COR) (1 original)	3	Office of the University Registrar (OUR), 1 st Floor, Administrative Bldg.	
4	Official Receipt (1 original)	4	Cashiering Office, 1 st 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	<i>Administrative Aide Office of the University Registrar</i>
	3.2. Advise the GSS to proceed to the Cashier's 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 I Internet Multimedia Center</i>
TOTAL:		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
	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
TUITION FEE							
OTHER FEES-GENERAL FUND							
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
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
Dev't. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Dev't. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Dev't. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00

3. Plagiarism Check

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

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

Office or Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate School Student (GSS) who has completed the academic requirements prior to taking up thesis/dissertation writing.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Transcript of Record (2 photocopies)	1	Registrar's Office, 1 st Floor, Admin. Bldg.	
2	Assessment Slip (1 original)	2	Registrar's Office, 1 st Floor, Admin. Bldg.	
3	Official Receipt (1 photocopy)	3	Cashiering Office, 1 st Floor, Admin. Bldg.	
4	Letter of Intent (1 original)	5	Dean's Office, Graduate School (GS) – 2 nd Floor	
6	2x2 picture (2 original)	6	Dean's Office, Graduate School (GS) – 2 nd Floor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Administrative Aide</i> Dean's Office Graduate School
	3.2. Inform the student regarding the schedule of the orientation. <i>Note: The orientation will be done three (3) weeks after the enrolment.</i>	None	1 minute	<i>Administrative Aide</i> 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	<i>Dean</i> 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	<i>Dean / Administrative Aide</i> 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	<i>Administrative Aide I</i> 2 nd 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 / 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	Proctor / Examiner Graduate School
	6.2. Give test instructions.	None	10 Minutes	Proctor / Examiner Graduate School
TOTAL:		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
	<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>
TUITION FEE							
OTHER FEES-GENERAL FUND							
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
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
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
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00



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.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All bona fide DHVSU students, alumni/alumnae.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, Admin Bldng.)	
3	Request for Payment Form for the Issuance of Certificate of Good Moral Character	3	Guidance and Testing Center (1 st Floor, Student Affairs and Service Bldng.)	
4	Official Receipt (OR)	4	Cashiering Office (1 st Floor, Admin Bldng.)	
5	Documentary Stamps (2 pieces)	5	Bureau of Internal Revenue(BIR), Maimpis, CSFP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Good Moral Character at the Guidance and Testing Center.	1. Interview and evaluate the client's request and verify records	None	2 Minutes	<i>Administrative Aide</i> Guidance and Testing Center



2. Pay the necessary amount at the Cashiering Office.	2. Receive the payment and issue OR for the payment made.	PHP 50	4 Minutes	<i>Administrative Officer</i> Cashiering Office.
3. Present the OR to the Guidance and Testing Center	3. Print the Certificate for Good Moral Character and affix documentary stamp For <i>TRANSFEREES</i> to other school interview and instruct to fill out the Exit Interview Form	None	3 Minute 5 minutes	<i>Administrative Aide</i> Guidance and Testing Center <i>Guidance Counselor</i> Guidance and Testing Center
4. Wait for the issuance of Good Moral Character Certificate at the Guidance and Testing Center	4. Release the Good Moral Character Certificate duly signed by the Guidance Counselor and request the client to fill out Customer Survey Form.	None	1 Minute	<i>Administrative Aide</i> Guidance and Testing Center
TOTAL:		PHP 50	15 Minutes	



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 him/her.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen ; G2G- Government to Government		
Who may avail:		Client who are mostly from the students, faculty members and administrative employees of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, Admin Bldng.)	
3	Call Slip (1 original)	3	Guidance and Testing Center (1 st Floor, Student Affairs and Service Bldng.)	
4	Referral Form	4	Guidance and Testing Center (1 st Floor, Student Affairs and Service Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WALK-IN 1. Register to the Visitor/ Client basic info. in the Log Sheet for Counseling Services at the Guidance and Testing Center.	1. Answer counselee's initial inquiries	None	1 Minute	Guidance Associate Guidance & Testing Center
	2. Set an appointment to the counselee		2 Minutes	
	3. Facilitate interview using Intake Summary Form and Individual Information Sheet		10 Minutes	Guidance Counselor Guidance & Testing Center



<p>2. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.</p>	<p>evaluate counselee's problem, conducts case conceptualization analyze pertinent data and information of the counselee plan counseling intervention set counseling goals</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center</p>
<p>3. Attend the scheduled follow-up session/s at the Guidance and Testing Center</p>	<p>conduct series of counseling session evaluate and Terminate counseling progress</p>	<p>None</p>	<p>1.5 Hours 25 Minutes</p>	<p><i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center</p>
<p>TOTAL:</p>		<p>None</p>	<p>3 Hours, 8 Minutes 1 Hour, 38 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	
<p>B. Referrals 1. Register</p>	<p>1. Receive accomplished Referral Form</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Guidance Associate</i> Guidance & Testing Center</p>



	Gather information to the referee and conduct Intake Interview to the counselee	None	20 Minutes	Guidance Associate Guidance & Testing Center
	3. Evaluate counselee's problem, conducts case conceptualization 4. Analyze pertinent data and information of the counselee 5. Plan counseling intervention 6. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	Conduct series of counseling session Evaluate and Terminate counseling progress	None	1.5 Hours 25 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	3 Hours, 6 Minutes 1 Hour, 46 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 session over the phone or computer. Common means of communication for the



session may include text messaging, audio calling and video chatting and conference.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Client who are mostly from students, faculty members and administrative employees of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.	Verify accomplished Student Counseling google form and MHPS google form	None	3 Minutes	<i>Administrative Aide</i> Guidance & Testing Center
	1. Schedule the Intake Interview/counseling sessions		2 Minutes	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center
Attend to the scheduled intake interview with Guidance Associate.	Guidance Associate facilitates intake interview and refer the student or employee to the Guidance Counselor.	None	22 Minutes	<i>Guidance Associate</i> Guidance & Testing Center



<p>Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.</p>	<p>1 Evaluates counselee's problem, conducts case conceptualization. 2 Analyzes pertinent data and information of the counselee. 3 Plans counseling intervention. 4 Sets counseling goals.</p>		<p>1 Hour</p>	<p><i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i></p>
<p>4. Attend the scheduled session/s at the Guidance and Testing Center</p>	<p>. Schedules series of counseling session. . Terminates Counseling Session</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i></p>
<p>5. Attend the scheduled follow-up session/s at the Guidance and Testing Center</p>	<p>Conducts series of Counseling Sessions</p>	<p>None</p>	<p>1.5 hour</p>	<p><i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>3 hours, 27 minutes 1 Hour, 57 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	



3. Issuance of Class Admission Slip

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

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Client who are mostly from students, faculty members and administrative employees of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/	3. Conducts interview based on the explanation letter and verify supporting documents.	None	10 Minutes	



Guidance Associate				
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	3 Minutes	
TOTAL:		None	18 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.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter (for OJT)	1	Dean's Office / Principal's Office	
2	Endorsement Letter (for hiring purposes)	2	Administrative Services Office (1 st Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	4 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>



2. Register in the Visitor/ Client Log Sheet	1 Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
3. Take the battery test at the Guidance and Testing Center and Accomplish customer survey form	1. Administers the Test Battery 2. Distributes and collects Customer Survey Form	None	1 hour (OJT) 2 hours (teaching, non-teaching applicants and newly hired)	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
TOTAL:		None	1 hour, 5 minutes (For OJT/Work Immersion) 2 hours, 5 minutes (Teaching and Non-Teaching applicant and newly hired)	

5. Issuance of Test Permit Process

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

Office or Division:	Guidance and Testing Center		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Test stub (1 original)	1	Admissions Office (1 st 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	3	Cashiering Office (1 st Floor, Admin Bldng.)



	covered by RA 10931			
4	Picture (1 passport size)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
Register on the test Schedule Log Sheet.	1 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	1 Issues examination schedule or Test permit	None	5 minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	10 minutes	

6. University Admission Test (UAT) Administration Process

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

Office or Division:	Guidance and Testing Center		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Testing permit(1 original)	1	Guidance and Testing Center (2 nd 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 st Floor, Admin Bldng.)		
4	Application form(for graduate students)	4	Admissions Office (1 st Floor, Student Affairs and Services Bldng.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present UAT test permit and required documents.		Receives and checks UAT test permit and required documents	None	1 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
Listen to the instruction of the proctor and fill out the answer sheets		Introduce and distributes the answer sheets for the UAT. Instructs to fill out the answer sheets	None	13 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
Answer the sample questions and take the UAT.		. Distributes the test booklets. . Instructs the test procedures. . Administers the University Admission test.	None	50 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form		. Collects test booklets and answer sheets . Distributes customer Survey Form	none	5 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>



	. Instructs the Schedule of test results.			
TOTAL:		None	1 Hour and 9 Minutes	

Laboratory High School (LHS)

External Service





1. Enrollment Procedure for Junior High School

This describes the standard procedure in the enrolment system of Grades 7-10.

