

REPUBLIC OF THE PHILIPPINES
DON HONORIO VENTURA STATE UNIVERSITY
BACOLOR PAMPANGA



CITIZENS CHARTER

2022



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 Bldg.)	
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 Service



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 (OEVV).

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	1.1 Receive and check the voucher if duly signed by designated authorities 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 submitsthe voucher to the EVP for signing</i>	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	<p>University President</p> <p>1.2 Draft and submit the memorandum to the EVP for approval <i>*Note: If corrected by the EVP, re-encodes the memo</i></p> <p>1.3. Approve the memorandum</p>	None	10 Minutes	<i>Executive Vice President Office of the Executive Vice Presidents</i>
	<p>2. Forwards the memorandum to the Office of the University President for approval</p> <p>2.1 Release the memorandum signed by the EVP and the University President.</p>	None	9 Minutes	<i>Administrative Aide Office of the Executive Vice President</i>
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 <i>(Note: If corrected by the VPAA, re-encodes the memo)</i>	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 UNIVERSITY VICE
PRESIDENT FOR
RESEARCH EXTENSION AND TRAINING
(VPRET) OFFICE
Internal Service**



1. Processing of Request of Extension Service

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

Office or Division:		Extension Services Management Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Community/General Public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1	Request Letter with contact information	Head of the Requesting Community		
2	Customer Survey Form	Extension Service Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter to the President's Office	1. Assess and response to the request	None	3 Days	<i>Administrative Aide</i> President's Office <i>Secretary, Director</i> Extension Services Management Office
2. Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 Day	<i>Secretary, Director</i> Extension Services Management Office
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 Day	<i>Secretary</i> Extension Services Management Office
4. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Management Office
5. Sign the MOA upon agreement to all stipulated commitments	5. Explain and finalize the provisions of the project plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Management Office

**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 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 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 Service



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	<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 (<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	<u>4,290.00</u>	<u>4,590.00</u>	<u>6,640.00</u>	<u>4,740.00</u>	<u>4,090.00</u>	<u>3,360.00</u>	<u>3,660.00</u>
OTHER FEES-TRUST FUND							
Dev. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Dev. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Dev. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>
TOTAL OTHER FEES	<u>4,480.00</u>	<u>4,780.00</u>	<u>6,830.00</u>	<u>4,930.00</u>	<u>4,280.00</u>	<u>3,550.00</u>	<u>3,850.00</u>

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 Accounting Office</i>
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 Cashiering Office</i>
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 Accounting Office</i>
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.	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
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.	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 Services



1. Employment Verification

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

Office or Division:	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:	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	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 IV</i> ADMINSO
2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
3. Wait for the issuance of the COE at the HR.	3.1 Verify and sign the COE	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	3.2 Issue the signed COE	None	1 Minute	<i>Administrative Aide IV</i> ADMINSO
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
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:		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	ADMINSO, Ground Floor, Administration Bldg.		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and submit the accomplished Service Request Form at HR.		None	2 Minutes	<i>Administrative Assistant IV</i> ADMINSO	
2. Register at the Logbook for Service Record at HR.		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.		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:	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	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. Receives the ID Request Form	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2. Inputs applicant's information in the system	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.3. Submits the ID Request Form to the Chief Administrative Officer (CAO) only if the applicant has provided a TIN number	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Wait for the approval of the request	2. Authorizes the issuance of ID by signing the ID Request form	None	10 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.1. Returns the signed ID request form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Present the approved ID Request Form to the MIS, and wait for the ID issuance.	2. Directs the applicant to the Management Information Systems office for the processing and issuance of the ID	None	2 Minutes	<i>Administrative Aide I</i> Management Information Systems Bldg.

3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	3.Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	40 Minutes	

4. Reissuance of University Issued Identification Card (Replacement)

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

Office or Division:	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	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. Asks the requesting personnel about the state of his/her present ID	None	1 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2 Confirms if his/her present ID has been damaged, lost, or requires an update of information	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.3. Issues the ID Request Form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.4. Accomplishes the ID Request Form and surrenders his/her old ID. If lost, provides an Affidavit of Loss	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO

	1.5. Receives the ID Request Form and the old ID or affidavit, whichever is applicable	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.6 Updates the applicant's information in the system	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Wait for the approval of the request	2. Submits the ID Request Form to the Chief Administrative Officer (CAO)	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.1. Signs the ID Request Form	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.2. Returns the approved ID Request Form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
3. Present the approved ID Request Form to the MIS and wait for the ID issuance.	3. Directs the applicant to the Management Information Systems office for the processing and issuance of the new ID	None	2 Minutes	<i>Administrative Aide I</i> Management Information Systems Bldg..
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	53 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:	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 2020 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>	1	<ul style="list-style-type: none"> 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"> 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:	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 2020 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>	1	<ul style="list-style-type: none"> 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 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 monetization	None	15 Minutes	<i>Dean/Unit Director</i> DHVSU

4. Forward the signed CSC Form 6 to the HR	4. Initially sign to recommend the approval of the application for monetization	None	3 Minutes	<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:	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	ADMINSO, Ground Floor, Administration Bldg.	
5	Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)	5	ADMINSO, Ground Floor, Administration Bldg.	
6	Signed Service Record (4 original)	6	ADMINSO, Ground Floor, Administration Bldg.	
7	Clearance Form (3 original)	7	ADMINSO, Ground Floor, Administration Bldg.	
8	Accomplished CSC Form 6 (3 original)	8	ADMINSO, Ground Floor, Administration Bldg.	
9	2X2 Picture with white background (3 original)	9	Any photo shop available	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register at the Logbook for 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> ADMINISO
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.	5.1. Receive the document and fill-in the necessary information needed	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINISO
	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	None	10 Minutes	<i>Chief Administrative Officer</i> ADMINISO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	None	10 Minutes	<i>University President Office</i> 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> ADMINISO

	5.5 Prepare a Transmittal Letter to GSIS	None	5 Minutes	<i>Administrative Assistant IV ADMINSO</i>
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	None	1 Hour	<i>Retiree</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 PAG-IBIG Loan Applications

Granting approval of Pag-ibig loan applications

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	Loan Application Form (1 Original)	1	-Pagibig Website – Pagibig Loan Form -CBOO Unit - ADMINSO, 2 nd Floor Administrative Bldg		
2	Two (2) Government Issued IDs (2 Photocopies back and front)	2	Any ID issuing government agency		
3	ATM card or Loyalty Card (1 Photocopy)	3	-Landbank -Pagibig		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on specific Loan Application		1. Assist the client.	None	5 Minutes	<i>Administrative Aide I</i> CBOO Unit - 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) and one (1) photocopy of ATM card or Loyalty		2. Prepare necessary documents needed	None	10 Minutes	<i>Administrative Aide I</i> CBOO Unit - ADMINSO

3. Submit the accomplished Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card	3. Sign the Loan Application Form and advise the client to submit the documents to the respective agency.	None	3 Minutes	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery and wait for the request to confirm the approval of the application of the loan from the concerned agency.	None	15 Minutes	<i>Administrative Aide / CBOO Unit - ADMINSO</i>
TOTAL:		None	33 minutes	



2. Approval of GSIS Loan Applications

Granting approval of GSIS loan applications

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	UMID Card	1	-GSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply loan through GSIS Kiosk using GSIS UMID Card or apply through online	1. Check the GSIS website for loan applications	None	3 Minutes	<i>Administrative Officer V CBOO Unit - ADMINSO</i>
2. Proceed to the CBOO Unit – ADMINSO for the approval of loan application	2.1 Verify if the net pay is with accordance to the allowable minimum take home pay	None	5 Minutes	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
	2.2 Approve the GSIS loan	None	2 Minutes	<i>Administrative Officer V CBOO Unit - ADMINSO</i>

3. Accomplish the Customer Survey Form and drop to the designated box.	Ensure evaluation of the service delivery	None	15 Minutes	Administrative Aide / CBOO Unit - ADMINSO
TOTAL:		None	25 Minutes	



3. 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 Request Form	1. Verify and check the premium or loan remittance report and official receipts	None	5 Minutes	<i>Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit - ADMINSO</i>
2. Wait for the issuance of Certificate of Payment	2.1 Prepare and print the Certificate of Payment	None	30 Minutes	<i>Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit - ADMINSO</i>
	2.2 Certify the correctness of the Certificate of Payment	None	5 Minutes	<i>Administrative Officer V ADMINSO</i>
	2.3 Issue the Certificate of Payment	None	2 Minutes	<i>Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit -</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> <i>Administrative Assistant II</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> CBOO Unit - ADMINSO
TOTAL:		None	45 Minutes	



4. Issuance of BIR FORM 2307

Issuance of a document stating the monthly income payments and taxwithheld 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. Fill out the Request Form	1. Assist the Client	None	1 Minute	<i>Administrative Aide</i> / CBOO Unit - ADMINSO
2. Wait for the issuance of the request at the CBOO Unit -ADMINSO.	2.1 Prepare and print the BIR Form 2307	None	5 Minutes	<i>Administrative Officer V</i> CBOO Unit -ADMINSO
	2.2 Verify and sign BIR Form 2307	None	5 Minutes	<i>Accountant IV</i> Accounting Office
	2.3 Issue the signed BIR Form 2307	None	1 Minute	<i>Administrative Officer V</i> CBOO Unit -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> CBOO Unit -ADMINSO
TOTAL:		None	15 Minutes	

5. 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. Fill out the Request Form	1. Assist the Client	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	2.3 Issue the signed BIR Form 2316	None	1 Minute	<i>Administrative Officer V</i> CBOO Unit - 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> CBOO Unit - ADMINSO
TOTAL:		None	5 Minutes	

6. 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:</i> If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
4. Sign the DTR, have it verified through the signature of the Immediate	4. Check and receive the Duly signed DTR.	None	25 Minutes	<i>Dean/ Unit Director</i> DHVSU

Superior and submit to the HR.				
5. Accomplish the Customer Survey Form and drop to the designated box.	5. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	40 Minutes	

7. Issuance 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. Fill out the Request Form	1. Advise the client to secure and accomplish the Request Form.	None	3 Minutes	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Submit the accomplished Request Form at the CBOO Unit ADMINSO.	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	<i>Administrative Officer</i> <i>V Administrative Aide I</i> CBOO Unit - ADMINSO
	2.2 Have the Pay slip signed by the Cashiering Officer.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO <i>Acting Cashier</i> Cashiering Office
	2.3 Issue the signed Pay slip.	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
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3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None		3 Minutes	<i>Administrative CBOO Unit</i>
	TOTAL:	None		12 Minutes	

8. Request for Gross Pay/Net 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. Fill out the Request Form	1.1 Assist the client	None	1 Minute	<i>Administrative Aide I CBOO Unit - ADMINSO</i>	
	1.2 Prepare and print the certification.	None	5 Minutes	<i>Administrative Officer V CBOO Unit - ADMINSO</i>	
	1.3 Verify and sign the certification.	None	5 Minutes	<i>Chief Administrative Officer ADMINSO</i>	
	1.4 Issue the Certificate of Gross Pay/Net Pay	None	1 Minute	<i>Administrative Aide I CBOO Unit - ADMINSO</i>	
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 ADMINSO</i>	
	TOTAL:	None	14 Minutes		

3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None		3 Minutes	Administra CBOO Unit
	TOTAL:	None		12 Minutes	

9. Request for Gross Pay/Net 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. Fill out the Request Form	1.1 Assist the client	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO	
	1.2 Prepare and print the certification.	None	5 Minutes	Administrative Officer V CBOO Unit - ADMINSO	
	1.3 Verify and sign the certification.	None	5 Minutes	Chief Administrative Officer ADMINSO	
	1.4 Issue the Certificate of Gross Pay/Net Pay	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO	
2. Accomplish the Customer Survey Form and drop to the designated box.	2. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO	
	TOTAL:	None	14 Minutes		

ADMINISTRATIVE SERVICES OFFICE – MOTORPOOL SERVICES

Internal Service



1. Vehicle Services Process

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

Office or Division:	Transportation Services Unit (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 Order (1 original)	1	TSU, near the University Gymnasium	
2	Approved Vehicle Request Form (1 original)	2	TSU, near the University Gymnasium	
3	Trip Tickets (1 original)	3	TSU, near the University Gymnasium	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for vehicle and register at the Logbook of Motorpool.	1.1 Secure approved Travel Order and Vehicle Request Form.	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
	1.2 Check the availability of the driver and transport vehicle to be used.	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
	1.3 Mark the approved travel on the whiteboard for Scheduled Travel	None	3 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
	1.4 Inform the driver on the trip details	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
	1.5 Prepare the Vehicle Trip Ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	1.6 Secure the signature of the mechanic, motor pool supervisor, the VPAF and the University President	None	30 minutes	<i>University Driver</i> TSU, near the University Gymnasium
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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</i> TSU, near the University Gymnasium
3. Coordinate with the university driver on the scheduled trip.	3.1 Check the vehicle to be used prior to the scheduled trip. <i>Note: In case of vehicle malfunction, the condition shall be reported immediately to the MPS who in turn will assign another available vehicle.</i>	None	20 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.2 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.3 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
4. Accomplish the Customer Survey Form and drop to the designated box	4. Ensure evaluation of the service delivery made.	None	3 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
TOTAL:		None	1 Hour, 55 Minutes	