Office or Division:	Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming Grade 7 students and old students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	For Grade 7: Form 9 (1 original)	1	Elementary 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 (1 original)	4	Photo Studio	
5	For Grade 8-10: Form 9 (1 original)	5	Laboratory High School (Principal's Office, 1 st Floor, LHS)	
6	Clearance 9 (1 original)	6	Accounting Office, (1 st Floor Admin Bldng.)	
7	Pre-registration Form 9 (1 original)	7	Laboratory High School (Principal's Office, 1 st Floor, LHS)	
8	Feedback Form 9 (1 original)	8	Laboratory High School (Principal's Office, 1 st Floor, LHS)	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESS ING TIME	PERSON RESPONSIB LE
1. Submit the required documents for evaluation	1.1 For Grade 7: Check the student's name on the list of qualifiers issued by the Office of the Admission	None	5 Minutes	<i>Faculty In Charge</i> Laboratory High School



	<p>1.2 For Grades 8-10: Check the student's Form 9 and clearance</p> <p>1.3 Attach the student's complete documents to the pre-registration form</p> <p>1.4 Issue the pre-registration form and feedback form with attached documents</p>			
2. Submit the accomplished pre-registration form for evaluation and advice	2. Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	<i>Unit Coordinator</i> Laboratory High School
3. Submit the evaluated pre-registration form to the Unit Coordinator	3. Approve the pre-registration form and forward to the Office of the Registrar	None	5 Minutes	<i>Principal</i> Laboratory High School
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4. Advise the student to proceed with the enrollment proper	None	5 Minutes	<i>Administrative Aide</i> Office of the University Registrar Accounting Office Cashiering Office
TOTAL:		None	20 Minutes	

2. Encoding of Grades for Junior High School

This describes the standard procedure in the encoding of grades of Grade 7-10 students.

Office or Division:	Laboratory High School
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Enrolled Grade 7-10 students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Grade Sheet	1	Concerned Subject Teacher	
2	Temporary Card	2	Concerned Class Adviser	
3	Final Report Card	3	Concerned Class Adviser	
4	Feedback Form 9	4	Laboratory High School (Principal's Office, 1 st Floor, LHS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply various requirements as reflected on the approved grading system	1.1 Secure a recording material (class record) for documenting or recording of student's grades per subject.	None	One quarter	<i>Subject Teachers</i> Laboratory High School
	1.2 Encode and print all students' grades at the end of every quarter.			
	1.3 Submit the grading sheet to the unit coordinator for checking.			
	2.1 Receive and checks the grading sheets.	None	10 minutes	<i>Unit Coordinator</i> Laboratory High School
	2.2 Affix the unit coordinator's signature for notation.			
	2.3 Endorse the grading sheets to the principal for further evaluation.			



2. Receives the copy of the grades	3.1 Receive, re-check, and approve the submitted grading sheets.	None	5 Minutes	Principal Laboratory High School
	3.2 Return the approved grade sheets to the secretary			
	4. Give the copy of grade sheet to the class adviser and to the subject teacher	None	1 Minute	Administrative Aide Laboratory High School
2. Receives the copy of the grades	5.1 Receive the approved grading sheets.	None	1 Minute	Class Advisers Parent/Guardian Laboratory High School
	5.2 Make a summary of the students of each section.		60 Minutes	
	5.3 Reflect the grades of each student on his/her Form 10 (Report Card) and Form 19 (Cumulative Record).		60 Minutes	
	5.4 Conduct counter rechecking with the other faculty.		120 Minutes	
	5.5 Distribute the temporary card (1 st -3 rd Quarter) and final card (4 th quarter) to the parents/guardian of each student during the		At the end of the quarter (60 Minutes)	



	scheduled Parents-Teacher Conference. 5.6 Submit the Form 10 of his/her advisory class to the concerned registrar staff for filing purposes.		At the end of the academic year	
	6. Receive and keep the said documents.	None	1 Minute	<i>Registrar's Staff</i> Office of University Registrar
TOTAL:		None	5 Hours, 8 Minutes	

3. Student Disciplinary Action

This describes the standard procedure in handling student disciplinary action.

Office or Division:	Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government			
Who may avail:	Laboratory High School students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Parent's Needed Letter (1 original)	1	Class Adviser of the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receive a complaint	1. Address complaint/s or problems to the Class Adviser	None	10 Minutes	<i>Faculty In Charge</i> Laboratory High School
2. Receive a parent's needed letter	2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance	None	30 Minutes	<i>Respective Class/Section Adviser</i> Laboratory High School
3 Bring his/her parent/guardian	3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion. 3.3 Discuss the violation and the possible sanction as stated in the Student Manual 3.4 Keep all the agreements and monitors the student 3.5 Endorse the situation to the Principal for final sanction/possible intervention 3.6 Give the sanction/intervention	None	1 Hour	<i>Discipline Coordinator</i> Laboratory High School or <i>Principal</i> Laboratory High School or <i>Guidance Counselor</i> Laboratory High School



	<p>3.7 Endorse the student with serious/very serious situation/offense to the LHS Guidance Counselor/Guidance Office Staff/OSA Staff</p> <p>3.8 Monitor and give intervention to student who committed serious or major offense</p>			
TOTAL:		None	1 Hour, 40 Minutes	





Management Information System

External Service





1. ID Printing (New Student)

This describes the procedure for ID printing for new students.

Office or Division:		MIS Encoding Center		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DHVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (1 original)	1	Office of the Registrar (1 st Floor Administrative Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	9 Minutes	

2. Replacement of ID (Old Student)

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

Office or Division:		MIS Encoding Center		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DHVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Official Receipt (1 original)	1	Cashiering Office (1 st Floor, Admin. Bldng.)	
2	Old School ID (1 original)	2	ID issued by the previous school	



3	ID Printing Form (1 original)	3	Office of Student Affairs, 1 st 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
TOTAL:		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.

Office or Division:		MIS Encoding Center			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All DHVSU Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Faculty Schedule Program (1 photocopy)	1	VPAA's Office/Respective Colleges/Campuses		
2	Grade Sheet (1 original)	2	Management Information System (2 nd Floor, Admin Bldng.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 DHVSU</i> <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
TOTAL:			None	1 Hour, 8 Minutes	

2. ID Printing for Employees

This describes the procedure for ID printing among DHVSU personnel.

Office or Division:	MIS Encoding Center
Classification:	Simple
Type of Transaction:	G2G – Government to Government



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



OFFICE FOR ALUMNI AFFAIRS

Internal Services





1. Giving and Acceptance of Donation

The procedure covers the receiving and acknowledging of donations.

Office or Division:		Office for Alumni Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Donors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Intent (1 original)	1	Donor	
2	Donation Form (1 original)	2	Office for Alumni Affairs (1 st 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 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	2 Days and 10 Minutes	

2. Request for Holding Alumni Activities

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

Office or Division:	Office for Alumni Affairs
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		DHVSU Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Form (1 original)	1	Office for Alumni Affairs (1 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	40 Minutes	



OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

Internal Services





OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

1. FOREIGN STUDENT ADMISSION

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

Office or Division:		Office for International Partnerships and Programs (OIPP)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		FOREIGN STUDENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Intent (1 original)	1	Student applicant	
2	Application Form (1 original)	2	Office for Alumni Affairs (1 st Floor, University Hostel)	
3	Student visa (1 photocopy)	3	Philippine Embassy	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Evaluate the submitted documents	None	1 Day	<i>Director OIPP</i>
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, OIPP</i>
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 OIPP</i>
5. Accomplish Customer Survey Form	5. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary OIPP</i>
TOTAL:		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.

Office or Division:	Office for International Partnerships and Programs (OIPP)			
Classification :	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All bonafide DHVSU Staff and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation	1. Evaluate the submitted documents	None	1 Day	Director 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	Director OIPP
3. Wait for the approval of the	3. Evaluate, approve/ disapprove	None	15 Days	Director, -IAS CHED



evaluated documents	the request for travel			
4. Receive the approved documents	4. Issue the approved Travel Authority	None	1 Day	<i>Administrative Aide OIPP</i>
5. Accomplish Customer Survey Form	5. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary OIPP</i>
TOTAL:		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.

Office or Division:	Office for International Partnerships and Programs			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	REQUESTING STAFF AND FACULTY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL:		None	5 Hours and 10 Minutes	



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.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (COR)	1	Office of the University Registrar	
2	Official Identification Card (ID)	2	Management Information System (MIS)	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log sheet		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. Wait for the release of the validated document		None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Receive the validated document		None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
5. Fill out the customer satisfaction rating		None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	10 Minutes	



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.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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		None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs



	the Official Receipt at the MIS office for the printing of the new ID			
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
TOTAL:		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.

Office or Division:		Office of Student Affairs	
Classification:		Simple	
Type of Transaction:		G2G – Government to Government	
Who may avail:		All recognized student organizations in the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Re-Accreditation			
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
For New Organization			
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	6	Student Organization concern



	specimen signature			
7	Certificate of Oath of Office	7	Office of Student Affairs	
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>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	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:			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

Office or Division:	Office of Student Affairs
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident Report	1	Office of Student Affairs	
2	Claim form	2	Office of Student Affairs	
CLIENT STEPS		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/ 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	<i>Administrative Aide</i> 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



TOTAL:	None	25 Minutes	
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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.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVTSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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



<p>3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director</p>	<p>3. 3.a Issue a memorandum to concern students for initial interview about the case filed against them</p> <p>3.b Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case</p>	<p>None</p>	<p>1 day</p> <p>3-5 days (Depending on the availability of the members of the committee)</p>	<p><i>Director</i> Office of Student Affairs</p> <p><i>Director</i> Office of Student Affairs</p>
<p>4. Wait for the decision of the Disciplinary Committee</p>	<p>4. Makes the decision based on the investigation conducted and the gathered information during the interview</p> <p>Inform the students concern about the decision thru an issuance of Office Order</p>	<p>None</p>	<p>3 days</p>	<p><i>Disciplinary Committee</i></p> <p><i>Director</i> Office of Student Affairs</p>
<p>5. Receives the decision from the committee</p>	<p>5. Explain the sanctions due to the involved students</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Director</i> Office of Student Affairs</p>



6. Fill out the customer satisfaction rating	6. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
TOTAL:		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.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		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
TOTAL:		None	34 Minutes	

7. Filing of Candidacy

This describes the process of an application for candidacy of aspiring student leaders who are interested to run for a seat in the University Student Council election.