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</i> TSU, near the University Gymnasium
3. Coordinate with the university driver on the scheduled trip.	3.1 Check the vehicle to be used prior to the scheduled trip. <i>Note: In case of vehicle malfunction, the condition shall be reported immediately to the MPS who in turn will assign another available vehicle.</i>	None	20 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.2 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.3 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
4. Accomplish the Customer Survey Form and drop to the designated box	4. Ensure evaluation of the service delivery made.	None	3 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
TOTAL:		None	1 Hour, 55 Minutes	

ADMISSION OFFICE

External Services



1. Application Procedure - General Admission

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

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

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

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

2. Application Procedure – Shifting of Academic Program

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

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	Admission Application Form (1 original)	1	DHVSU Website https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms	
2	Shifting Form (1 original)	2	DHVSU Website https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms	
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) For Applicants not covered by RA 10931	4	Accounting Office (1 st Floor, Administration Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and properly filled-out shifting form from the DHVSU Website www.dhvsu.edu.ph		None	Varied	<i>Student Applicant</i>

<p>2. Fills out all information in the Online Admission Portal https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AftuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1BircgobykhU and upload all pertinent application document (pdf format)</p>		None	Varied	<i>Student Applicant</i>
	<p>Verifies and checks documents of student applicants, specially the grade requirement for the degree program the student decides to shift into.</p>	None	2 Minutes	<i>Administrative Aide Office of Admissions</i>
	<p>Acknowledge the receipt of shifting application form and documents of student applicants and send Customer Satisfaction Survey Form via admissions portal.</p>	None	1 Minute	<i>Administrative Aide Office of Admissions</i>
	<p>Accept applicants with complete uploaded documents and qualified for final evaluation of the receiving department</p>	None	1 Minute	<i>Administrative Aide Office of Admissions</i>

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

3. Application Procedure - Transferee

This describes the process of issuing application forms to individuals who intends to transfer to 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	Admission Application Form (1 original)	1	DHVSU Website https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms

2	Honorable Dismissal (1 original, 1 photocopy)	2	School of origin	
3	Transcript of Records (1 original, 1 photocopy)	3	School of origin	
4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, CSFP	
5	Good Moral Certificate	5	School of origin	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Downloads and properly filled-out shifting form from the DHVSU Website (www.dhvsu.edu.ph)		NONE	Varied	<i>Student Applicant</i>
2.Fills out all information in the Online Admission Portal https://sms.dhvsu.edu.ph/padmission?fbclid=IwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdH_rDhit8WxatWI4hYL1Bircgo bykhU and upload all pertinent application document (pdf format)		NONE	Varied	<i>Student Applicant</i>
	Verifies and checks submitted documents specially the grade requirement of the degree program the student decides to take. Issues Customer Satisfaction Survey Form	None	2 Minutes	<i>Administrative Aide Office of Admissions</i>

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

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



AUXILIARY SERVICES OFFICE

External Services



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
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 Auxiliar 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 Auxiliar Services
3. Forward the approved documents with the attached memo to the Office of the Auxiliary; Check	3. Check the List of the existing Lessee	None	5 Minutes	<i>Administrative Aide</i> Office of the Auxiliar Services

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



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	30 Minutes	Administrative Aide Cahier's Office
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		<p>1,500.00; Photocopying Machine Only ₱2,000.00/ machine main campus ₱1,500.00/machine satellite campus; Photocopying machine with stall 2.5m x 2 m ₱2,000.00/ machine plus ₱1,000.00 (stall) main campus</p>		
<p>5.2 Submit all the required documents to the Office of the Auxiliary Services</p>	<p>5.2 Receive the required documents; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist , Stall tenant and employee ID application form</p>	<p>₱1,500.00/machine plus ₱800.00 (stall) satellite campus; Booth (for university events) ₱1,000.00/per day main campus ₱800.00/day satellite campus</p>		<p><i>Administrative Aide</i> Office of the Auxiliary Services</p>
<p>5.3 Receive and Sign the Contract for lease</p>	<p>5.3 Review and issue the Contract of Lease</p>	<p>None</p>		
<p>5.4 Acquire a copy of the Notary of Contract and secure Stall ID</p>	<p>5.4 Issue the copy of the Notary of Contract and Stall ID</p>			

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

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

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,	None		<i>Administrative Aide</i> Office of the Auxiliary Services

	Receive the University Venue Reservation Form and give the borrower's copy who reserve the venue			
3. Submits the approved letter of request	3. Receive the approved letter by the University President	None	2 Working Days	<i>Administrative Aide</i> Office of the Auxiliary Services
4. Office of the President issues memorandum/ routing slip	4.Receive the approved letter by the University President	None		Office of the President <i>Administrative Aide</i> Office of the Auxiliary Services
5.Secures University Venue Payment Slip to the OAS	5.Issued the University Venue Payment Slip	None	2 Working Days before the event date	<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		<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		Administrative Aide 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	Administrative Aide Office of the Auxiliary Services
9. Secures and submits University Venue Reservation Cancellation Form	9. Issued and receive the University Reservation Cancellation Form	None	At least 2 Working Days before the event	Administrative Aide 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, 3 Hour, 20 Minutes	

BIDS AND AWARDS COMITTEE

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	None	6 Days	<i>Head, BAC Secretariat</i> BAC Office

	allocation/utilization			
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 BAC Office</i>
2. Attend Pre-procurement conference	2. Conduct Pre-procurement conference	None	1 Hour	<i>BAC Members BAC office Procuring Unit Representatives DHVSU</i>
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	<i>BAC Members BAC office Procuring Unit Representatives DHVSU Bidder Representative</i>
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members BAC office Procuring Unit Representatives DHVSU</i>
5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	<i>Procuring Unit Representatives DHVSU</i>
TOTAL:		None	64 Days, 4 Hours	

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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of goods	1.1 Prepare Request for Quotation 1.2 Send Request for Quotation	None	2 Days	<i>BAC Secretariat</i> BAC Office <i>Administrative Aide</i> Supply Office

	2.1 Prepare Abstract of Canvass and BAC Resolution 2.2 Prepare and award PO to supplier with the lowest price quotation 2.3 Post the Notice of Award and PO in the PhilGEPS website, University website, and conspicuous places in the University premises 2.4 Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request for budget allocation	None	4 Day	<i>BAC Secretariat</i> BAC Office
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, 2 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	<i>Head, BAC Secretariat BAC Office</i>
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	None	1 Day	<i>Head, BAC Secretariat BAC Office</i>
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	<i>BAC Members BAC office Procuring Unit Representatives DHVSU</i>
4. Attend the Negotiation Meeting	4. Negotiate with the supplier with the lowest bid	None	1 Hour	<i>Supplier Representative</i>
5. Attend Bid Evaluation	5. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members BAC office Procuring Unit Representatives DHVSU</i>
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</i> BAC Office
	2. Route the documents to the BAC Members	None	1 Day	<i>Administrative Aide</i> BAC Office
	3. Determine the mode of procurement	None	10 Minutes	<i>BAC Members</i>
TOTAL:		None	1 Day, 30 Minutes	

OFFICE CAREER SERVICES

External Services



1. Application for Internship Endorsement

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

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

2. Submits verified, certified internship document to the Placement Coordinator	2.1 Issues Final Endorsement		1 Minute	<i>Placement Coordinator</i> Office of Career Services
	2.2 Reviews Memorandum of Agreement and Sign the Student Internship Final Endorsement		5 Minutes	<i>Director</i> Office of Career Services
TOTAL:		None	18 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
Student Request Form (1 original)	1	Office of University Registrar, (1st Floor of Admin. Bldg.)
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 the payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	<i>Administrative Officer</i> 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	3 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	
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	

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

5. Collection of Payments for Bidding Documents

Payment for Issuance of Bidding Documents

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 payment of Bidding Documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Payment Form	1	Supply and Procurement Office, DHVSU Bacolor Pampanga	
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, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashiering Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 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

6. Collection of Payments for Tuition Fees

Collection of Payments for Tuition Fees

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	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
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



7. 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	<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	

8. 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	

9. Preparation of Checks/ADA Process

The processing of checks as payment for salaries, bonuses, incentives, honoraria, allowances, fund requests and reimbursements.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	This covers the process and mode of payment for University-related expenses such as salaries, bonuses, incentives, honoraria, allowances, fund requests and reimbursements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Disbursement Voucher (1 original)	1	Administrative Services Office (1 st Floor, Admin. Bldg.)	
2	Check/Voucher/ACIC ADA (1 original)	2	Cashiering Office (1 st Floor, Admin. Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Issuance of Check/s at the Cashiering Office.	1.1. Receive the approved Disbursement Voucher (DV) from the Office of the University President	None	2 Minute	<i>Administrative Assistant</i> Cashiering Office
	1.2. Prepare the checks according to Fund: Fund 101; Fund 164; Fund 184;	None	5 Minutes	<i>Administrative Assistant</i> Cashiering Office

CASHIERING OFFICE

External Services



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 Personnel Guard House	
3	Routing Slip (1 original)	3	Gate Security Personnel Guard House	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID Card and Bag for Inspection.		None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Register their name and purpose of visit.		None	45 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Receive the Visitor's Pass and Routing Slip.		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.		None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
TOTAL:		None	3 Minutes	

2. 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)	1	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	<i>Gate Security Personnel</i> 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	<i>Gate Security Personnel</i> 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	<i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus
TOTAL:		None	1 Minute, 30 Seconds	

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	
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	<i>Gate Security Personnel</i> 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	<i>Gate Security Personnel</i> 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	<i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus
TOTAL:		None	1 Minute, 30 Seconds	

3. Repair and Maintenance

Approval of Job Request for Minor Repairs and Improvement

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

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

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

4. Janitorial Services

Approval of Janitorial Services and Maintenance of Building and Surrounding

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

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



CIVIL SECURITY UNIT

Internal Services



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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
TOTAL:		None	1 Minute, 30 Seconds	

COMPETENCY ASSESMENT CENTER

External Services



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	PROCES SING TIME	PERSON RESPONSIB LE

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

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

TOTAL:	Php. 500.00 to Php. 2175.00 (depending on competenc y type)	7 Day s	
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CAMPUSES (SATELLITE)

APALIT CAMPUS

CANABA 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</i> Respective College/Campus

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



**COLLEGES, SENIOR HIGH
SCHOOL, JUNIOR HIGH
SCHOOL
(MAIN CAMPUS)**



COLLEGE OF ARTS AND SCIENCES

1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

Office or Division:	College of Arts and Sciences (CAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide CAS 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 (1 st Floor, CAS Building)	
4	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	4	Dean's Office (1 st Floor, CAS Building)	
5	Certificate of Registration (COR)	5	Dean's Office (1 st Floor, CAS Building)	
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	College Secretary CAS
2. Secure a pre-registration form and feedback forms at the Dean's Office	2. Issue Pre-Registration and feedback forms to students	None	2 Minutes	College Secretary CAS

3. Submit the accomplished pre-registration and feedback forms to the Program Chairperson for evaluation	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson</i> CAS
	3.2 Advise the student to drop the feedback form to the designated drop box.	None	1 Minute	<i>Program Chairperson</i> CAS
4. Submit the evaluated form to the College Dean for approval			2 Minutes	<i>College Dean</i> CAS
	4.1 Approve the pre-registration form and forward to the office of the University Registrar	None	8 Hours	<i>Administrative Aide</i> Office of the University Registrar
	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)		8 Hours	<i>Administrative Aide</i> Office of the University Registrar
4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.				
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 Arts and Sciences (CAS)			
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 (1 st Floor, CAS Building)	
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	College Secretary CAS
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3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation	3. Evaluate the student as to the courses to be added, dropped or changed	None	5 Minutes	Program Chairperson CAS
4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CAS
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CAS
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 Arts and Sciences (CAS)		
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, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married	4	Philippine Statistics Authority, City of San. Fernando, Pampanga	
5	2 copies of 2x2 pictures, full faced photo with white background	5	Any Photo Center	
6	Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	6	Dean's Office (1 st Floor, CAS Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROC ESSIN G 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 Minute s	<i>Program Chairperson CAS</i>
2. Submit the Endorsement Letter to the Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minute s	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule	3. Administer and check examination, and issue the results	None	40 Minute s	<i>Guidance Coordinator Office of the University Guidance Councilor</i>
4. Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minute s	<i>College Secretary (CAS)</i>
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minute s	<i>College Secretary (CAS)</i>
TOTAL:		None	56 Minute s	

COLLEGE OF BUSINESS STUDIES (CBS)

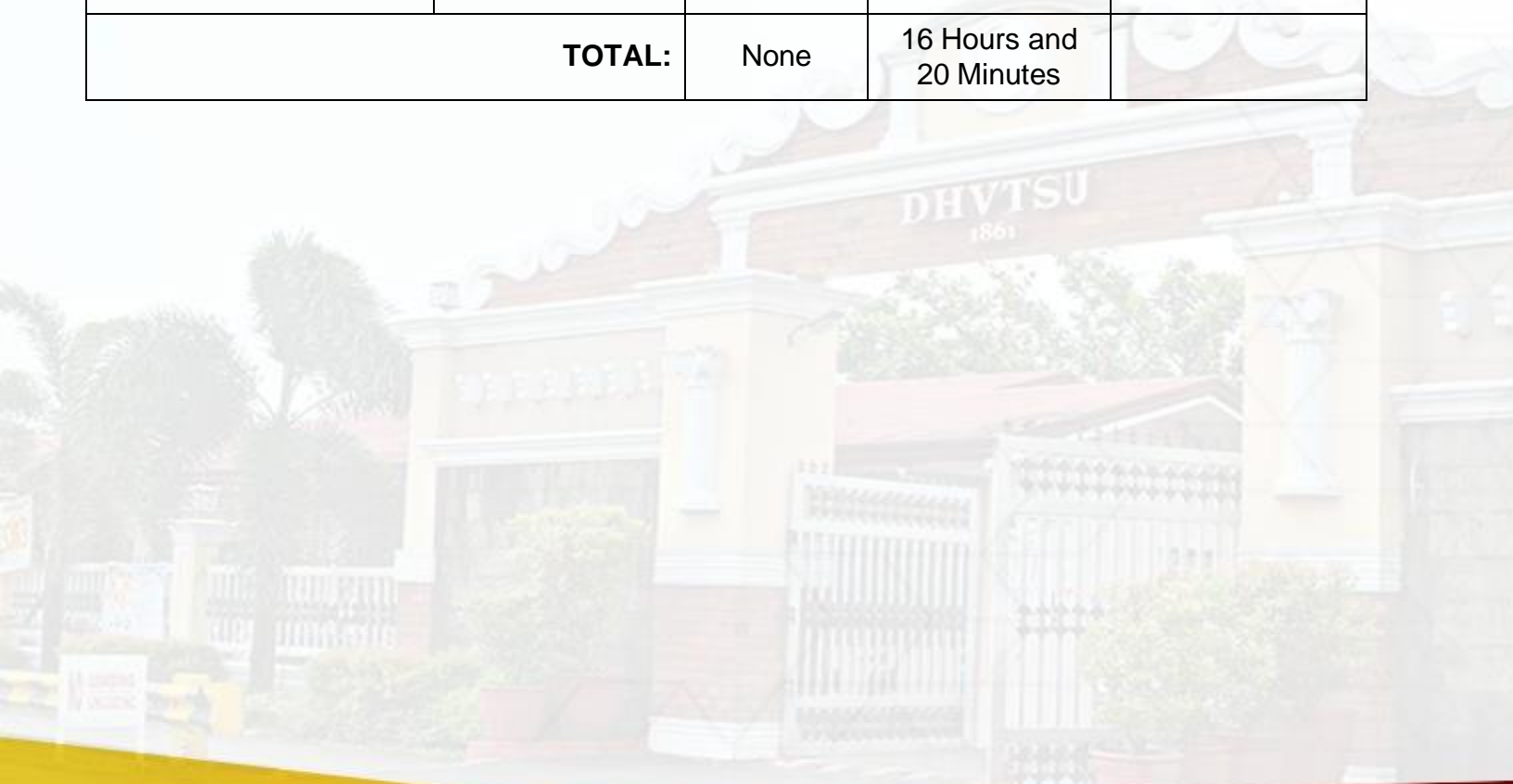


1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

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 (CBS)</i>
2. Secure a pre-registration form and feedback forms at the Dean's Office	2. Issue Pre-Registration and feedback forms to students	None	2 Minutes	<i>College Secretary (CBS)</i>
3. Submit the accomplished pre-registration and feedback forms to the Program Chairperson for evaluation	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson (CBS)</i>
	3.2 Advise the student to drop the feedback form to the designated drop	None	1 Minute	<i>Program Chairperson (CBS)</i>

	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		2 Minutes	<i>College Dean (CBS)</i>
	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	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 and 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 Office of the University Registrar</i>
2. Secure Adding, Dropping, Changing Form from the College Secretary		2. Issue Adding, Dropping, Changing Form	None	1 Minute	<i>College Secretary (CBS)</i>
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 (CBS)</i>

4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	<i>College Dean (CBS)</i>
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	<i>College Secretary (CBS)</i>
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, 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 (2 nd Floor, CBS Building 1)	
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 (CBS)</i>
2. Submit the Endorsement Letter to the Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minutes	<i>Administrative Aide Admission Office</i>
3. Take the examination on specified schedule	3. Administer and check examination, and issue the results	None	40 Minutes	<i>Guidance Coordinator Office of the University Guidance Councilor</i>

4. Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	College Secretary (CBS)
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	College Secretary (CBS)
TOTAL:		None	56 Minutes	



COLLEGE OF COMPUTING STUDIES (CCS)



1. Enrollment Procedure

This describes the guidelines and procedures for the enrollment of collegestudents.

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	Customer 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 CCS</i>
2. Submit a clearance and Academic Evaluation records at the Dean's Office	2. Receive and check Student's Academic Evaluation records and clearance compliance	None	4 Minutes	<i>College Secretary CCS</i>
3. Secure a Pre-Registration Form and Customer Survey Form at the Dean's Office	3. Issue Pre-Registration Form and Customer Survey Form to students	None	2 Minutes	<i>College Secretary CCS</i>

4. Submit the accomplished Pre-Registration Form and Customer Survey Form to the Program Chairperson for evaluation	4.1 Evaluate / Review and Advise the courses to be enrolled by the students	None	10 Minutes	<i>Program Chairperson CCS</i>
	4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None	1 Minute	
5. Submit the evaluated form to the College Dean for approval	5.1. Approve the Pre-Registration Form and forward to the office of the University Registrar	None	2 Minutes	<i>College Dean CCS</i>
	5.2. Encode the courses to be enrolled and print the Certificate of Registration (COR)		4 Hours	<i>Administrative Aide Office of the University Registrar</i>
	5.3. Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		4 Hours	<i>Administrative Aide Office of the University Registrar</i>
TOTAL:		None	8 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 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	Customer 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
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Office of the University Registrar
2. Sign in the client log book	2. Instruct the client to sign in the log book	None	1 Minute	<i>College Secretary</i> CCS
3. Secure Adding, Dropping, Changing Form and Customer Survey Form from the College Secretary	3. Issue Adding, Dropping, Changing Form and Customer Survey Form to students	None	1 Minute	<i>College Secretary</i> CCS

4. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation and the Customer Survey Form	4.1 Evaluate the student as to the courses to be added, dropped or changed	None	3 Minutes	<i>Program Chairperson CCS</i>
	4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None	1 Minute	
5. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	5. Approve the courses added, dropped or changed	None	4 Minutes	<i>College Dean CCS</i>
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	10 Minutes	<i>College Secretary CCS</i>
TOTAL:		None	21 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	Customer 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 CCS</i>
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 CCS</i>

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



COLLEGE OF ENGINEERING AND ARCHITECTURE



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>
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	

COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT



COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT (CHTM)

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 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, 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	



COLLEGE OF INDUSTRIAL TECHNOLOGY (CIT)

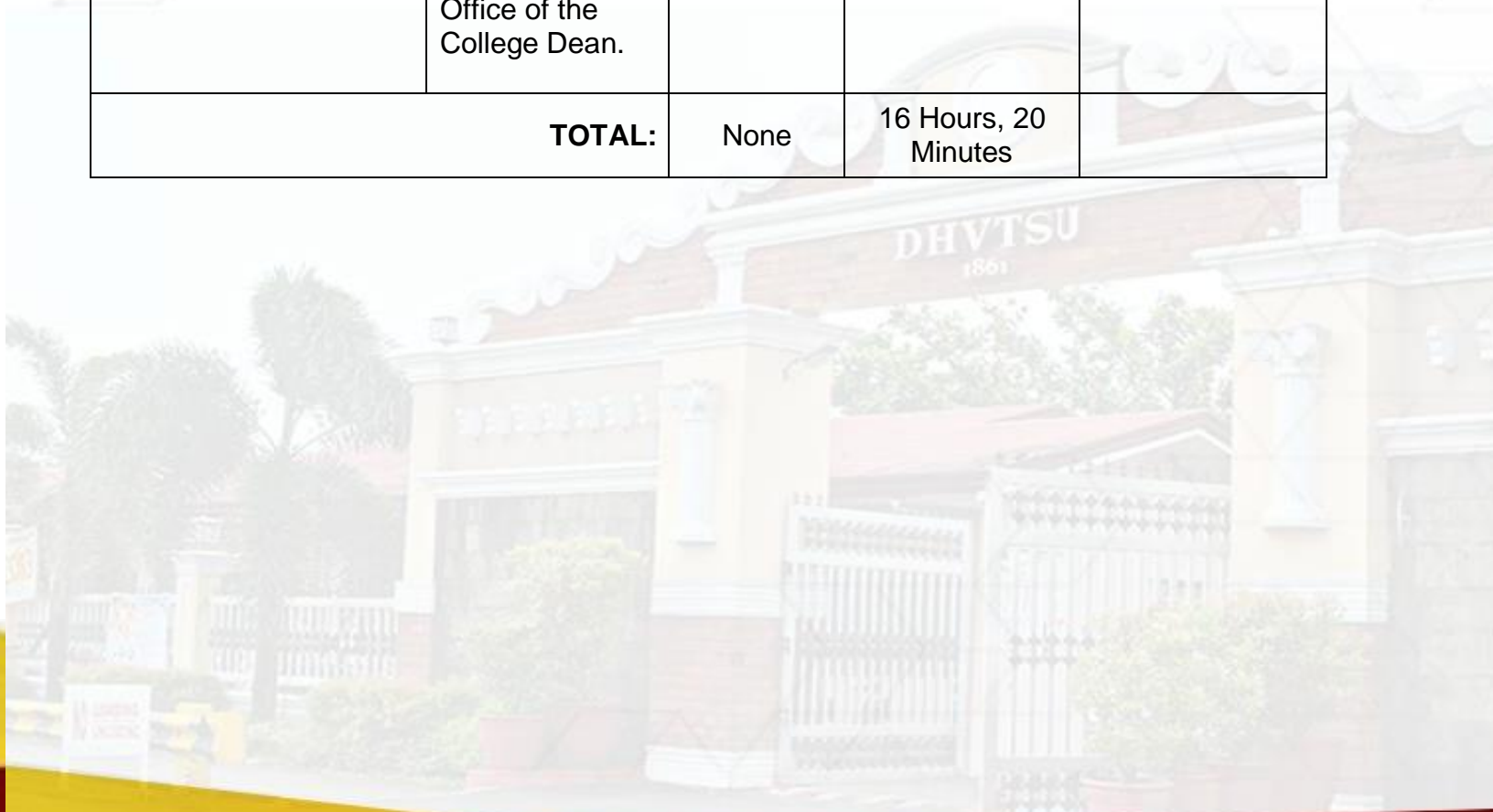


1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

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 (1 st Floor, CIT-GS Building)	
4	Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	4	Dean's Office (1st Floor, CIT-GS Building)	
5	Certificate of Registration (COR)	5	Dean's Office (1st Floor, CIT-GS Building)	
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 Office</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 Office</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 CIT Office</i>
	3.2 Advise the student to drop the feedback form to the	None	1 Minute	<i>Program Chairperson CIT Office</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 Forms to all irregular students of the university.