Office or Division:	Office of Student Affairs		
Classification:	Simple		
Type of Transaction:	G2C – Government to Government		
Who may avail:	All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Application for candidacy	1	S-COMELEC



2	Certificate of Registration	2	Office of the University Registrar		
3	Photocopy of ID of the Student Claimant	3	Student Concern		
4	Election forms	4	S-COMELEC		
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. Files his/her candidacy to the S-COMELEC office		2. Receive the application for candidacy from the student leader	None	3 Minutes	S-COMELEC Office of Student Affairs
3. Prepare all the requirements needed and submit these to the S-COMELEC Secretary		3. Receive documents submitted by the candidates/party list	None	5 minutes	S-COMELEC
3. Wait for the verification of the requirements submitted		3. Evaluates the documents submitted by the candidates/party list	None	15 Minutes	S-COMELEC
4. Wait for the endorsement from the S-COMELEC Chair		4. Endorse the list of approved candidates/party list to the OSA Director	None	5 Minutes	S-COMELEC <i>Chair</i>
5. Wait for the posting of qualified candidates/party list		5. Release/post the list of qualified candidates/party list	None	10 Minutes	S-COMELEC <i>Chair</i>
6. Wait for the schedule of the campaign period		6. Sets the campaign period and the date of election	None	1 day	S-COMELEC <i>Chair</i>
7. 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



TOTAL:	None	1 day and 42 Minutes	
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7. OUTBOUND ACTIVITY

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

Office or Division:		Office of Student Affairs			
Classification:		Simple			
Type of Transaction:		G2C – Government to Government			
Who may avail:		All bona fide DHVSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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	3 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	Director 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
TOTAL:		None	32 minutes	

8. Filing and Resolving Incident or Case

Any student who has violated provisions on student discipline as stipulated in the student manual as reported by either the fellow student or the teacher or any person in authority within the jurisdiction of the university.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide DHVSU Students and Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident report duly signed by the student/teacher complainant (1 original)	1	Concerned Student	
2	Narrative report corroborated by two (2) disinterested parties (1 original)	2	Witnesses	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Report the incident to the Office of Student Affairs	1. Assess the report and issue an Incident Report Form to the complainant	None	2 Minutes	<i>Director</i> Office of Student Affairs
2. Accomplish the Incident Report Form and submit it to the Office of the Student Affairs	2. Study and analyze the case	None	30 Minutes	<i>Director</i> Office of Student Affairs
3. Wait for the action to be taken for the case	3. Recommend necessary sanction or solution	None	10 Minutes	<i>Director</i> Office of Student Affairs
TOTAL:		None	42 Minutes	



OFFICE OF THE STUDENT SERVICES

External Services





1. MEDICAL CHECK-UP

Perform medical examination to patients and give immediate treatment to their concerns and chief complains regarding health.

Office or Division:	Medical Health Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide DHVSU students with particular emphasis on those facing the greatest health risk.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Internet Multimedia Center (IMC) Office	
2	Client Satisfaction Form	2	Medical Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the patient in the General Gog Book and Departmental Log sheet of the Medical Health Unit 2. Fill out Client Satisfaction Form	1.1. Take patient's data (chief complaint, vital signs)	None	3 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.2. Perform Physical Examination, Diagnosis and treatment	None	8 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.3. Give prescribed medicines	None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
TOTAL:		None	15 Minutes	



2. ORAL CHECK-UP (ORAL EXAMINATION)

Perform oral examination to patients and give immediate solution to their concerns and chief complains regarding oral health.

Office or Division:		Dental Health Unit			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest oral health risk.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	University Issued Student ID	1	Internet Multimedia Center (IMC) Office		
2	Client Satisfaction Form	2	Medical Building		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Register on the Patient's Daily Record Form at the Dental Health Unit	1.1. Gather patient's data (major complaint)	None	2 Minutes	Dental Aide Medical and Dental Clinic Building
		1.2. Perform Oral Examination and treatment planning	None	15 Minutes	University Dentist III Medical and Dental Clinic Building
2.	Fill out Client Satisfaction Form	1.3. Administer case explanation and give medications	None	2 Minutes	University Dentist III Medical and Dental Clinic Building
		1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	3 Minutes	Dental Aide Medical and Dental Clinic Building
TOTAL:		None	22 Minutes		

3. SERVICE COMPLAINT

The Office of Student Services is one among the servicing offices of the University which is assigned to head and look after the services of all units under its jurisdiction if units are operating and performing in conjunction with its goal. The OSS looks, analyzes, and identifies the problems that arise from the different units under its leadership specifically problems concerning students' issues on services provided by its units.

Office or Division:	Student Services Office
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	The entire University Community with special attention on students and their needed services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	OSS Complaint Form	1	Office of Student Services	
2	Customer Satisfaction Form	2	Office of Student Services	
3	University Issued Student ID	3	Internet Multimedia Center (IMC) Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Log Sheet of Student Services Office	1.1. Provide OSS Complaint Form	None	2 Minutes	OSS Staff Student Services Building
2. Fill up OSS Complaint Form	2.1. Review forwarded Complaint Form	None	5 Minutes	OSS Director Student Services Building
3. Discuss with the OSS Director the concerns issues/complaint	3.1. Discuss with the client the concern issues/ complaint	None	20 Minutes	OSS Director Student Services Building
4. Fill out Customer Satisfaction Form	3.2. Provide and discuss solutions with the client	None	10 Minutes	OSS Director Student Services Building
TOTAL:		None	37 Minutes	



OFFICE OF THE UNIVERSITY REGISTRAR

External Services





DURING PANDEMIC

1. Enrolment Procedure

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

Office or Division:		Office of the University Registrar			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All incoming Freshmen, shiftees, transferees, returnees and all regular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Senior High School Report Card (1 original, 1 photocopy) – For First Year College applicant	1	Office of the University Registrar (1 st 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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>For new students: Visits THIS LINK 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 Force COVID-19 Guidelines, which may be found HERE</p> <p>Proceeds to the designated registration counters for evaluation of the following documents:</p> <ul style="list-style-type: none">• original or photocopy of Form 138;• original or photocopy Certificate of Good Moral Character;• photocopy of PSA Birth Certificate; and,• three (3) pieces of 2x2 pictures. <p>The counters are located as follows:</p> <ul style="list-style-type: none">• Bacolor Campus: Ground Floor, College of Education Building• Mexico Campus: Room 1 (Ground Floor), Academic Building• Lubao Campus: Room 105 (Ground Floor), Academic Building• Porac Campus: Room 3 (Ground Floor)• Sto. Tomas Campus: Room 1, Building 2 <p>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following</p>			10 Minutes	
			5 Minutes	
			5 Minutes	



<p>focal persons in your respective municipalities:</p> <ul style="list-style-type: none">• Apalit Campus: Normando C. Simon with mobile number 09175046833 Joy Bernardino (Administrative Staff, Mayor's Office) with mobile number 09658567321• Candaba Campus: Jessie D. Manapsal with mobile number 09436392897 Maricel Tiongco with mobile number 09151210789 5. Proceed to the designated exit points. <p>Proceeds to the designated exit points.</p>	<p>Processes the enrolment of the students.</p> <p>For Regular Students:</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
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	<p>Prepares the Academic Evaluation Program.</p> <p>Processes the enrolment of the students</p> <p>For Irregular Students, Shiftees, Transferees ,and Returnees:</p> <p>Announces specific schedule thru social media.</p> <p>Contacts the student for advising which shall be carried out online.</p> <p>Submits the pre-assessment forms to the dean for approval.</p> <p>Forwards the approved forms to the Registrar's Office.</p> <p>Processes the enrolment of the students.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p> <p><i>Administrative Aide</i> Office of the University Registrar</p> <p>Adviser/chairperson</p> <p>Adviser/chairperson</p> <p>Adviser/chairperson</p> <p>Chairperson</p> <p><i>Administrative Aide</i> Office of the University Registrar</p>
	TOTAL:	None	20 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.

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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st 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 st 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 st Floor, Administrative Bldg.
Representative's additional requirements			
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



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	Issue application form	None	5 Minutes	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>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</i> <i>Administrative Aide IV</i> <i>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</i> <i>Administrative Aide IV</i> <i>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	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> Office of the University Registrar
TOTAL:		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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st Floor Administration Bldg.	
2	Student's ID or one (1) government issued ID (1 Original)	2	Management Information Systems, 2 nd 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 st Floor, Administration Bldg.	
5	Transcript of Records, Diploma and Certifications (1 Original, 2 photocopies)	5	Office of the University Registrar, 1 st Floor Administration Bldg.	
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	
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 for CAV of school records.	None	5 Minutes	Administrative Aide / Office of the University Registrar
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"> • Claiming of the requested document/s 	none	3 days	Administrative Aide / Office of the University Registrar
TOTAL:		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.

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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st 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 st Floor, Administration Bldg.
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	Any valid ID issued by public and private government	
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 for the issuance of the requested certification.	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>
2. Submit application form including documents to the Registrar's Office	2. Verify and check the submitted documents and issue	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>



	a pay me nt stu b			
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office	3. Sc hed ule the re le ase and iss ue clai m stu b	PHP 50/pa ge	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>
TOTAL:		PHP 50/pa ge	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.

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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1	Application Form (1 original)	1	Office of the University Registrar, 1 st Floor, Administration Bldg.
2	Student's ID or any government issued ID (1 original)	2	Management Information System, 2 nd 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 st Floor, Administration Bldg.
5	Comprehensive Exam Result (1 original)	5	Graduate School Office, DHVSU, Bacolor, Pampanga

Representative's additional requirements

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

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCES SING TIME	PERSON RESPON SIBLE
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	1. Issue Application Form	None	5 Minutes	<i>Administrative Aide / Office of the University Registrar</i>



and sign in the client Log Sheet at the OUR				
2. Submit accomplished application form including documents to the Registrar's Office.		None	5 Minutes	<i>Administrative Aide / Office of the University Registrar</i>



3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office		PHP 50/page	3 Minutes	<i>Administrative Aide / Office of the University Registrar</i>



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 / Office of the University Registrar
TOTAL:		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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1	Student's ID or any government issued ID (1 original)	1	Management Information Systems, 2 nd Floor, Administration Bldg.	
2	Clearance (1 original)	2	Accounting Office, 1 st Floor Administration Bldg.	
Representative's additional requirements				
1	Duly signed Authorization Letter (1 Original)	1	Person being represented	
2	Any government issued ID (1 Photocopy)	2	Person being represented	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Diploma, sign in the client logbook and present Student ID at the Registrar's Office. Note: 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
TOTAL:		None	10 Minutes	

6. Enrolment for New Students and Transferees

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

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All students who qualified in the University Admission Test
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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 (1original , 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	FEES 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>



College Dean's Office				
2. Fill-out the Advising Form and submit to the College Dean's Office	2.1. Check the requirements and advising form and forward the documents to the Office of the University Registrar for encoding	None	10 Minutes	<i>College Dean</i>
	2.2. Encode and print the Certificate of Registration	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
	2.3. 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 Office of the University Registrar</i>
TOTAL:		None	40. Minutes	



7. Enrolment for Old, Continuing and Returning Students

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

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any student who are qualified to re-enroll at DHVSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Office	Check the requirements and advising form and forward the documents to the office of the University Registrar for encoding	None	10 Minutes	<i>College Dean</i>
	2. Encode and print the Certificate of Registration	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga</i>



	3. Forward the Certificate of Registration to the Dean/ Chairman of different colleges for distribution	None	10 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga
TOTAL:		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.

Office or Division:		Office of the University Registrar (OUR)		
Classification:		Simple		
Type of Transaction:		G2G – Government-to-Government		
Who may avail:		DHVSU Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Duly signed Grading Sheet (1 original)	1	Management Information Systems, 2 nd Floor, Administration Bldg.	
2	Student Record (1 original)	2	Concerned Instructor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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	University Registrar Office of the University Registrar
Submit the Grade Discrepancy Form including requirements at the Registrar's Office.	1. Input the corrected grade and ensure proper documentation.	None	3 Minutes	University Registrar Office of the University Registrar
TOTAL:		None	8 Minutes	

9. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

Office or Division:		Office of the University Registrar (OUR)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All DHVSU College Students with an Incomplete Grade		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's ID (1 original)	1	Management Information Systems, 2 nd Floor Administration Bldg.	
2	Official Receipt (OR) as payment for the Incomplete Grade Agreement Form (1 original)	2	Cashiering Office, 1 st Floor, Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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/ Administrative Aide VI/ Administrative Aide IV Administrative Aide I/ Office of the University Registrar
TOTAL:		PHP 100	10 Minutes	

10. Application for Transcript of Records (TOR) and Form 137 (Simple)

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

Office or Division:		Office of the University Registrar (OUR)	
Classification:		Simple	
Type of Transaction:		G2C – Government-to-Citizens	
Who may avail:		All students and alumni of DHVSU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga



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 nd Floor DHVSU Admin. Bldg., Bacolor, Pampanga
4	Duly signed Clearance (1 Original)	4	Accounting Office, 1 st 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 st 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

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	1. Issue Application Form	None	5 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>



client Log Sheet at the OUR.				
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	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
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"> Release the requested document/s 	None	5 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
TOTAL:		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.

Office or Division:		Office of the University Registrar (OUR)			
Classification:		Complex			
Type of Transaction:		G2C – Government to Citizen'			
Who may avail:		All students and alumni of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	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 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
5	Documentary Stamps (2 pieces)	5	BIR, Sindalan, CSFP		
6	Payment Receipt (1 original)	6	Cashiering Office, 1 st 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		
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		1. Issue Application Form	None	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>



the client Log Sheet at the OUR.				
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	<i>Administrative Aide Office of the University Registrar</i>
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	<i>Administrative Aide Office of the University Registrar</i>
TOTAL:		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.

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple



Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Application Form (1 original)	1	Office of the University Registrar, 1 st 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 nd Floor Administration Bldg.		
4	Clearance (1 Original)	4	Accounting Office, 1 st Floor Administration Bldg.		
5	Documentary Stamps (4 pieces)	5	BIR, Sindalan, CSFP		
6	Official Receipt of Payment (1 Original)	6	Cashiering Office, 1 st 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
TOTAL:		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.

Office or Division:	Scholarships & Financial Assistance Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bona fide DHVSU students who are in tertiary level



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Scholarships & Financial Assistance Unit & Provider (Benefactor), University Registrar's Office, 1 st Floor Administration Bldg.	
2	Certificate of Registration (1 original and 1 photocopy)	2	University Registrar's Office, 1 st Floor Administration Bldg.	
3	Certificate of Grades (1 original)	3	University Registrar's Office, 1 st 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 & 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 & Financial Assistance Unit</i> University Registrar's Office



3. Prepare for interview	3. Conduct Interview	None	15 Minutes	Administrative Aide I <i>Scholarships & Financial Assistance Unit</i> University Registrar's Office
4. Wait for the result of the interview Note: <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>	4. Inform the applicant on the result of the interview whether the applicant will be granted or not.	None	Varies timetable of each scholarship & financial assistance programs	Administrative Aide I <i>Scholarships & Financial Assistance Unit</i> University Registrar's Office
TOTAL:		None	18 minutes plus varies timetable of each scholarship & financial assistance programs	



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.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Individual Performance Commitment (IPC) Form (1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
2	Office Performance Commitment (OPC) Form	2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
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> 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
TOTAL:		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.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Individual Performance Commitment and Review (IPCR) Form (1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd 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 nd Floor, Admin.Bldng)	
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> Planning and Development Office
2. Submit the required documents to Counter 1 for	2. Receive the required documents and check for completeness before	None	3 Minutes	<i>Administrative Aide</i> Planning and Development Office



initial assessment and verification	forwarding them to the Planning Director			
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
TOTAL:		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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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



TOTAL:	None	4 Minutes
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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)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Internal Quality Audit Master Plan (1 original)	1	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
2	Internal Quality Audit Plan Plan (1 original)	2	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
3	Quality Management System Checklist Plan (1 original)	3	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
4	Audit Memo Plan (1 original)	4	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
5	Internal Quality Audit Report Plan (1 original)	5	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
6	Internal Quality Audit Summary Log Sheet Plan (1 original)	6	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
7	Auditor's Performance Evaluation Plan (1 original)	7	Quality Assurance Office (1 st Floor, Research and Development Bldng.)	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the audit schedule or request for a reschedule in response to the Audit Memo	1.1 Prepare an Internal Quality Audit Master Plan for the next calendar year 1.2 Review and approve the Internal Quality Audit Master Plan 1.2 Prepare the Internal Quality Audit Plan which	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office



	<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	<p>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.</p>	None	5 Days	<p><i>Lead Auditor/Audit Team</i> Quality Assurance Office</p>
3.1 Acknowledge the Internal	3.1. Generate an Internal Quality Audit Report	None	5 Days	<p><i>Lead Auditor/Auditors</i></p>



<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>
TOTAL:		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 and Development Services Office (RDSO)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Research Paper Processing Application Form (1 original)	1	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)
2	Rubric for Research Paper Evaluation (1 original)	2	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)
3	Hard and Soft Copies of Research Paper (1 original)	3	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)
4	RDSO Compliance Form (1 original)	4	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)
5	Enhanced Research Paper (1 original)	5	Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Research Coordinator, College Specialists Research and Development Services Office</i>
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 and	None	1 Day	<i>Research Coordinator, College Specialists, Research Center Manager, Research and Development Services Office</i>



	Development Services Office (RDSO) through its Research Centers			
3. Wait for the result of the review process of the RDSO through its Research Centers	3. Facilitate the review process	None	15 Days	RDSO Director, Research Center Manager, Research Center Specialist Research and Development Services Office
4. Comply with the recommendations of the RDSO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	RDSO Director, Research Center Manager, Research Center Specialist Research and Development Services Office
TOTAL:		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 and Development Services Office (RDSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Research/Project Implementation Agreement (1 original)	1	Research and Development Services Office; Research Coordinator	
2	Status/Progress Report Form (1 original)	2	Research and Development Services Office; Research Coordinator	
3	Work and Financial Plan (1 original)	3	Research and Development Services Office; Research Coordinator	
4	Terminal Report(1 original)	4	Research and Development Services Office; Research Coordinator	
5	Research Paper Processing Application Form (1 original)	5	Research and Development Services Office; Research Coordinator	
6	Hard and Soft Copy of the Research Paper	6	Researcher	
7	Rubric for Research Paper Evaluation	7	Research and Development Services Office; Research Coordinator	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Accomplish Research/Project Implementation Agreement Form from the RDSO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines</p>	<p>1. Validate the Status/Progress Report; Facilitate proper endorsement</p>	<p>None</p>	<p>5 Days</p>	<p><i>RDSO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research and Development Services Office</i></p>
<p>2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator</p>	<p>2. Validate the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)</p>	<p>None</p>	<p>15 days</p>	<p><i>RDSO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research and Development Services Office</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>20 Days</p>	



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.

Office or Division:	Senior High School	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>For Grade 11:</p> <p>Original Form 138</p> <p>Diploma</p> <p>Certificate of Good Moral</p> <p>ESC/QVR/LRN Certification</p> <p>School ID</p> <p>NCAE</p> <p>Photocopy PSA Birth Certificate</p> <p>2x2 picture with white background and nametag</p> <p>For Grade 12:</p> <p>Original Form 138</p> <p>Clearance</p>	<p>Previous School Attended</p> <p>Philippine Statistics Authority</p> <p>Senior High School Department</p> <p>University-Accounting Office</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>			
<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 recipient.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>
<p>Receive the Assessment form from the concerned accounting staff</p>	<p>Print and issue the Assessment form.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Accounting Staff</i></p>
<p>Return to the Office of the Registrar for stamping of</p>	<p>Encode the subjects to be enrolled and prints the</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Registrar Staff</i></p>



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 Receive the triplicate copy of the Certificate of Registration.	None	2 Minutes	<i>Accounting Staff</i>
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	<i>Office of the Student Affairs Staff</i>
Request for ID to the MIS	Check the ID capturing or validation of the student	None	4 Minutes	<i>MIS Staff</i>



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



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.