Office or Division:		College of Industrial Technology (CIT)			
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 (1 st Floor, CIT-GS Building)		
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 Office
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 Office

4. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CIT Office
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CIT Office
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, 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	
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 Office</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	College Secretary CIT Office
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	College Secretary CIT Office
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	<i>Faculty In Charge</i> 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</i> College of Education
4. Submit the evaluated pre-registration form to the Program Chairperson	4. Approve the pre-registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 Day	<i>Dean / Program Chair</i> College of Education
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chair</i> College of Education
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	Office Secretary/ Faculty In Charge College of Education
2. Submit the required documents for evaluation	2.1 Check the documents submitted by the student 2.2 Issue Adding, Dropping, Changing Form 2.3 Advise the student as to which subject to add, drop or change 2.4 Evaluate and encode the data 2.5 Approve the subjects to be added, dropped or changed	None	20 Minutes	Dean / Program Chair College of Education

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



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



1. Enrollment Procedure for Incoming First Year Students

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

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	Dean / Program Chairperson College of Social Sciences and Philosophy
4. Submit the evaluated pre-registration form to the Program Chairperson	4. Approve the pre-registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 day	Dean / Program Chairperson College of Social Sciences and Philosophy
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson College of Social Sciences and Philosophy
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			
3. Fill out the Customer Satisfaction Survey Form	2.5 Approve the subjects to be added, dropped or changed		30 Minutes	<i>Dean / Program Chairperson</i>
	2.6 Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing			<i>College of Social Sciences and Philosophy</i>
	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Chairperson College of Social Sciences and Philosophy</i>
TOTAL:		None	54 Minutes	

DATA PROTECTION OFFICE

External Service



1. Request for University Data, Records or Documents

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

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. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information</i>
2. Submits the request letter personally to the ODPPI or emails the request letter at odppi@dhvsu.edu.ph	2. Receives the request. Affixes signature and date of receipt.	None	1 Minute	<i>Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information</i>
3. Accomplish the Data Privacy Request Form	3. Issue the Data Privacy Request form.	None	5 Minutes	<i>Administrative Aide Data Protection Officer Office of the Data Protection and Public Information</i>
4. Wait for the review of the request.	4. Review the details of the request.	None	3 Minutes	<i>Administrative Aide Data Protection Officer Office of the Data Protection and Public Information</i>

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

2. Request for Posting of Materials

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

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. Fill-up the log book.	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Office of the Data Protection and Public Information
2. Submits the draft of materials to be posted.	2. Receives the materials to be posted (Personally or thru oddpi@dhvsu.edu.ph)	None	1 Minute	<i>Administrative Aide</i> Office of the Data Protection and Public Information

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



DATA PROTECTION OFFICE

Internal Service



1. Request for Posting of Materials

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

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 MANAGEMENT OFFICE

Internal Service



1. Processing of Request of Extension Service

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

Office or Division:		Extension Services Management Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Community/General Public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1	Request Letter with contact information	Head of the Requesting Community		
2	Customer Survey Form	Extension Service Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter to the President's Office	1. Assess and response to the request	None	3 Days	<i>Administrative Aide</i> President's Office <i>Secretary, Director</i> Extension Services Management Office
2. Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 Day	<i>Secretary, Director</i> Extension Services Management Office
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 Day	<i>Secretary</i> Extension Services Management Office
4. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Management Office
5. Sign the MOA upon agreement to all stipulated commitmen	5. Explain and finalize the provisions of the project plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Management Office

FINANCE MANAGEMENT SERVICES OFFICE

Internal Service



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	
Classification:	Simple	
Type of Transaction:	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 Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.
	1.1. PS 1.1.1 Approved Payroll 1.1.2 Remittance List 1.1.3 List of Actual Retirees 1.1.4 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to FMS Office all the necessary documents for funding purposes.	1. Receives, stamps, records documents for obligation/utilization of expenses/ expenditures and forwards to the Designated Administrative Assistant VI and Administrative Aide 1	None	5 Minutes	Administrative Aide I Finance Management Services Office
2. Client may leave the documents after the Admin Aide is done checking the completeness of the documents.	2. Check the completeness of the supporting documents and verify allotment/budget based on the approved APP for the processing of ORS/BURS. <i>However, if found incorrect, incomplete and not in conformance with the supporting documents, it will be returned to the client for correction</i>	None	5 Minutes	Administrative Aide I Finance Management Services Office
	2.1 Prepares and records ORS/BURS forms and forwards to the Administrative Assistant VI/Designated Administrative Aide I.	None	10 Minutes	Administrative Aide I Finance Management Services Office
	2.2 Checks and verify the amount obligated, the date, serial number, fund source, payee, particulars, MFO/PAP, UACS code, extension and	None	10 Minutes	Admin. Assistant VI Finance Management Services Office

	<p>sub-totals of the amounts and forwards the same to Budget Officer</p> <p><i>Note: if found incorrect, it will be returned to the Administrative Aide I for correction.</i></p>			
	<p>2.3 Checks ORS/BURS forms and the required supporting documents and forwards to the Director of Finance Management Services Office (FMSO)</p> <p><i>Note: if found incorrect, it will be returned to the officer in charge for correction.</i></p>	None	5 Minutes	<p>Budget Officer Finance Management Services Office</p>
	<p>2.4 Reviews ORS/BURS forms and supporting documents and certify as to the allotment/budget availability and obligation/ utilization of expenses/ expenditures for the purpose.</p> <p><i>Note: if found incorrect, it will be returned to the officer in charge for correction.</i></p>	None	5 Minutes	<p>Chief Administrative Officer Finance Management Services Office</p>
	<p>2.5 Secures initial copy of the signed ORS/BURS forms and supporting documents and forwards three copies to the Office of the Vice President for Administration and</p>	None	1 hour	<p>Administrative Aide I Finance Management Services Office</p>

	Finance Services		
TOTAL:			1 Hour, 40 Minutes



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

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

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



<p>1. DBM requires online data entry and submission of Budget Proposal</p>	<p>1. Prints the budget call posted online by the Department of Budget and Management (DBM Website)</p> <p>Starts preparing the budget proposal for General fund 101 by using the budget call that provides pertinent guidelines, instructions and forms to formulate Tier1 and Tier 2 programs and projects</p> <p>Distributes Budget Forms (BP Forms) to be accomplished by different offices and departments with deadline for submission to the Budget and Finance Offices</p> <p>1. Planning Office BP Form A BP Form A-1 BP Form B BP Form B-I</p> <p>2. Budget Office BP Form C BP Form D BP Form200 BP Form201 BP Form 201-B BP Form 201-D</p> <p>3. Accounting Office BP Form100-B</p> <p>4. Administrative Office BP Form 201-A BP Form204 BP Form205</p> <p>5. Office of Physical Plant and Facilities BP Form 202</p>	<p>None</p>	<p>15 Minutes.</p> <p>2 Hours.</p> <p>3 Hours.</p>	<p><i>Administrative Aide VI</i> Finance Management Services Office</p>
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	<p>6. GAD Office BP Form 400 BP Form 400-A</p> <p>Collects all BP Forms from offices/ departments concerned.</p> <p>Prepares the formulation of Tier 2 composing budget proposal for new PAP and infrastructure projects.</p> <p>Prepares the formulation of Tier 1 upon issuance of the Forward Estimates (FEs) by DBM that prescribes the agency budget ceiling for its on-going programs and projects composing of mandatory filled position for Personnel Service (PS), Mandatory expenditures item for maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO).</p> <p>Starts encoding of Tier 1 and Tier 2 on the Online Submission of Budget Proposal System (OSBPS) and print in triplicate.</p>		<p>30 Minutes</p> <p>3 Days</p>	
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	<p>Initializes all online printed budgetary forms and forward the same to the budget officer, planning officer, accountant and personnel officer for review and signature of their concerned respective accomplished budgetary forms and return the same to the budget office (Admin. Asst.VI).</p> <p>Forwards all budgetary forms to the Budget Officer</p>		<p>15 Minutes</p> <p>5 Minutes.</p>	
	<p>1.2 Verifies the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP</p> <p>If found correct and in conformance with the NEP, affixes his/her signature to all budgetary forms and forwards the same to</p>	<p>None</p>	<p>30 Minutes.</p> <p>5 Minutes.</p>	<p><i>Budget Officer</i> Finance Management Services Office</p>

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

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

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

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

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

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

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

This describes the procedure in the preparation of budget for the Program of Receipts and Expenditures for Income (Fund 164).

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

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

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

4. BUDGET EXECUTION PROCESS

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

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

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

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

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

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

Office or Division:	Finance Management Services Office
Classification:	Simple

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

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

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

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

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for General Fund 101 (FAR 1 and FAR 1A) and for Income Fund 164 (FAR2and FAR2A)

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

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

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

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

GRADUATE SCHOOL

External Services



1. Graduate School Enrollment Procedure (New Student)

This describes the procedure in enrollment.

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		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		None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
		None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
1.1. Receive and check the requirements				
1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the Interview Guide Form				

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	
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SCHEDULE OF FEES AND OTHER CHARGES

	CBS, COE, CEA, CIT	Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
INITIAL FEE							
OTHER FEES-GENERAL FUND							
Admission Fees							
Health Fees							160.00
Computer Fees							
Cultural Fees							
Development Fees-ROF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees							
Guidance Fees		50.00	W.C.C.	50.00	50.00	W.C.C.	
Guidance Fees-CB SEP							
Handling Fees							
Insurance	50.00	50.00	50.00	50.00	50.00	SC.CC	
Laboratory Fees		450.00	2,500.00			1ST.CC	
Laboratory Fees						1SC.CC	
Medical Denture Fees						BC.CC	
Voluntary Fees	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees							
Scholarship Fees		150.00	150.00			1SC.CC	
Utility Fees							
Total							
OTHER FEES-RESERVE FUND							
Developmental Fees		50.00	50.00	50.00	50.00	50.00	
Developmental Fees	70.00	70.00	70.00	70.00	70.00	70.00	
Developmental Fees	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total							
TOTAL OTHER FEES							

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	Administrative Aide Office of the University Registrar
	3.2. Advise the GSS to proceed to the Cashier's office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide / Internet Multimedia Center
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	<i>Administrative Staff</i> Office of the Graduate School

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

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

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

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



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.)	
CLIENT STEPS	Documentary Stamps (2 pieces)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Request for Certificate of Good Moral Character at the Guidance and Testing Center. 1.2. Proceed to the Cashiering office	1. Interview and evaluate the client's request and verify records	None	3 Minutes	<i>Administrative Aide</i> Guidance and Testing Center
2. Present the OR to the Guidance and Testing Center and register in the Visitor/ client Log Sheet	2. Print the Certificate for Good Moral Character and affix documentary stamp For TRANSFER FEES to other school interview and instruct to fill out the	None	1 Minute 5 Minutes	<i>Administrative Aide</i> Guidance and Testing Center <i>Guidance Counselor</i> Guidance and Testing Center

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



GUIDANCE AND TESTING OFFICE

Internal Services



1. Counseling Intervention Services

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

Office or Division:	Guidance and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen ; G2G- Government to Government			
Who may avail:	Clients 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.	1.1 Answer counselee's initial inquiries	None	1 Minute	Guidance Associate Guidance & Testing Center
	1.2. Set an appointment to the counselee		2 Minutes	
	1.3. Facilitate interview using Intake Summary Form and		20 Minutes	Guidance Counselor Guidance & Testing Center

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

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

2. Online Counseling Intervention Services

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

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.	1.1. Verify accomplished Student Counseling google form and MHPS google form		None	3 Minutes	Administrative Aide Guidance & TestingCenter	
	1.1.1. Schedule the Intake Interview/counseling sessions			2 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center	
2. Attend the scheduled intake interview with a Guidance Associate.	2.Guidance Associate facilitates intake interviews and refer the student or employee to the Guidance Counselor.		None	22 Minutes	Guidance Associate Guidance & Testing Center	
3. Attend the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	3.1Evaluates counselee's problem, conducts case conceptualization. 3.2 Analyzes pertinent data and information of the counselee. 3.3 Plans counseling intervention.			1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center	

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

3. Issuance of Class Admission Slip

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

Office or Division:	Guidance and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clients who are DHVSU bonafide students.			
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/ Guidance Associate	3. Conducts interviews based on the explanation letter and verify supporting documents.	None	10 Minutes	
4. Secure Class admission Slip and accomplish Customer Survey form	4. Issues Class Admission Slip and request student to fill out customer survey form	None	1 Minutes	
TOTAL:		None	16 Minutes	

4. Psychological Testing Services

This describes the process of Administration of tests battery to all student applicants seeking for admissions, pre-employment of students enrolled in workimmersion, 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 bonafide DHVSU students for self assessment and counseling, Student will have their OJT and applicant for DHVSU employment			
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	2 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register in the Visitor/ Client Log Sheet	2. Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Take the battery test at the Guidance and Testing Center and Accomplish customer survey form	3. Administers the Test Battery 3. Distributes and collects Customer Survey Form	None	1 Hour (OJT) 2.5 Hours (Psychological Assessment) 2 Hours (Teaching, Non-teaching Applicants and Newly Hired)	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
4. Accomplish the customer Survey Form	4. Instruct the student/ applicant to accomplish the customer survey form		1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	1 Hour, 4 Minutes (For OJT/Work Immersion) 2 Hours, 34 Minutes (Psychological Assessment) 2 Hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)	

5. Issuance of Test Permit Process

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

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 covered by RA 10931	3	Cashiering Office (1 st Floor, Admin Bldng.)	
4	Picture (1 passport size)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UAT test stub and required documents.	1.Receives and check UAT test permit and required documents	None	2 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register on the test Schedule Log Sheet.	2.Requests student to register on the log sheet	None	3 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Sign and Secure UAT Test permit. Accomplish customer survey form	3.Issues examination schedule or Test permit	None	5 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
	TOTAL:	PHP 300 (student applicant not covered)	10 Minutes	

6. University Admission Test (UAT) Administration Process

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

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 school applicant and applicants for Juris Doctor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Testing permit(1 original)	1	Guidance and Testing Center (2 nd Floor, Student Affairs and Service Bldg.)	
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 Bldg.)	
4	Application form(for graduate students)	4	Admissions Office (1 st Floor, Student Affairs and Services Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UAT test permit and required documents.	1.Receives and checks UAT test permit and required documents	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2.Listen to the instruction of the proctor and fill out the answer sheets	2.1 Introduce and distribute the answer sheets for the UAT. 2.2 Instructs to fill out the answer sheets	None	13 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>

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

7. Individual Inventory Service Process

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

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

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

8. Guidance Program Evaluation

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

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	N/A			
2	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Individual Information Sheet.	1. Distribute and Instruct students to accomplish the Guidance Program Evaluation Form.	None	10 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	10 Minutes	

9. ON-THE-JOB Training

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

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	Endorsement letter		Dean's office/ Principal's office/ OJT Coordinator	
2	Student Resumé			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor/Client Log Sheet	1. Receives Endorsement Letter from the Dean/Principal/OJT Coordinator	None	2 Minutes	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Attend the OJT Orientation	2. Orient the OJT Trainees on their task, activities and confidentiality nature of work and information in the Guidance and Testing Center	None	1 Hour	<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Read and Sign the Non-Disclosure Agreement	3. Instructs the trainees to carefully read and sign the Non-	None		<i>Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>

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



LABORATORY HIGHSCHOOL (LHS)

External Services



1. Enrollment Procedure

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

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

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

**MANAGEMENT
INFORMATION SYSTEM
(External Services)**



MANAGEMENT INFORMATION SYSTEM

PROVISION OF TECHNICAL ASSISTANCE

This describes the process of inquiring for the technical assistance of the Management Information System Office for both employees and students at the University.

Office/Division:		Management Information Systems		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All DHVSU Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Ticket created from the MIS Service Form	1	For Students https://forms.gle/NHHnGQQ31QjYNZu88) For Employees https://forms.gle/n77CCbcfJjBDVdJj7	
2	Screenshot/s of the problem encountered	2	Own device of the client where the problem persists	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket from the MIS Technical Assistance Google Form	1. Acknowledge the ticket by replying to the ticket	None	3 Minutes	<i>Administrative Aide</i> Management Information System
2. Kindly wait for the reply for the instructions of the personnel	2. Conduct preliminary inspection and determine the maintenance service required regarding the hardware or software issues/concerns • If the MIS Personnel/Staff can resolve the issue via preventive maintenance procedures, the said hardware will be then subjected	None	Varies depending on the situation	<i>Administrative Aide</i> <i>Administrative Assistant</i> <i>MIS Director</i> Management Information System

	<ul style="list-style-type: none"> • Otherwise, it shall be subjected to a thorough inspection and troubleshooting to 			
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	<p>determine the magnitude of the problem if it is repairable or not.</p> <ul style="list-style-type: none"> • Determine the duration of the repair depending on the issues/concerns such as hardware replacement of the hardware, reformat, operating system updates, warranty, service procurement and the like, and proceeds to repair the ICT equipment if the problem is repairable. 			
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	<p>Meanwhile, if ticket does not require face to face technical support and can be resolved through online or phone assistance, the MIS personnel can do so especially for student queries like account/portal problem.</p> <ul style="list-style-type: none">• If the equipment/service is unrepairable but under warranty from the supplier, the MIS staff endorses the ICT equipment to the Supply and Procurement Office for servicing			
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	<ul style="list-style-type: none"> • If the equipment/service is unrepairable and out of warranty, the MIS staff issues the unusable ICT equipment with the ICT Inspection Report Form and 			
	<p>the Justification Letter to the end- user for property disposal, and advises the End User to surrender the equipment to the Supply and Procurement Office</p> <ul style="list-style-type: none"> • If the software is unrepairable, the MIS staff endorses the malfunctioning service/software to the third-party supplier of the software for reevaluation, replacement or reconfiguration 			

3. Accepts the restored software and accomplishes Customer Satisfaction Rating Form	3. Upon successful repair, the MIS staff endorses the restored equipment/service to the client	None	3 Minutes	<i>Administrative Aide Management Information System</i>
Total		None		



ID PRINTING

This describes the process of ID printing for students and employees of DHVSU.

Office/Division:		Management Information Systems			
Classification:		Simple			
Type of Transaction:		G2C- Government to Citizen			
Who may avail:		All DHVSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	For new students: Certificate of Registration (COR)	1	School Management System Student Portal		
2	For students who requests for ID replacement: Official Receipt	2	Cashiering Office		
3	For students: ID Profiling Form	3	Office of Student Affairs		
4	For new employees: Employee ID Profiling Form	4	Administrative Services Office		
5	For employees who requests for ID replacement: Employee ID Profiling Form	5	Administrative Services Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For new students					
1. Present Certificate of Registration (COR) and the filled-out ID Profiling Form to the MIS Personnel		1. Verify ID payment in the COR	None	2 Minutes	Administrative Aide Management Information System
2. Prepare for photo capturing and affix e-signature		2. Capture student photo and e-signature	None	5 minutes	Administrative Aide Management Information System
3. Validate information before printing		3. Finalize student information before printing	None	3 minutes	Administrative Aide Management Information System

4. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	4. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide Management Information System</i>
Total		None	15 minutes	
<i>For students requesting for ID replacement</i>				
1. For loss id, proceed to	1. Instruct the student to visit	None	1 Minute	<i>Administrative Aide</i>



Office of Student Affairs to report the loss/replacement of ID	the Office of Student Affairs			Management Information System
2. Present receipt and ID Profiling Form to the MIS Personnel	2. Verify ID payment in the receipt	None	2 Minutes	<i>Administrative Aide</i> Management Information System
3. Prepare for photo capturing and affix e-signature	3. Capture student photo and e-signature	None	5 minutes	<i>Administrative Aide</i> Management Information System
4. Validate information before printing	4. Finalize student information before printing	None	1 minute	<i>Administrative Aide</i> Management Information System
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide</i> Management Information System
Total		None	14 minutes	

For new employees				
1. Go to the Administrative Services Office and secure ID Profiling Form	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minutes	<i>Administrative Aide</i> Management Information System
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	<i>Administrative Aide</i> Management Information System
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 minutes	<i>Administrative Aide</i> Management Information System
4. Validate information before printing	4. Finalize employee information before printing	None	1 minute	<i>Administrative Aide</i> Management Information System
5. Wait for the ID card, ID case	5. Print and give the issued ID	None	5 Minutes	<i>Administrative Aide</i>

and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	together with ID case and lanyard			Management Information System
Total		None	14 minutes	
<i>For employees who are requesting for ID replacement</i>				
1. Go to the Administrative Services Office and secure ID Profiling Form and surrender old ID if available	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minutes	<i>Administrative Aide</i> Management Information System
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	<i>Administrative Aide</i> Management Information System
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 minutes	<i>Administrative Aide</i> Management Information System
4. Validate information before printing	4. Finalize employee information before printing	None	1 minute	<i>Administrative Aide</i> Management Information System
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide</i> Management Information System
Total		None	14 minutes	

MANAGEMENT INFORMATION SYSTEM

(Internal Services)



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</i> DHVSU <i>Administrative Aide</i> MIS Encoding Center
3. Request for printout of the grade sheets		3. Print the grade sheets and affix initials	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
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	<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	

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</i> OIPP
2. Attend the orientation on the rules and regulations of the University		2. Orient the students about rules and regulations of the University	None	1 Day	<i>Director,</i> OIPP
3. Attend regular classes and sessions		3. Monitor and facilitate students' learning	None	(Depends on the program)	ESL Coaches and Instructors
4. Attend the completion ceremony		4. Prepare and issue certificates of completion	None	1 Day	<i>Administrative Aide</i> OIPP
5. Accomplish Customer Survey Form		5. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> OIPP
		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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation	1. Evaluate the submitted documents	None	1 Day	<i>Director OIPP</i>
2. Wait for the approval of the evaluated documents	2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval 2.2 Forward the approved request to CHED -IAS	None	2 Days	<i>Director OIPP</i>
3. Wait for the approval of the evaluated documents	3. Evaluate, approve/disapprove the request for travel	None	15 Days	<i>Director, CHED-IAS</i>
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, 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</i> OIPP
	1.2. Prepare the endorsement letter and travel authority	None	1 Hour	<i>Administrative Aide</i> OIPP
	2.2. Sign the documents	None	1 Hour	Chief Administrative Officer
	2.3. Approve the travel request	None	1 Hour	University President
2. Receive the documents	2. Issue the travel authority and Certification from the OIPP that he/she will not represent the University on official capacity during his/her approved leave of absence	None	1 Hour	<i>Administrative Aide</i> OIPP
	2.2. Issue a Certification that he/she is cleared from all monetary and property accountability in this university and as per records, there is no pending criminal/ administrative case filed against him/ her	None	1 Hour	Chief Administrative Officer

	2.3. Sign the Travel Authority	None	1 Hour	University President
3. Accomplish Customer Survey Form	3. Collect the accomplished survey form	None	10 Minutes	<i>Office Secretary</i> OIPP
TOTAL:		None	7 Hours, 10 Minutes	



OFFICE OF PHYSICAL PLANT AND FACILITIES

Internal Services



1. Goods and Services Purchase Process

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

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

TOTAL:	None	5 days	
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2. Repair and Improvement Process (Small Value Procurement)

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

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

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

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

3. Repair and Improvement Process (Public Bidding)

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

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

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

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

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

TOTAL:	None	12 days	
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4. Procedure in Processing of Contractor' s Payment Request

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

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

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

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



OFFICE OF 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		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log sheet		1. Instruct the client to sign in the log book	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification		2. Receive the required documents upon verification	None	15 Seconds	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the release of the validated document		3. Mark the COR with OSA Rubber stamp Attach the ID Validation sticker on the ID of the student	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
4. Receive the validated document		4. Release/return the validated ID to the student	None	5 Seconds	<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	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs

TOTAL:	None	2 Minutes, 35 Seconds	
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2. Replacement of Old/Lost ID

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

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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	1. Instruct the client to sign in the log book	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required documents upon verification Issue ID printing form to the student	None	15 Seconds	<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	3. Instructs the student to fill out all the items needed in the form and checks the completeness of the data needed	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs

4. Wait for further instruction on the next step	4. Instructs the student to pay at the cashiers' office for payment of the ID replacement and to present	None	30 Seconds	Administrative Aide 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	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:		None	4 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 specimen signature	6	Student Organization concern	
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	35 Seconds	<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	10 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	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:		None		34 Minutes, 15 Seconds

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	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	35 Seconds	Administrative Aide Office of Student Affairs
2. Report/ surrender the lost/found item to the Administrative Aide in charge	2. Receive the report or surrendered item from the concern student and logs in the log sheet for lost and found item(s)	None	2 Minutes	Administrative Aide Office of Student Affairs

3. Wait for the confirmation/verification of the lost or found item(s)	3. Post the announcement for lost and found item(s) on designated areas Contact the student, in case of the item(s) found and ask them to describe the lost item	None	15 Minutes	Administrative Aide 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	2 Minute	Administrative Aide Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:		None	20 Minutes, 15 Seconds	

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 DHVSU 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	35 Seconds	<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 log in the Record book for Student cases	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	3. <ul style="list-style-type: none"> a. Issue a memorandum to concerned students for initial interview about the case filed against them b. Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case 	None	1 day 3-5 days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs <i>Director</i> Office of Student Affairs

4. Wait for the decision of the Disciplinary Committee	4. Makes the decision based on the investigation conducted and the gathered information during the interview Inform the students concern about the decision thru an issuance of Office Order	None	3 days	<i>Disciplinary Committee</i> <i>Director Office of Student Affairs</i>
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	20 Minutes	<i>Director Office of Student Affairs</i>
6. Fill out the customer satisfaction rating	6. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide Office of Student Affairs</i>
TOTAL:		None	9 days, 26 Minutes, 15 Seconds	