Office or Division:	Senior High School			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certification of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2x2 picture	1	Online Application thru PEAC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	3 Months	<i>Administrative Aide</i>
	4.2 Submit the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office			<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>
TOTAL:		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).

Office or Division:		Senior High School			
Classification:		Simple			
Type of Transaction:		G2G -Government to Government			
Who may avail:		All bonafide Senior High School Students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Administrative Aide</i>
TOTAL:	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.

Office or Division:	Office of the Sports and Development			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DHVSU Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 st Floor, University Gymnasium	
4	Customer Survey Form (1 original)	4	Office of the Sports and Development, 1 st Floor, University Gymnasium	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 transaction slip	None	5 Minutes	<i>University Gymnasium Manager</i> Office of the Sports and Development
TOTAL:		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-face or virtual means.

Office or Division:		University Culture and the Arts Unit (UCAU)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bonafide DHVSU Students with talents in Culture and various Arts		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Logs/Registers and fills out the UCAU face to face/Google Audition/ Selection Form	1. Instructs the student / applicant to sign in the logbook (face to face) or register virtually through the UCAU Google Audition/ Selection Form and verify Student Records for documentation purposes	None	2 Minutes	<i>Administrative Aide / UCAU</i>
2. Present all Audition requirements for (face to face or online) validation to the UCAU	2. Validate Student Information and Audition/Selection required documents	None	2 Minutes	<i>Administrative Aide / UCAU</i>



Secretary including the signed 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 Directors	5. Subjects all qualified auditionees/applicants to face to face or virtual audition/ selection process	None	5 Minutes	<i>Art Group Director 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>
TOTAL:		None	5 Days, 15 Minutes	



UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Internal Services





1. Pre-Conduct of Disaster Preparedness and Capacity Building Training

The procedure in requesting for the conduct of capacity building training activities as a measure in disaster preparedness, taken in advance to ensure effective response to the impact of hazards and to prevent or minimize the adverse effect of natural or man-made disasters.

Office or Division:	University Disaster Risk Reduction and Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Letter of Request (1 original)		1 Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Letter of Request with the University President's Approval	1. Log the details of the request training	None	5 minutes	<i>UOSHO Secretary</i> UDRRMO
2. Secure the receiving copy and wait for its approval	2. Review the Letter of Request, taking note of the participants, college/department/office, topics and training date	None	5 Minutes	<i>Head of UOSHO</i> UDRRMO
3. Note the approved schedule and needed materials for the training	3. Approve the training request	None	5 Minutes	<i>Head of UOSHO</i> UDRRMO
TOTAL:		None	15 Minutes	

2. Conduct of Disaster Preparedness and Capacity Building Training

The process in conducting capacity building training activities as a measure in disaster preparedness, taken in advance to ensure effective response to the impact of hazards and to prevent or minimize the adverse effect of natural or man-made disasters.

Office or Division:	University Disaster Risk Reduction and Management
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees of DHVSU



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Request (1 original)	1	Requesting Party	
2	Evaluation Tool (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
3	Certificate of Completion and Participation (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office	
4	Written Examination (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and take the pre-test for the training	1. Distribute and collect the written examination (Pre-test) paper	None	5 minutes	UDRRMO Members UDRRMO
2. Participate in the training	2. Conduct training proper	None	16 Hours	UDRRMO Members UDRRMO
3. Take the post-test and evaluate the training	3. Distribute and collect the post-test and evaluation tool	None	5 Minutes	UDRRMO Members UDRRMO
4. Receive the Certificates	4. Distribute the Certificates of Completion and Participation	None	5 Minutes	UDRRMO Members UDRRMO
TOTAL:		None	16 Hours, 15 Minutes	

3. Pre-Conduct of Earthquake and Fire Drill

The process in the preparation for the conduct of Earthquake and Fire Drill as an advance measure to ensure effective response to the possible earthquake and fire hazard that the University might encounter.

Office or Division:	University Disaster Risk Reduction and Management		
Classification:	Simple		
Type of Transactions:	G2G – Government to Government		
Who may avail:	All Students and Employees of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Letter of Request (1 original)	1	UDRRMO, 2 nd Floor General Security and Services Office
2	Letter of Request for Assistance (1 original)	2	Municipality Mayor/BFP/PNP/RHU
3	Evacuation Plan (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office



4	Aerial View of University Map (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office			
5	List of Employees (1 original)	5	Requesting Party			
6	List of Students (1 original)	6	Requesting Party			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request for Assistance		1. Approve and forward the request letter to the offices of the BFP, PNP, and RHU of the municipality		None	1 Day	<i>Municipality Mayor/ Unit Heads – BFP, PNP and RHU</i>
2. Forward the approved Letter of Assistance to the office of the University President		2. Issue memorandum regarding earthquake and fire drill		None	10 Minutes	<i>University President Office of the University President</i>
3. Identify the number of the employees and students		3. Issue list of employees per cluster and list of students per college		None	20 Minutes	<i>Administrative Aide ADMINSO University Registrar Office of the University Registrar</i>
4. Physical preparation		4. Identify the possible evacuation site. Ensure that all paths, roads and corridor are hazard-free		None	30 Minutes	<i>Head of UOSHO, Head-OPPF, DRRM Chair</i>
TOTAL:				None	2 Days	

4. Conduct of Earthquake and Fire Drill

The process in conducting the disaster preparedness activities and measures taken in advance to ensure effective response to the possible earthquake and fire hazard that the University might encounter.

Office or Division:	University Disaster Risk Reduction and Management		
Classification:	Simple		
Type of Transactions:	G2C – Government to Citizens G2G – Government to Government		
Who may avail:	All Students and Employees of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Memorandum (1 original)	1	Office of the University President (2 nd Floor, Admin Bldng.)



2	Attendance Sheet (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office		
3	Evaluation Tool(1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the general orientation		1. Conduct general orientation	None	20 Minutes	<i>UDRRMO Members</i>
2. Participate in the drill execution		2. Conduct fire and earthquake drill	None	30 Minutes	<i>UDRRMO Members DHVSU BFP, PNP and RHU Representatives Municipality of Bacolor</i>
3. Evaluate the activity		3. Distribute the evaluation tool	None	10 Minutes	<i>UDRRMO Members</i>
TOTAL:			None	1 Hour	

5. 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.

Office or Division:	University Disaster Risk Reduction and Management		
Classification :	Simple		
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government		
Who may avail:	University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	List of students (1 original)	1	per department head
2	evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office
3	list of casualties (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office
4	information of injured/ affected (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office



5	evaluation tool (1 original)	5	UDRRMO, 2 nd Floor General Security and Services Office			
6	Documentation (1 original)	6	UDRRMO, 2 nd Floor General Security and Services Office			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Keep calm and participate 1.2 Stay inside the room 1.3 Duck, Cover, and Hold 1.4 Leave the room and proceed to the evacuation sites		1.1 Activate the University alarm and UDRRMT 1.2 Instruct all university personnel and students to stay inside the room /office till the shaking stops 1.3 Instruct personnel and students to Duck, Cover, and Hold 1.4 Instruct them to leave the room/ office orderly (as practiced during the drill) and proceed to the designated evacuation site.		None	12 Minutes	<i>Incident Commander</i> <i>Evacuation Team Head</i> <i>All University Employees</i> <i>Evacuation Team</i>
2.1 Count off 2.2 Follow and listen to instructions		2.1 Identify the number of students/ teachers who are leaving the room/office 2.2 Instruct the evacuees to walk faster but do not run, and to cover their head and nape while evacuating. 2.3 Establish the Incident command post 2.4 Activate Operation Team 2.5 Count the respective evacuees 2.6 Instruct the Site and Security team head to do the inspection		None	31 Minutes	<i>All Teachers/ Head,</i> <i>Evacuation Team</i> <i>Logistics Incident Commander</i> <i>Evacuation Team and Communication Team</i> <i>Incident Commander</i>



	2.7 Instruct the Communication Team Head to get the number of the evacuees			
3. Stay calm and follow instructions	3.1 Write on the Board the number of evacuees including the missing 3.2 Inspect all the rooms and buildings for any cracks and damages, then place caution tape to discourage anyone to enter the room if found out cracks and damages. Also, check for any casualties.	None	17 Minutes	<i>Communication Team</i> <i>Site and Security Team</i>



<p>4. Stay calm and follow instructions</p>	<p>4.1 If there is a casualty, call to the incident commander to report and ask help. Provide complete details (exact location, and number of casualties)</p> <p>4.2 Relay to the Rescue Team Head (RTH) and Medical Team Head (MTH) the information. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.</p> <p>4.3 Relay to the Rescue team the information, designate specific rescuers who will attend the casualties, what area and how many. Deploy the Rescuers.</p> <p>4.4 Assist, lift, and move the casualties safely from the dangerous area to the established medical area</p> <p>4.5 Endorse the casualty to the medical team and report the case of the specific casualty rescued and identify the code</p>	<p>None</p>	<p>60 Minutes</p>	<p><i>Medical Team, Rescue Team, Site and Security Team Medical Team, Rescue Team, Site and Security Team Rescue Team the Information Rescue Team Medical Team Medical Team Communication Team Communication Team Communication Team Communication Team Incident Commander</i></p>
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	<p>(yellow, green, red, and black)</p> <p>4.6 Receive the casualty and provide appropriate medical intervention</p> <p>4.7 Write the number of the rescued casualties with their complete details (name, course, department, section, area found, injury, code)</p> <p>4.8 Instruct the communication Team Head to call MDRRMO if needed additional man power</p> <p>4.9 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red and black codes</p> <p>4.10 Instruct the communication Team Head to call BFP if there is unmanageable fire</p> <p>4.11 If all are safe and sound, report to the Head of UOSHO regarding the details of the earthquake incident including the damages reported and rescued casualties.</p>			
<p>5. Stay at the evacuation site and wait for further announcement for departure</p>	<p>5. Report to the EVP</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Incident Commander</i></p>



6.1 Stay at the evacuation site and wait for further announcement for departure	6.1 Report to the President	None	30 Minutes	<i>Executive Vice President</i> <i>University President</i> <i>UDRRMO</i>
6.2 Wait for the announcement when to safely leave the university	6.2 Allow all university personnel and students to go home			
6.3 Leave the university orderly	6.3 Assist evacuees to leave the university properly			
TOTAL:		None	2 Hours	

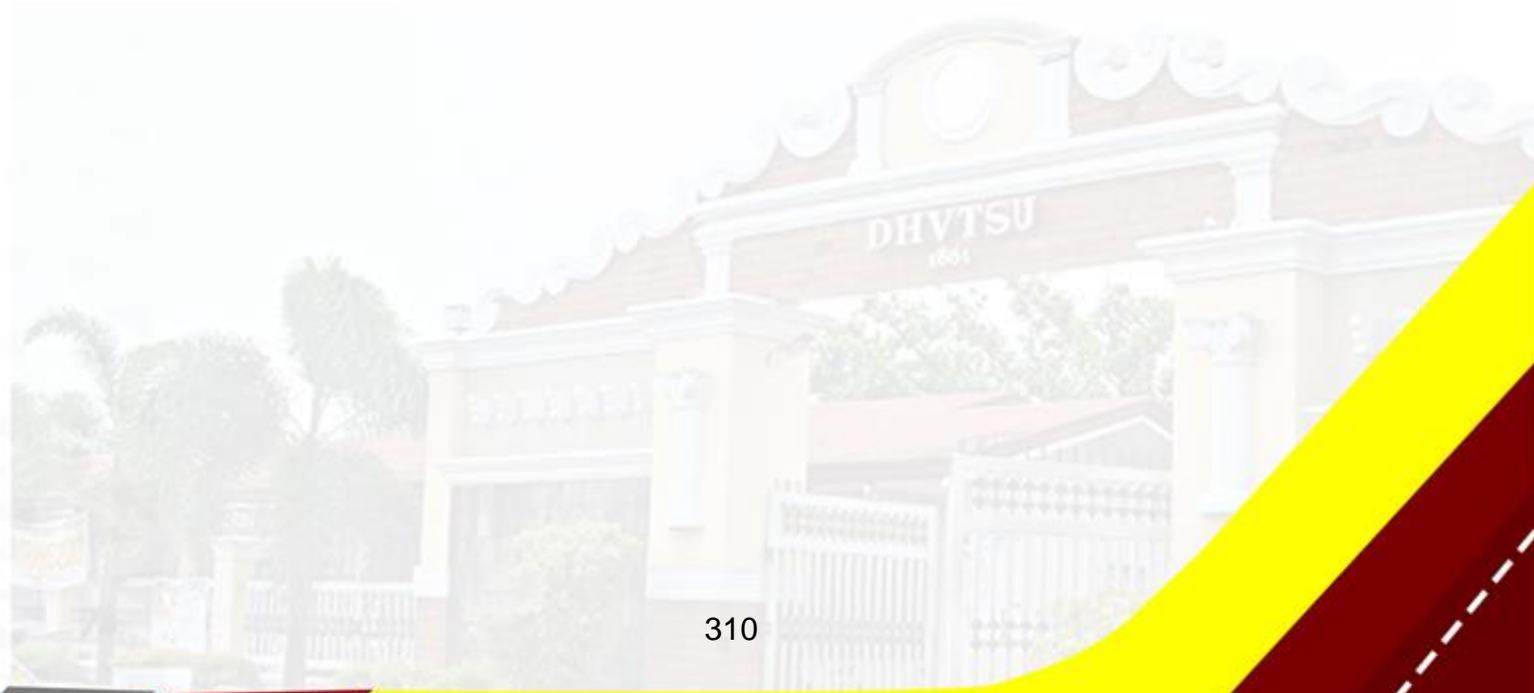
6. FIRE HAZARD RESPONSE

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

Office or Division:	University Disaster Risk Reduction and Management			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government			
Who may avail:	University Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	List of students (1 original)	1	per department head	
2	evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
3	list of casualties (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office	
4	information of injured/ affected (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office	
5	evaluation tool (1 original)	5	UDRRMO, 2 nd Floor General Security and Services Office	
6	Documentation (1 original)	6	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.1 Stay calm and follow the university personnel's instructions 1.2 Leave the room/ office safely (as practiced during the drill) and proceed to the designated evacuation site 1.3 count off	1.1 Activate the university alarm 1.2 Instruct all university personnel and students to leave the room/ office safely (as practiced during the drill) and proceed into the designated evacuation site 1.3 Identify the number of students/ teachers who are moving out the room/office	None	9 Minutes	<i>Deputy UDRRMO UDRRMO Evacuation Team UDRRMO Evacuation Team</i>
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2.1 Stay calm at evacuation site	2.1 Establish the Incident command post			
2.2 Count off	2.2 Activate Operation Team			
2.3 Answer pertinent questions	2.3 Count the respective evacuees in the area			
2.4 Stay calm and follow instructions	2.4 Instruct the Site and Security team head to do the inspection			
	2.5 Instructs the Communication Team Head to get the number of the evacuees			
	2.6 Write on the Board the number of evacuees including those missing			UDRRMO
	2.7 If there is a casualty, call to the incident commander to report and ask help. Provide complete details (exact location, and number of casualties)	None	1 Hour, 26 Minutes	Logistics Incident Commander
	2.8 Relay to the Rescue Team Head (RTH) and Medical Team Head (MTH) the information. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.			Communication Team Medical Team
	2.9 Relay to the Rescue team the information, designate specific rescuers who will attend the casualties, what area and how many. Deploy the Rescuers.			Rescue Team



2.10 Assist, lift and move the casualties safely from the dangerous area to the established medical area.

2.11 Endorse the casualty to the medical team and report the case of the specific casualty rescued and identify the code (yellow, green, red, and black)

2.12 Received the casualty and provide appropriate medical intervention.



<p>3. Stay away from the fire</p>	<p>3.1 Fight the FIRE</p> <p>3.2 List down on the board the number of the rescued casualties, complete details (name, course, department, section, area found, injury, code)</p> <p>3.3 Instruct the communication Team Head to call MDRRMO if needed additional man power</p> <p>3.4 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red and black code</p> <p>3.5 Instruct the communication Team Head to call BFP if there is unmanageable fire.</p> <p>3.6 If all are safe and sound, report to the head of OSHO regarding the details of the earthquake incident including the damages reported and rescued casualties.</p>	<p>None</p>	<p>37 Minutes</p>	<p><i>Fire Marshals</i></p> <p><i>Communication Team</i></p> <p><i>Incident Commander</i></p>
<p>4. Stay at the evacuation site and wait for further announcement for departure</p>	<p>4. Report to the EVP</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Incident Commander</i></p>



5.1 Stay at the evacuation site and wait for further announcement for departure 5.2 Wait for the announcement when to safely leave the university 5.3 Leave the university orderly	5.1 Report to the President 5.2 Allow all university personnel and students to go home 5.3 Assist evacuees to leave the university properly	None	35 Minutes	<i>EVP</i> <i>University President</i> <i>Security, UDRRMO, OSHO</i>
TOTAL:		None	2 Hours, 12 Minute	

7. 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.

Office or Division:	University Disaster Risk Reduction and Management			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G – Government to Citizen, Government to Government			
Who may avail:	University Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	List of students (1 original)	1	per department head	
2	Evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.1 Stay inside the office/ room</p>	<p>1.1 Activate the UDRRMT</p>			
<p>1.2 Wait for further announcement regarding class suspension</p>	<p>1.2 Communicate with the MDRRMO Bacolor regarding the status of Bacolor in terms Mayor's decision for suspension of classes and offices</p>			
<p>1.3 Wait for further instructions, stay inside the rooms</p>	<p>1.3 Update the Executive Vice President regarding the status of Bacolor as per MDRRMO Advisory</p>			<p><i>Incident Commander</i></p> <p><i>Head OSHO</i></p> <p><i>University Vice Presidents, Public Information Officer</i></p>
	<p>1.4 Dialogue among Vice Presidents and Public Information Officer</p>	<p>None</p>	<p>1 Hour</p>	<p><i>University President</i></p>
	<p>1.5 Report to the University President</p>			<p><i>Executive Vice President</i></p>
	<p>1.6 Make final decision for any class suspension or operation suspension</p>			
	<p>1.7 Inform the head of OSHO regarding the decision of the University President</p>			





<p>2. Follow the announcement</p>	<p>2.1 If class suspension, disseminate information through social media. Give final announcement</p> <p>2.2 If class suspension, instruct security guards to inform per office regarding the decision of the president and ask to follow the dismissal procedures (dismissal drill)</p> <p>2.3 Instruct the security guards to make sure all high schools' students were safe and dismissed properly in an orderly manner.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Public Information Officer</i></p> <p><i>OSHO Head,</i></p> <p><i>Director of GSSO</i></p>
<p>3.1 Leave the university properly</p> <p>3.2 Follow the orderly dismissal of classes</p> <p>3.3 Follow instructions</p>	<p>3.1 Maintains the orderly dismissal of the students' / university personnel</p> <p>3.2 Instruct security guards to dismiss first students/ college housed at the back of the university then wait for another 30 min to ask another unit to follow.</p> <p>3.3 Check and make sure that no students remained in any rooms, offices, and building.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Director GSSO</i></p> <p><i>Incident Commander GSSO</i></p>
<p>4. Follow instructions</p>	<p>4. Report to the Executive Vice President</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Head OSHO And Director GSSO</i></p>
<p>5. Follow instructions</p>	<p>5. Report to the University President</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Head OSHO And Director GSSO</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Hours</p>	



8. DISASTER PREVENTION AND MITIGATION: HAZARD MAPPING

This describes the guidelines and processes in conducting the disaster prevention and mitigation activity/programs taken in advance to ensure effective action/s to prevent or minimize the potential adverse effect caused by natural or man-made hazard.