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		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	35 Seconds	Administrative Aide 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	Administrative Aide 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	Administrative Aide 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	Administrative Aide 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	Director Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:		None	31 Minutes, 15 Seconds	

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	35 Seconds	Administrative Aide 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 Chair
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 Chair
6. Wait for the schedule of the campaign period	6. Sets the campaign period and the date of election	None	1 Day	S-COMELEC Chair
7. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:		None	1 day, 39 Minutes, 55 Seconds	



8. 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	35 seconds	<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 Administrative Aide in charge	3. Receive, record and review the documents submitted by the students	None	10 minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Wait for the certificate of compliance	3. Evaluates the documents submitted by the students Issue the Certificate of Compliance after meeting all the requirements	None	15 minutes	<i>Director</i> Office of Student Affairs

5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	29 minutes 15 seconds	



OFFICE OF THE UNIVERSITY REGISTRAR

External Services



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</p>				

<p>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>10 Minutes</p>	
<p>The counters are locatedas 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>5 Minutes</p>	
<p>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number</p>	<p>Processes the enrolment of the students.</p> <p>For Regular Students:</p>		<p>5 Minutes</p>	<p><i>Administrative Aide</i> Office of the University Registrar</p>
<p>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities:</p>	<p>Prepares the Academic Evaluation Program.</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>
<p>Apalit Campus: Normando C. Simon with mobile number</p>	<p>For Irregular Students, Shiftees, Transferees ,and Returnees:</p>			<p><i>Administrative Aide</i> Office of the University Registrar</p>

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



2. Application for Authentication of School Records

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

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
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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	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
TOTAL:		PHP 50/set	17 Minutes	

3. 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	<i>Administrative Aide / Office of the University Registrar</i>

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

4. 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

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

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

5. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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

<p>2. Submit accomplished application form including documents to the Registrar's Office.</p>		<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide / Office of the University Registrar</i></p>
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<p>3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office</p>		<p>PHP 50/page</p>	<p>3 Minutes</p>	<p><i>Administrative Aide I</i> Office of the University Registrar</p>
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<p>4. Present the claim stub, official receipt and Authorization Letter (for a representative) to the Registrar's Office.</p>	<p>4. Release the requested documents</p>	<p>None</p>	<p>5 Minutes</p>	<p>Administrative Aide I Office of the University Registrar</p>
<p>TOTAL:</p>		<p>PHP 50/page</p>	<p>18 Minutes</p>	

6. 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	

7. 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
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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 (1 original , 1 photocopy)	4	Philippine Statistics Authority, Maimpis, San Fernando, Pampanga
5	2x2 pictures with white background (2 pieces)	5	Photo Studios

CLIENT STEPS	AGENCY ACTION	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>
2. Fill- out the Advising Form and submit to the College Dean's Office	None		10 Minutes	<i>College Dean</i>

None	None	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
None	None	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
None College Dean's Office	40. Minutes	



8. 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	Check the requirements and issuing form and forward the documents to the office of the University Registrar encoding	None	10 Minutes	<i>College Dean</i>

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

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

10. 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/ Administrati ve Aide VI/ Administrati ve Aide IV Administrati ve Aide I/ Office of the University Registrar
TOTAL:		PHP 100	10 Minutes	
2	PSA Birth Certificate (1 Original, 1 photocopy)	2	Philippine Statistics Authority (PSA), Maimpis, CSFP	
3	Student's ID or any Government Issued ID (1 Original)	3	Management Information Systems, 2 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
<p>1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and client Log Sheet at the OUR.</p>	<p>1. Issue Application Form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i></p>
<p>2. Submit application form including the requirements at the Registrar's Office.</p>	<p>2. Verify, check or retrieve the requested documents and issue payment stub</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i></p>

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

3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office.	3. Schedule the date of release and issue claim stub	PHP 110/page	6 Days	Administrative Aide Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	Administrative Aide Office of the University Registrar
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	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	<i>University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I 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	2 Days	<i>University Registrar/ Registrar III/ 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	4. Release the requested documents	None	5 Minutes	<i>University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
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



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

PLANNING AND DEVELOPMENT OFFICE

Internal Services



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

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

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 initial assessment and verification	2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	3 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the evaluated document	3. Prepare the evaluation report and provide feedback based on the identified performance/success indicators	None	10 Minutes	<i>Director</i> Planning and Development Office
4. Receive the evaluated document	4. Record the individual and office performance rating reflected on the validated documents	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
TOTAL:		None	15 Minutes	

PUBLIC INFORMATION OFFICE

Internal Services



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	

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

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

<p>2. Prepare the necessary documents for audit</p>	<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>	<p>None</p>	<p>5 Days</p>	<p><i>Lead Auditor/Audit Team</i> Quality Assurance Office</p>
<p>3.1 Acknowledge the Internal</p>	<p>3.1. Generate an Internal Quality Audit Report</p>	<p>None</p>	<p>5 Days</p>	<p><i>Lead Auditor/Auditors</i></p>



Quality Audit Report by signing the document	addressed to the auditee/person responsible in implementing the deviated procedure and instruction.			Quality Assurance Office
3.2 Prepare the necessary documents for follow-up audit	<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><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 Management Office (RMO)			
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 Management Office (2 nd Floor, Multidisciplinary Bldng.)	
2	Rubric for Research Paper Evaluation (1 original)	2	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
3	Hard and Soft Copies of Research Paper (1 original)	3	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
4	RMO Compliance Form (1 original)	4	Research Management Office (2 nd Floor, Multidisciplinary 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 Management 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 Management Office (RMO) through its Research Centers	None	1 Day	<i>Research Coordinator, College Specialists, Research Center Manager, Research Management Office</i>
3. Wait for the result of the review process of the RMO through its Research Centers	3. Facilitate the review process	None	15 Days	<i>RMO Director, Research Center Manager, Research Center Specialist Research Management Office</i>
4. Comply with the recommendations of the RMO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	<i>RMO Director, Research Center Manager, Research Center Specialist Research Management Office</i>
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 Management Office (RMO)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Faculty Researchers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Research/Project Implementation Agreement (1 original)	1	Research Management Office; Research Coordinator
Status/Progress Report Form (1 original)	2	Research Management Office; Research Coordinator
Work and Financial Plan (1 original)	3	Research Management Office; Research Coordinator

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

SENIOR HIGH SCHOOL

External Services



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		
	For Grade 11: Original Form 138			
	Diploma			
	Certificate of Good Moral			
	ESC/QVR/LRN Certification			Previous School Attended
	School ID			
	NCAE Photocopy PSA			
	Birth Certificate			Philippine Statistics Authority
	2x2 picture with white background and nametag			
	For Grade 12: Original Form 138			Senior High School Department
	Clearance			University-Accounting Office
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	3 Minutes	<i>Cashier</i>

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

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

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

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

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

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 4.2 Submit the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office	None	3 Months	<i>Administrative Aide 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 Services



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	Administrative Aide
TOTAL		None	20 minutes	



SPORTS AND DEVELOPMENT OFFICE

Internal Services



1. Request for the Utilization of the University Gymnasium

This describes the procedure in requesting for the utilization of the Dr. Ernesto T. Nicdao SportsCenter (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		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the availability of the University Gymnasium		None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
1.1 Check for the reservation matrix schedule of Gymnasium 1.2 Issue Reservation form and Customer Survey Form				
2. Submit the accomplished required documents for approval		None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
2.1 Receive and check the accomplished required documents 2.2 Forward the documents to the University Gymnasium Manager for approval				
3. Wait for the release of the transaction slip		None	5 Minutes	<i>University Gymnasium Manager</i> Office of the Sports and Development
3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip				
TOTAL:		None	15 Minutes	

UNIVERSITY CULTURE AND THE ARTS UNIT

Internal Services



1. AUDITION AND SELECTION OF STUDENT CULTURAL ARTISTS AND PERFORMERS

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

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		FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Logs/Registers and fills out the UCAU face to face/Google Audition/ Selection Form		None	2 Minutes	<i>Administrative Aide / UCAU</i>
2. Present all Audition requirements for (face to face or online) validation to the UCAU Secretary/ FB Administration including the signed		None	2 Minutes	<i>Administrative Aide / UCAU</i>

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

UNIVERSITY DISASTER RISK REDUCTION MANAGEMENT OFFICE

Internal Services



1. Disaster Preparedness Capacity Building Training

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

Office or Division:		University Occupational Safety and Health 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.	Letter of permission	1.	Office of the president (2 nd floor, Administrative Building)	
2.	Attendance sheet of the participants	2.	UOSHO Office (2 nd Floor, UFC Building)	
3.	Attendance sheet of the Trainers	3.	UOSHO Office (2 nd Floor, UFC Building)	
4.	Accident waiver and release of liability form	4.	UOSHO Office (2 nd Floor, UFC Building)	
5.	Pre-evaluation training form	5.	UOSHO Office (2 nd Floor, UFC Building)	
6.	Post-evaluation training form	6.	UOSHO Office (2 nd Floor, UFC Building)	
7.	Trainer evaluation form	7.	UOSHO Office (2 nd Floor, UFC Building)	
8.	Checklist of every procedure included in the training	8.	UOSHO Office (2 nd Floor, UFC Building)	
9.	Certificate of completion and participation	9.	UOSHO Office (2 nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a letter of request	Seeks permission from the President	None	10 Minues	<i>UOSHO Director</i>
Self-preparation physically and mentally	Prepares the necessary communication letters, needed materials relative to training, lectures and power point, manual, and other documents.	None	4 Hours	<i>UOSHO secretary</i>
Self-preparation physically and mentally	Settles the training venue/room and prepares all	None	30 Minutes	<i>UOSHO secretary</i>

	necessary materials and facilities.			
Receive the program and take note of the important items like needed to bring	Designs the event program with specific topics per day and time (covering the 24 hours training or 8 hours per day)	None	30 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i>
Receive the letter and memorandum and take note the date and schedule	Informs the unit/department included in the training about the details (involved personnel, schedule, and scope)	None	5 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i>
Receive the letter and memorandum and take note of the date and schedule	Informs the selected UDRRMO trainer who is involved in the training	None	5 Minutes	<i>DRRMO Chairperson and UOSHO Information Campaign Program Specialist</i>
Read carefully the form and sign	Secures waiver from the participants	None	5 Minutes	<i>UOSHO Secretary</i>
Attend the training	Conduct the 3-day virtual training	None	24 Hours	<i>DRRMO Trainers</i>
Evaluate the training proper	Evaluates of the training proper and speakers	None	5 Minutes	<i>UOSHO Secretary</i>
Attend the post-conference and give comments and suggestions	Conducts a post-conference to discuss suggestions and recommendations	None	30 Minutes	<i>UOSHO Director, UDRRMO Chairperson and DRRMO Trainers</i>
TOTAL:		None	29 Hours, 30 Minutes	

2. Disaster Preparedness: Earthquake Drill

This describes the guidelines and processes for conducting the disaster preparedness earthquake drill to help students and university personnel learn how to react immediately and appropriately when an earthquake hazard occurs. Further, to test the ability of school members to make the most appropriate decisions to ensure their safety. These measures are taken to ensure a correct and effective response to the possible earthquake hazard.