Further, to address or take immediate corrective measures to maintain having a safe academic environment.

Office or Division:		University Disaster Risk Reduction and Management		
Classification:		SIMPLE		
Type of Transaction:		G2C, G2G – Government to Citizen, Government to Government		
Who may avail:		University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Hazard Mapping Checklist (1 original)	1	University Occupational Safety and Health Office, (2 nd Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stay inside respective rooms and refrain from going out the building	1. Secure a permit from the University President to conduct hazard mapping with specific date and time	None	10 Minutes	<i>UOSHO Head</i>



	<p>2.1 Send a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP</p> <p>2.2 Once approved, conduct a general meeting together with MDRRMO, BFP, UDRRMO, and Prevention and Mitigation Team Head (Engineering Department) to plan the activity and to identify the functions and significant contributions per invited government agency</p> <p>2.3 Inform all offices regarding the hazard mapping to avoid destruction during the usual business operation through a memorandum</p>	None	55 Minutes	<p><i>UOSHO Head</i></p> <p><i>USHO, Security, MDRRMO, BFP and Engineering department</i></p> <p><i>UOSHO noted by the Executive Vice President, approved by the University President</i></p>
	<p>3.1 Conduct the hazard mapping per building and per area in the university including structural and non-structural. Document and take pictures of all the identified hazards</p> <p>3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified. (include the sources and possible measures to address it)</p> <p>3.3 Prepare and submit a comprehensive report</p>	None	2 Hours, 10 Minutes	<p><i>UOSGO Hazard Mapping Team</i></p> <p><i>UOSGO Hazard Mapping Team Secretary</i></p>



	to the Executive Vice President.			
	4. Suggest recommendations and submit the report to the University President noted by the Executive Vice President.	None	20 Minutes	Head UOSHO, OPP
TOTAL:		None	3 Hours and 45 Minutes	

9. DISASTER RECOVERY AND REHABILITATION: HAZARD IMPACT ASSESSMENT

This describes the guidelines and processes in conducting the impact assessment activity which is being conducted after the actual hazard occurs in the university. This is to address the damages immediately which is caused by the experienced hazard, to maintain safe academic environment.

Office or Division:	University Disaster Risk Reduction and Management		
Classification:	SIMPLE		
Type of Transaction:	G2C, G2G – Government to Citizen, Government to Government		
Who may avail:	University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Hazard Mapping Checklist (1 original)	1	University Occupational Safety and Health Office, (2 nd Floor, University Learning Resource Center)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refrain from entering the university premises unless needed and wait for further announcement	1. Secure a permit from the University President to conduct the hazard impact assessment right after the occurrence of any kind hazard. Note the specify the date and time.	None	10 Minutes	<i>UOSHO Head</i>
	<p>2.1 Inform all offices regarding the conduct impact hazard assessment and declare the suspension of usual business operation through a memorandum</p> <p>2.2 Send a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP.</p> <p>2.3 If approved, call and hold a general meeting together with MDRRMO, BFP, UDRRMO and Prevention and Mitigation Team Head (Engineering Department) to plan and to identify the functions and significant contributions per invited government agency</p>	None	1 Hour	<p><i>University President</i></p> <p><i>UOSHO Head</i></p> <p><i>USHO, Security,</i></p> <p><i>MDRRMO, BFP and Engineering department</i></p>



	<p>3.1 Conduct the impact hazard assessment per building and per area in the university and include the structural and non-structural assessment.</p> <p>3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified. (include the sources and possible measures to address it)</p> <p>3.3 Prepare and submit a comprehensive report to the Executive Vice President and the University President</p>	None	2 Hours, 10 Minutes	<p><i>Impact Hazard assessment team</i></p> <p><i>Impact Hazard assessment team Secretary</i></p>
	<p>4. Suggest recommendations and submit it to the University President noted by the Executive Vice President</p>	None	20 Minute	<p><i>Prevention and Mitigation</i></p> <p><i>Program Team Head</i></p>
TOTAL:		None	3 Hours, 40Minute	



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.

Office or Division:		University Learning Resource Center (ULRC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students 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	Certificate of Registration (1 original)	1	University Registrar's Office, 1 st 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	
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID
PROCESSING TIME		PERSON RESPONSIBLE		
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	Library Staff Information Desk, 1 st 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	Library Staff Information Desk, 1 st Floor, ULRC, DHVSU
	1. Type and print new library card	None	3 Minutes	Library Staff Information Desk, 1 st Floor, ULRC, DHVSU



	2. Barcode the library card			
	3. Signs newly processed Library Card of students	None	1 Minute	<i>University Librarian</i> Office of the Librarian, 1 st Floor, ULRC, DHVSU
3. Receives Library Card	3. Releases library Card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor, ULRC, DHVSU
4. 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 st Floor, ULRC, DHVSU
TOTAL:		None	10 Minutes	
1. Logs in Faculty Log Sheet 1. Secures and fills up Library Card Form and Library Card for DHVSU Employees	1. Provides Faculty Log Sheet 1. Gives Library Card Form and Library Card for DHVSU Employees	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 st 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 st Floor, ULRC, DHVSU
3. Receives Library Card	3. Releases Library Card	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor, ULRC, DHVSU
4. Accomplishes Receiving Log Sheet for	4. Provides Receiving Log Sheet	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor,



Employees and Customer Survey Form	for Employees and Customer Survey Form			ULRC, DHVSU
TOTAL:		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.

Office or Division:	University Learning Resource Center (ULRC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOOK/S				
1. Personally present his/her library card 1. Logs in the Student Log Sheet	1. Verifies student Library Card 1. Provides Student Log Sheet	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 nd Floor ULRC, DHVSU
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 nd 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 nd Floor ULRC, DHVSU
4. Presents the book, fills out the book card and surrender Library Card	4. Instructs students in filling out the book card	None	2 Minutes	<i>Library Staff</i> Circulation Desk, 2 nd Floor ULRC, DHVSU
5. Accomplishes Customer Survey Form	5. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 nd Floor ULRC, DHVSU
TOTAL:		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 nd 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 nd Floor ULRC, DHVSU
TOTAL:		None	2 Minutes	

Office or Division:	University Learning Resource Center (ULRC)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	DHVSU Employees Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOOK/S				
1. Logs in the Employees Log Sheet	1. Provides Employees Log Sheet	None	2 Minutes	Library Staff Circulation Desk, 2 nd Floor ULRC, DHVSU
1. Browses card catalog for needed materials	1. Assists the clientele on the requested materials			
2. Proceeds to the book shelves to get the desired library resources	2. Assists in retrieving desired library materials	None	2 Minutes	Library Staff Circulation Desk, 2 nd Floor ULRC, DHVSU
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	Library Staff Circulation Desk, 2 nd Floor ULRC, DHVSU
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 nd Floor ULRC, DHVSU
TOTAL:		None	6 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	Library Staff Circulation Desk, 2 nd Floor ULRC, DHVSU
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 nd Floor ULRC, DHVSU
TOTAL:		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.

Office or Division:		University Learning Resource Center (ULRC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
2. Proceeds to Baggage Area 1. Removes valuable from bag 2. Surrenders bag 3. Claims baggage number	1. Instructs students to remove valuables from his/her bag 2. Receives students bag and places bag in baggage area shelf	None	30 seconds 30 seconds 30 seconds	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU



	3. Provides baggage area number			
3. Surrenders baggage number	3. Retrieves student baggage number	None	30 seconds	Library Staff Baggage Area, 1 st Floor ULRC, DHVSU
3.1.Claims bag	1. Releases students bag		30 seconds	
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Baggage Area, 1 st Floor ULRC, DHVSU
TOTAL:		None	5 Minutes	

Office or Division:	University Learning Resource Center (ULRC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide outside researchers who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Referral Letter (1 original)	1	Respective Libraries	
2	School ID/Valid ID	2	Respective School/University	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Library Staff Baggage Area, 1 st Floor ULRC, DHVSU



2. Proceeds to Baggage Area			30 seconds	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
1. Removes valuables from bag	1. Instructs outside researchers to remove valuables from his/her bag	None	30 seconds	
2. Surrenders bag	2. Receives outside researchers bag and places bag in baggage area shelf	None	30 seconds	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
3. Claims baggage number	3. Provides baggage area number	None	30 seconds	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
3. Surrenders baggage number	3. Retrieves outside researchers baggage number	None	30 seconds	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
3.1. Claims bag	1. Releases outside researchers bag	None	30 seconds	
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Baggage Area, 1 st Floor ULRC, DHVSU
TOTAL:		None	6 Minutes	

4. Lost Library Card Procedure

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

Office or Division:	University Learning Resource Center (ULRC)
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students 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	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	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Logs in the Student Log Sheet Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally his/her Valid ID 	<ol style="list-style-type: none"> Provides Student Log Sheet Gives Lost Library Card Form and Affidavit of Lost 	None	3 Minutes	Library Staff Information Desk, 1 st Floor ULRC, DHVSU
<ol style="list-style-type: none"> Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID 	<ol style="list-style-type: none"> Checks filled up Lost Library Card Form and Affidavit of Lost Verifies the student's Valid ID together with 1pc passport size picture 	None	1 Minute	Library Staff Information Desk, 1 st Floor ULRC, DHVSU
	<ol style="list-style-type: none"> Types and prints new library card Barcode s the 	None	3 Minutes	Library Staff Information Desk, 1 st Floor ULRC, DHVSU



	Library Card			
	4. Signs duplicate processed Library Card of students	None	1 Minute	University Librarian Office of the Librarian, 1 st Floor ULRC, DHVSU
3. Receives Library Card	3. Releases library card	None	1 Minute	Library Staff Information Desk, 1 st Floor ULRC, DHVSU
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1 st Floor ULRC, DHVSU
TOTAL:		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.

Office or Division:		University Learning Resource Center (ULRC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		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	2 pcs Long Bond Paper	2	Any supply shop near Gate 3 of the university	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Student Log Sheet or	1. Provides Student Log Sheet or Faculty Log Sheet	None	2 Minutes	Library Staff Information Desk, 1 st Floor



Faculty Log Sheet	1. Gives Interlibrary Request Letter Form			ULRC, DHVSU
1. Secures and fills up Interlibrary Request Letter Form				
2. Submits Interlibrary Request Letter Form together with 2pcs long bond paper	2. Checks information written in the Interlibrary Request Letter Form		30 Seconds	
	1. Encodes and prints Interlibrary Request Letter	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
	2. Signs Interlibrary Request Letter		30 seconds	

3. Receives signed Interlibrary Letter	3. Releases Interlibrary Request Letter	None	30 seconds	<i>Library Staff</i> Information Desk, 1 st 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 st Floor ULRC, DHVSU
TOTAL:		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

Office or Division:	University Learning Resource Center (ULRC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Student Log Sheet or Faculty Log Sheet 1. Secures and fills up Discussion and AVR Reservation Form	1. Provides Student Log Sheet or Faculty Log Sheet 1. Gives Discussion and AVR Reservation Form	None	2 Minutes	<i>Library Staff Information Desk, 1st Floor ULRC, DHVSU</i>
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 Information Desk, 1st Floor ULRC, DHVSU</i>
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	<i>Library Staff Information Desk, 1st Floor ULRC, DHVSU</i>
TOTAL:		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.

Office or Division:	University Learning Resource Center (ULRC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	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	Students Clearance	2	Accounting Office, 1 st Floor Admin Bldg.	
3	Employees Clearance	3	HR Office, 1 st Floor Admin Bldg.	
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	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st 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 st Floor ULRC, DHVSU
	1. Signs students clearance 2. Signs employees clearance		30 seconds	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU <i>University Librarian</i> 1 st 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, ULRC, DHVSU
	TOTAL:	None	3 Minutes	



8. 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

Office or Division:		University Learning Resource Center (ULRC)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		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	Copy of Thesis/Dissertation	1	Personally produced copies		
2	Photocopy of Thesis/Dissertation front page	2	Personally produced copies		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Information Desk, 1st Floor ULRC, DHVSU</i>
2. Submits Photocopy of Thesis/Dissertation front page		2. Receives and stamps Photocopy of Thesis/Dissertation on front page 1. Returns receiving copy to clientele	None	30 seconds 30 seconds	<i>Library Staff Information Desk, 1st Floor ULRC, DHVSU</i>



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 st Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	30 seconds	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
TOTAL:		None	4 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.

Office or Division:	University Training Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2B- Government to Business			
Who may avail:	Any agency that needs the expertise of the Office for capacity enhancement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request letter (1 original)	1	Office of the University President	
2	Project proposal (1 original)	2	University Training Services Office (2 nd Floor, Research and Development Bldng.)	
3	Memorandum of Agreement (MOA) (1 original)	3	University Training Services Office (2 nd Floor, Research and Development Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Office log book	1. Require client to sign in the Office log book	None	1 Minute	<i>Administrative Aide</i> University Training Services Office
2. Submit the required documents	2.1. Receive/Review the request for training 2.2. Approve/Disapprove the request for training 2.3. Assign trainer/s for the training proper	as per MOA	60 Minutes	<i>Administrative Aide</i> University Training Services Office <i>UTSO Director</i> University Training Services Office
3. Receive the approval of the UTSO Director for the training request	3. Issue the approved Request for training	as per MOA	5 Minutes	<i>UTSO Director</i> University Training Services Office
TOTAL:		As per MOA	1 Hour, 6 Minutes	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none">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.2. Drop the filled-out Feedback Form in our designated box.
How feedbacks are processed?	<ol style="list-style-type: none">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.2. The Human Resource Staff will then submit the consolidated feedback forms to the office of Quality Assurance for Client Satisfaction Measurement Report.3. The Result of the Client Satisfaction Measurement will then be forwarded to the Director of Administrative Services Office.4. The Director of the Administrative Services Office will then submit the report to the University President for appropriate action.
How to file a complaint?	<ol style="list-style-type: none">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.2. Drop the filled-out Customer Complaint Form in our designated box.3. Clients may also write or email us at adhvcat@yahoo.com by indicating the following:<ol style="list-style-type: none">3.1 Complete Name and Signature of the complainant;3.2 Complete address and contact numbers of the complainant;



	<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>
How complaints are processed?	<ol style="list-style-type: none">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.2. Complaints which are sent through email will be checked for consolidation by the HR staff on a weekly basis.3. The HR Staff will submit the consolidated complaints to the DHVSU Anti Red Tape Unit (ARTU).4. ARTU will then convene to take necessary action/s on the complaint/s.
Contact Information of CCB, PCC, ARTA	<p>Executive Vice President – 0910-023-6632</p> <p>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 & Services – 0910-023-6625</p> <p>DHVSU HOTLINE: (045)-458-3815</p> <p>ARTA :complaints@arta.gov.ph (02) 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

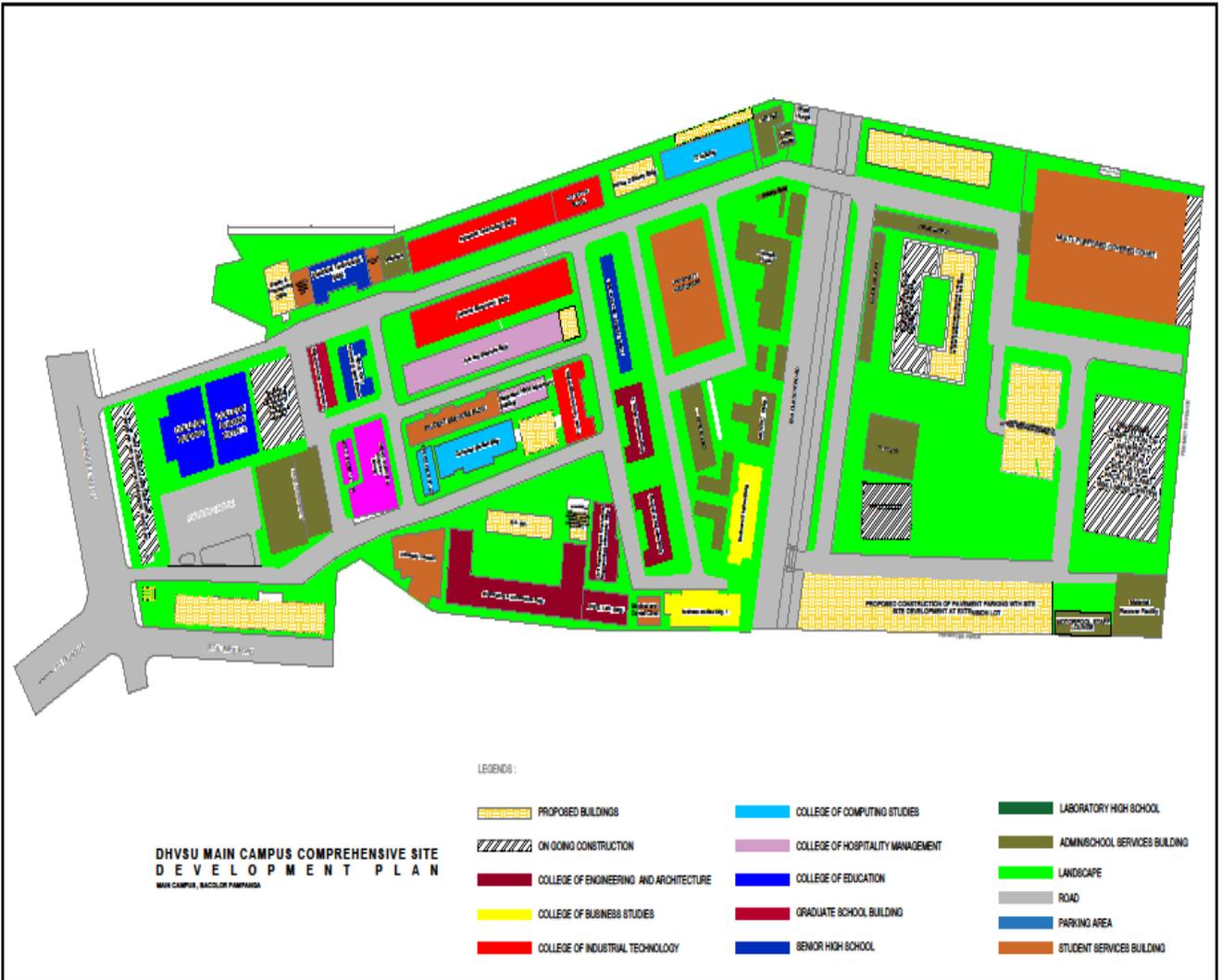


VII. LIST OF OFFICES

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 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 st Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+639176355306
Training Services	2 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639155518680
University Learning Resource Center Office	1 st Floor, University Learners` Center	(045) 458-3815





DHVSU ADMINISTRATIVE COUNCIL MEMBERS

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