Office or Division:		University Occupational Safety and Health 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.	Letter of consent to conduct the earthquake drill	1.	Office of the president (2 nd floor, Administrative Building)	
2.	Attendance and list of names of facilitators and participants	2.	UOSHO Office (2nd Floor, UFC Building)	
3.	Earthquake Drill Evaluation form (DHVSU-QSP-UOSHO-008-Fo002-R00	3.	UOSHO Office (2nd Floor, UFC Building)	
3.	Photo documentation	4.	Per unit, department, and extension campus/ of the university	
4.	Memorandum	5.	Office of the president (2nd floor, Administrative Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reviews the earthquake drill procedure while waiting for the approval	Secures a permit from the University President to conduct an earthquake drill	None	10 Minutes	<i>UDRRMO Chairperson</i>
Reviews the earthquake drill procedure	Writes a letter of request to the Municipality Mayor to ask for assistance from the MDRRMO Bacolor, BFP, PNP, and RHU during the preparation, actual earthquake drill, and evaluation phase.	None	10 Minutes	<i>UDRRMO Chairperson</i>

Reviews the earthquake drill procedure	Conducts general meetings with MDRRMO, BFP, PNP, and RHU representatives to plan the activity and to identify the functions and significant contributions of the invited government agencies.	None	1 Hour	<i>UOSHO key Officials and UDRRMO Chairperson</i>
Receives the memorandum and follow	Informs all offices regarding the date and time of the earthquake drill activity is scheduled and what units are involved.	None	30 Minutes	<i>UOSHO Secretary</i>
Reviews the earthquake drill procedure	Identifies the evacuation routes and alternate routes, evacuation site to be used per cluster.	None	30 Minutes	<i>UOSHO Safety Officers and UDRRMO Chairperson and Deputy</i>
Gives the exact count of the personnel	Identifies the number of university personnel who will be present per building during the usual business operation hour per office and the number of students per building (each cluster) within the time of the scheduled earthquake drill.	None	20 Minutes	<i>UOSHO secretary</i>
Reviews the earthquake drill procedure and the evacuation routes	Prepares and posts the clear and easy-to-understand evacuation plan per room and office with proper labeling and direction.	None	1 Hour	<i>UDRRMO deputy/OPPF</i>

Helps in preparing the physical condition of the respective area of work	Prepares the physical condition of the university: all paths, roads, and corridors should be hazard free and clear of any obstructions.	None	1 Hour	<i>UDRRMO logistics head/ GSSO</i>
Reviews the earthquake drill procedure and the evacuation routes	Conducts general orientation to discuss the earthquake drill plans and preparations that include the work division.	None	30 Minutes	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>
Helps in the preparations.	Prepares all the necessary equipment, tools, and materials needed during the conduct earthquake drill including the venue needed for pre- and post-conference.	None	30 Minutes	<i>USHO personnel UDRRMO Logistics</i>
Take down the important reminders and the department roles.	Conducts a general meeting among the deans and heads per cluster to orient them regarding the process of the earthquake drill and their duties and functions before, during, and after the earthquake drill.	None	1 Hour	<i>UOSHO Director</i>
Attends the awareness webinar and note the important steps on how to perform and react during the drill	Conducts an awareness seminar among the university personnel, including faculty, guards, maintenance, and drivers about the	None	1.5 Hour	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>

	proper response during earthquakes. Plan assistance for people with disabilities, employees, and people who may be visiting			
Attends the awareness webinar and note the important steps on how to perform and react during the drill	Conducts an awareness seminar and comprehensive orientation to the students regarding the earthquake drill, different phases, and their responsibilities and significant contribution as a member of the DHVSU community.	None	1.5 Hours	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>
Response properly to the drill based on the procedure	Conducts the earthquake drill following the 6 distinct phases such as 1. Alarm, 2. Response (duck, cover, and hold) 3. Evacuation, 4. Assembly, 5. Head Counting, 6. Evaluation.	None	15 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
Evaluate self-performance and observation	Evaluates the activity using the evaluation tool.	None	10 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
Listen	Discuss the observed good practices and areas/practices that shall be improved by the university.	None	30 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
N/A	Documents the preparations done, the actual	None	10 Minutes	<i>UOSHO Secretary</i>

	earthquake drill performed and the result of the evaluation from the different agencies and file it.			
	Total	10 Hours, 45Minutes		



3. Disaster Preparedness: Fire Drill

This describes the guidelines and processes in conducting the disaster preparedness activities and measures taken in advance to ensure effective response to the possible firehazard that the university might encounter.

Office or Division:		University Occupational Safety and Healthoffice		
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.	Letter of consent to conduct the fire drill	1.	Office of the president (2 nd floor, Administrative Building)	
2.	Attendance and list of names of facilitators and participants	2.	UOSHO Office (2nd Floor, UFC Building)	
3.	Fire Drill Evaluation form	3.	UOSHO Office (2nd Floor, UFC Building)	
3.	Photo documentation	4.	Per unit, department, and extension campus/ of the university	
4.	Memorandum	5.	Office of the president (2nd floor, Administrative Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reviews the earthquake drill procedure while waiting for the approval	Secures a permit from the University President to conduct fire drill	None	10 Minutes	<i>UDRRMO Chairperson</i>
Reviews the standard fire drill procedure while waiting for the schedule	Writes a letter of request to the Municipality Mayor to ask assistance from the BFP, during the preparation, actual drill, and evaluation phase.	None	10 Minutes	<i>UDRRMO Chairperson</i>
Reviews the standard fire drill procedure while waiting for the scheduled drill	Conducts a general meeting together with BFP to plan the activity and to identify the function and significant contribution	None	1 Hour	<i>UOSHO key Officials and UDRRMO Chairperson</i>

Receives the memorandum and follow	Informs all offices regarding the fire drill activity	None	5 Minutes	<i>UOSHO Secretary</i>
Reviews the standard fire drill procedure while waiting for the scheduled drill	Identifies the possible evacuation site and designated meeting place to be used per cluster if fire hazard occurs.	None	45 Minutes	<i>UOSHO Safety Officers and UDRRMO Chairperson and Deputy</i>
Gives the exact count of the personnel	identifies the number of the university personnel and students present per building during the usual business operation.	None	45 Minutes	<i>UOSHO secretary</i>
Reviews the standard fire drill procedure while waiting for the scheduled drill	Prepares and post the clear and easy to understand evacuation plan per room and office with proper labeling and direction. (Evacuation routes)	None	1 Hour	<i>UDRRMO deputy/ OPFF</i>
Helps in preparing the physical condition of the respective area of work	Prepares the physical condition of the university. All paths, roads and corridor should be hazard free.	None	1 Hour	<i>UDRRMO logistics head/ GSSO</i>
Reviews the earthquake drill procedure and the evacuation routes	Conducts a general orientation with the UDRRMO team to discuss the plan that includes the division of work and to prepare all the necessary equipment during the fire drill.	None	1 Hour	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>
Helps in the preparations.	Conducts a general meeting among the deans and heads per cluster to orient them regarding the process of the fire drill and	None	1 Hour	<i>USHO personnel UDRRMO Logistics</i>

	their parts on the activity.			
Take down the important reminders and the department roles.	Conducts an awareness seminar among the university personnel that includes faculty, guards, maintenance, drivers, and the like regarding the fire drill.	None	1 Hour	<i>UOSHO Director</i>
Attends the awareness webinar and note the important steps on how to perform and react during the drill	Conducts an awareness seminar and comprehensive orientation to the students regarding the fire drill.	None	1 Hour	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>
Participate actively in the conduct of the fire drill Response properly to the drill based on the procedure	Conducts the Fire drill R-Rescue Removed persons from immediate danger A-Alarm/Alert/Announce C-Contain Closed doors & windows to limit spread of the fire E-Extinguish	None	15 Minutes	<i>UDRRMO Chairperson/ UOSHO Safety Officers</i>
Do self-reflection on the action done during the drill	Evaluates of the activity.	None	15 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
Evaluate self-performance and observation	Discusses of the negative and positive comments from the external evaluators.	None	10 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
Listen	Conducts documentation (all comments must be documented and noted properly).	None	10 Minutes	<i>UOSHO/UDRRMO and external agencies</i>
TOTAL:		None	9 Hours,45 Minutes	

4. Disaster Prevention and Mitigation: University Hazard Mapping

This describes the guidelines and processes in conducting the disaster prevention and mitigation university hazard mapping activity to prevent or minimize the potential adverse effect caused by natural or man-made hazards and to address or take immediate corrective measures to maintain a safe academic environment. In addition, it helps the planning team to analyze the university hazard vulnerability and risk. Further, to gather knowledge about hazards in the workplace to eliminate and/or reduce the risks of accidents and injuries.

Office or Division:		University Occupational Safety and Health 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.	Letter of permission	1.	Office of the president (2 nd floor, Administrative Building)	
2.	Hazard Mapping Checklist DHVSU-QSP-UOSHO-010-FO001-R00	2.	UOSHO Office (2 nd Floor, UFC Building)	
3.	Hazard Risk Assessment Matrix DHVSU-QSP-UOSHO-010-FO002-R00	3.	UOSHO Office (2 nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends a letter of request	Secures a permit from the University President to conduct the hazard mapping.	None	10 Minutes	<i>UOSHO director</i>
Receives the memorandum and take necessary actions to accommodate the personnel who conduct hazard mapping	Informs all offices regarding the hazard mapping for they not to be destructed too much during the usual business operation	None	10 Minutes	<i>UOSHO secretary</i>
Answers all queries of the personnel who conduct hazard	Conducts the hazard mapping per building and area to cover the whole university, including	None	2 Hours	<i>UOSHO director and OPPF representative (UOSHO member)</i>

mapping / assist them if necessary	structural and non-structural using the checklist.			
Assists the personnel who conduct hazard mapping	Documents and takes pictures of all hazards identified.	None	60 Minutes	<i>UDRRMO Chairperson</i>
Gives suggestions if needed	Consolidate the hazard mapping findings	None	30 Minutes	<i>UOSHO director and OPPF representative (UOSHO member)</i>
Gives suggestions and recommendations as needed (especially if within the working area)	Discuss the consolidated hazards identified and potential hazards that might occur relative to the existing hazard identified. (include the sources and possible measures to address it)	None	40 Minutes	<i>UOSHO director and OPPF representative (UOSHO member)</i>
Contributes to the suggestions during consolidation	Make recommendations and possible corrections to eliminate the hazards	None	30 Minutes	<i>UOSHO director and OPPF representative (UOSHO member)</i>
Waits for the corrective actions once filed	Prepares a comprehensive report with recommendation Submits the report to the Executive Vice President (EVP) for review and evaluation.	None	40 Minutes	<i>UOSHO director and secretary</i>
Waits for the corrective actions once approved	Forwards the consolidated findings and recommendation to the President	None	10 Minutes	<i>UOSHO Secretary</i>
TOTAL:		None	5 Hours,50 Minutes	

5. UNIVERSITY DETAILED DAMAGE ASSESSMENT (UDDA)

This describes the guidelines and processes for conducting the detailed damage assessment activity that is done after the actual hazard occurs in the university. Damage assessment is an important tool for retrospective and prospective analysis of disasters to assimilate the extent of the impact of a disaster. The results shall be used as a basis for future disaster preparedness and preventive planning.

Office or Division:		University Occupational Safety and Health 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.		1.	UOSHO Office (2 nd Floor, UFC Building)	
2.		2.	EVP Office (2 nd Floor, Admin Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	After the hazard scenario, immediately calls for a meeting with the UOSHO staff, Director GSSO, OPPF Director, and staff.			
	Decide what to recommend to the University President regarding class/work suspension and dismissal or class resume based on the initial assessment of the university status and the kind of hazard that occurred. Plan for the conduct of the UDDA.			
	Conduct the UDDA per building and per area of the university.			

	Include the structural and non-structural assessment.			
	Complies with all the photo documents of the damages identified/ assessed due to the hazard			
	Consolidate and discuss the results of the UDDA			
	Prepares comprehensive report of the results Make necessary recommendations for correction and abrupt reconstruction in coordination with the OPPF Director			
	Submits the report to the Executive Vice President for review and evaluation			
	Forward the report to the university president			
		Total		

6. Reporting of the Hazard Identified

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

Office or Division:		University Occupational Safety and Health 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.	Hazard Identification Report form DHVSU-QSP-UOSHO-003-F0001-R00	1.	UOSHO Office (2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow the protocol	Identifies the observed hazard or possible hazard present in the workplace	None	1 Minute	Employee
Complete the data needed for the reporting	Takes a photo of the hazard and identifies the exact location	None	1 Minute	Employee
Follow the protocol	Identifies the possible harmful effect of the hazard to the students and personnel in the university	None	1 Minute	Employee
Complete the data needed for the reporting	Accomplishes the Hazard Identification Report Form	None	2 Minutes	Employee
Follow the protocol	Submits the Hazard Identification Report form to the UOSH office	None	5 Minutes	Employee
Wait for the action for the appropriate correction	Receives the Hazard Identification Report form	None	2 Minutes	USOHO secretary
Wait for the action for the appropriate correction	Makes necessary endorsement and recommendation of an action to the	None	5 Minutes	UOSHO safety Officer

	responsible unit depends on the hazard identified and the extend of correction (report to GSSO/ OPP)			
Wait for the action for the appropriate correction	Gets a receiving copy from the responsible office	None	2 Minutes	UOSHO secretary
Wait for the action for the appropriate correction	Documents and records the action done.	None	5 Minutes	UOSHO safety Officer



7.REPORTING AN INCIDENT

This describes the guidelines and processes on how to report an incident that happened inside the school premises. The purpose of this procedure is to record an incident, determine its possible cause, and degree of injury, document actions taken, and make it known to stakeholders. Further, this can be used in the investigation and analysis of an event and serves as the basis for occupational safety and health program development and enhancement.

Office or Division:		University Occupational Safety and Health 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.	Incident Report Form (IRF) DHVSU-QSP-UOSHO-006-F0001-R00	1.	UOSHO Office (2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provides details	Get a copy of IRF form to UOSHO (use to report the incident)	None	5 Seconds	<i>UOSHO secretary</i>
Provides details as needed	Accomplishes the IRF: Identifies the kind of incident, injury, illness, near hit /miss, fire/explosion, property damage, vehicle event or environmental event.	None	5 Minutes	<i>Safety Officer/s</i>
Provides necessary information/ details	Identifies the personal details such as name, age, sex, campus, department and contact number	None	2 Minutes	<i>Safety Officer/s</i>
Provides necessary information/ details	Identifies the details of the incident such as date of the incident, time, place (specific location)	None	5 Minutes	<i>Safety Officer/s</i>

	nature of the incident and the intervention done by the responders including the details of injury or illness and affected body part.			
Provides necessary information/details	Describes the incident and attach a sketch or photo documentation in the report.	None	10 Minutes	<i>Safety Officer/s</i>
Provides necessary information/details	Determines the name of witnesses including his/her designation and contact number/s	None	2 Minutes	<i>Safety Officer/s</i>
Submit the IRF to UOSHO	Receives the accomplished IRF and record it	None	5 Seconds	<i>UOSHO secretary</i>
Wait for appropriate investigation, endorsement, and action	Review the IRF and take appropriate investigation, action, and endorsement to appropriate office	None	30 Minutes	<i>UOSHO Safety Officer</i>
Wait for appropriate investigation, endorsement, and action	Document the action done and follow up the result	None	20 Minutes	<i>UOSHO Safety Officer</i>
		Total:	None	

8. UNIVERSITY EMERGENCY RESPONSE

This describes the guidelines and processes on how to conduct the emergency response in the university by the Safety Officers and the School First Aiders (from UDRRMO). Further, the goal of an emergency response procedure is to mitigate the impact of the event on people and the environment, prevent fatalities and injuries, protect the environment and the community, and accelerate the resumption of normal operations.

Office or Division:		University Occupational Safety and Health 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. Incident Report From		1. UOSHO Office (2nd Floor, UFC Building)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Keeps calm if conscious	Checks if the area and situation are safe	None	5 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious	Secures permission to help and identifies self and personality at the university	None	5 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious	Performs needed assessment, checks the circulation, Airway Breathing, including the physical body injuries.	None	7 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious	Assesses the injury and categorized it if red, green, or yellow for immediate action.	None	3 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious	Calls the Medical services Unit for preparation of transfer.	None	2 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious/ cooperates	Performs necessary intervention to prevent further harm or injury	None	5 Minutes	<i>UDRRMO First Aider and Safety Officer</i>

Keeps calm if conscious/ cooperates	Once stable, transfer the injured individual to the Medical Services Unit for further medical intervention.	None	2 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
Keeps calm if conscious/ cooperates	Receives the injured individual from UOSHO personnel and perform further assessment and interview.	None	2 Minutes	<i>Medical Unit Services</i>
Provides details and information	Makes an incident report	None	10 Minutes	<i>UDRRMO First Aider and Safety Officer</i>
N/A	Provides the Medical Services Unit a copy of the incident report and let the representative receive/sign the incident report.	None	5 Minutes	<i>UOSHO Secretary</i>
		None	24 Minutes, 12 Seconds	



9. Earthquake Hazard Response

This describes the guidelines and processes for responding effectively to earthquake hazards to prevent and minimize their adverse effect or even the disaster.

Office or Division:		University Occupational Safety and Health 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.	Class Status Report Form	1. UOSHO Office (2 nd Floor, UFC Building)		
2.	Business Continuity Plan	2. EVP Office (2 nd Floor, Admin Building)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Perform the proper response for earthquakes based on the drill/practiced	Activates the UDRRMO- Operation Team	None	1 Minute	<i>Incident Commander</i>
Stay inside the room /office till the shaking stops.	All university personnel and students shall be instructed to stay inside the room /office till the shaking stops.	None	1 Minute	<i>Teachers/ Team head</i>
Perform duck, cover, and hold properly	Instructs to perform Duck, Cover, and hold	None	1 Minute	<i>Teachers/ Team head</i>
evacuate from room/office orderly	Instructs to evacuate from room/office orderly (as practiced during the drill)	None	1 Minute	<i>Evacuation Team</i>
Evacuate safely, don't run, and don't push others.	Identifies the number of students/ teachers who are moving out of the room/office	None	2 Minutes	<i>Teacher/ Head per room</i>
Evacuate safely, don't run, and don't push others.	Identifies the number of students/ teachers who are moving out of the room/office	None	2 Minutes	<i>Teacher/ Head per room</i>

	Instructs to proceed to the designated evacuation site.	None	5 Minutes	<i>Evacuation Team</i>
Proceed to the designated evacuation site.				
Stay in the evacuation site and wait for further instruction	Counts the respective evacuees handled	None	2 Minutes	<i>Assigned Head per room</i>
Stay in the evacuation site and wait for further instruction	Reports to the Communication Team Head (counting results)	None	1 Minute	<i>Head per room</i>
Stay in the evacuation site and wait for further instruction	Establishes the Incident command post	None	5 Minutes	<i>UDRRMO Logistics Head</i>
Stay in the evacuation site and wait for further instruction	Instructs the Communication Team Head to get the number of the evacuees	None	5 Minutes	<i>Incident Commander</i>
Stay in the evacuation site and wait for further instruction	Instructs the Site and Security team head to do the rounds to the entire university	None	5 Minutes	<i>Incident Commander</i>
Do not enter the building once evacuated	Inspects all the rooms and buildings for any cracks and damages, then place caution tape	None	5 Minutes	<i>Site and Security Team</i>
Give needed details	If a casualty is staying in the building or along the corridor, call the incident commander to report and ask for help. Provides complete details (exact location, and number of casualties)	None	5 Minutes	<i>Site and Security Team</i>

Keep calm and stay safe	Instructs the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.	None	10 Minutes	<i>Incident Commander</i>
Keep calm and stay safe	Designates specific rescuers who will attend to the casualties, what area, and how many. Deploy the Rescuers.	None	5 Minutes	<i>Rescue Team Head</i>
Keep calm and stay safe	Assists, lifts, and moves the casualties safely from the dangerous area to the established medical area.	None	5 Minutes	<i>Rescue team</i>
Keep calm and stay safe	Endorses the casualty to the medical team, report the case of the specific casualty rescued	None	5 Minutes	<i>Rescue team</i>
Follow the instructions of the teacher for safety	Receives the casualty and provides appropriate medical intervention.	None	10 Minutes	<i>Medical Team</i>
Follow the instructions of the teacher for safety	Lists down on the board the number of the rescued casualties, complete details (name, course, department, section, area found, injury, code)	None	5 Minutes	<i>Communication Team</i>
Follow the instructions of the teacher for safety	Instructs the communication Team Head to call RHU if needed ambulance for casualties who are	None	2 Minutes	<i>Incident Commander</i>

	in red and black code			
Keep away from the fire. Stay safe	Instructs the communication Team Head to call BFP if there is an unmanageable fire.	None	1 Minutes	<i>Incident Commander</i>
Follow the instructions of the teacher for safety	Reports to the EVP regarding the details of the earthquake incident including the damages reported and rescued casualties, if all are safe and sound.	None	1 Minutes	<i>Incident Commander</i>
Follow the instructions of the teacher for safety	Reports to the President	None	10 Minutes	<i>EVP</i>
Listen to the official announcement	Declares to allow all university personnel and students to go home.	None	5 Minutes	<i>University President</i>
Follow the instructions for safety	Instructs and assists evacuees in the proper and ordered manner of moving out from the university.	None	10 Minutes	<i>Evacuation Team Head</i>
Safely go home or wait for the guardian	Documents the incident and makes a report	None	20 Minutes	<i>UDRRMO Chairperson</i>
		Total	None	

**UNIVERSITY LEARNING
RESOURCE CENTER**

Internal Services



1. Application for New Library Card Procedure

Issuance of a Library card is a requirement for availing of 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				
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. Log in the Student Log Sheet 1.1. Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or Valid ID		1. Provides Student Log Sheet 1.1. Gives Library Card Form	None	3 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
2. Submits the Library Card 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 1passport size picture	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
		2.1. Type and print a new library card. 2.2. Barcode the library card	None	5 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center

	2.3. Signs newly processed Library Card of students	None	1 Minute	Director, University Learning Resource Center
3. Receives Library Card	3. Releases Library Card	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	3 Minute	Administrative Aide Information Desk, University Learning Resource Center
TOTAL:		None	14 Minutes	
1. Logs in Faculty Log Sheet 1.1. Secures and fills up Library Card Form and Library Card for DHVSU Employees	1. Provides Faculty Log Sheet 1.1. Gives Library Card Form and Library Card for DHVSU Employees	None	3 Minutes	Administrative Aide Information Desk, University Learning Resource Center
2. Submits Library Card 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	3 Minute	Administrative Aide Information Desk, University Learning Resource Center
3. Receives Library Card	3. Releases Library Card	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
4. Accomplishes Receiving Log Sheet for Employees and	4. Provides Receiving Log Sheet for Employees and	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center

Customer Survey Form	Customer Survey Form			
TOTAL:		None	8 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		
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 1.1. Logs in the Student Log Sheet	1. Verifies student Library Card 1.1. Provides Student Log Sheet	None	1 Minute	<i>Librarian</i> Circulation Desk, 2nd Floor University Learning Resource Center
2. Browses card catalog for needed materials	2. Assists the clientele with the requested materials	None	3 Minutes	<i>Librarian</i> Circulation Desk, 2nd Floor University Learning Resource Center
3. Proceeds to the bookshelves to get the desired library resources	3. Assists in retrieving desired library materials	None	5 Minutes	<i>Librarian</i> Circulation Desk, 2nd Floor University Learning Resource Center
4. Presents the book, fill out the book card/s, and surrender Library Card	4. Instructs students in filling out the book card	None	3 Minutes	<i>Librarian</i> Circulation Desk, 2nd Floor University Learning Resource Center

5. Accomplishes Customer Survey Form	5. Provides a Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:		None	13 Minutes	

RETURNING OF BOOK/S

1. Returns borrowed material/s	1. Scans books for any damaged 1.1. Checks in-book 1.2. Returns book card inside the book	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
2. Claims library card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
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

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
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BORROWING OF BOOK/S

1. Logs in the Employees Log Sheet 1.1. Browses card catalog	1. Provides Employees Log Sheet 1.1. Assists the clientele on the	None	3 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning Resource Center
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	for needed materials	requested materials			
	2. Proceeds to the book shelves to get the desired library resources	2. Assists in retrieving desired library materials	None	5 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning Resource Center
	3. Presents the book, fills out the book card and surrender Library Card	3 Instructs students in filling out the book card	None	3 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning Resource Center
	4 Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:			None	12 Minutes	

RETURNING OF BOOK/S

	1. Returns borrowed material/s	1. Scans books for any damaged 1.1. Checks in-book 1.2. Returns book card inside the book	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
	2. Claims Library Card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:			None	2 Minutes	

Baggage Area Procedure

Baggage area is an area in the library where student/s surrender 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		
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 1.1. Logs in to Student Log Sheet	1. Verifies student Library Card 1.1. Provides Student Log Sheet	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center
2. Proceeds to Baggage Area 2.1. Removes valuables from the bag. 2.2. Surrenders bag 2.3. Claims baggage number	2.1. Instructs students to remove valuables from his/her bag 2.2. Receives student's bag and places bag in baggage area shelf 2.3. Provides baggage area number	None	3 Minutes	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center

3. Surrenders baggage number	3. Retrieves student baggage number	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
3.1. Claims bag	3.1. Releases student's bag			
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
TOTAL:		None	6 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 1.1. Logs in to Visitors Log Sheet	1. Verifies Referral Letter and School ID/Valid ID 1.1. Provides Visitors Log Sheet	None	2 Minutes	Administrative Aide Baggage Area, 1 st Floor, University Learning Resource Center
2. Proceeds to Baggage Area 2.1. Removes valuables from bag	2.1. Instructs outside researchers to remove valuables from his/her bag	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center

2.2. Surrenders bag	2.2. Receives outside researchers bag and places bag in baggage area shelf	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center
2.3. Claims baggage number	2.3. Provides baggage area number	None	30 Seconds	
3. Surrenders baggage number	3. Retrieves outside researchers' baggage number	None	30 Seconds	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center
3.1. Claims bag	3.1. Releases outside researchers' bag		1 Minute	
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center
TOTAL:		None	7 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 Photoshops 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 1.1. Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally his/her Valid ID		1. Provides Student Log Sheet 1.1. Gives Lost Library Card Form and Affidavit of Lost	None	3 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc. passport-size picture and Valid ID		2. Checks filled up Lost Library Card Form and Affidavit of Lost 2.1. Verifies the student's Valid ID together with 1pc. passport-size picture	None	1 Minute	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center
		2.2. Types and prints new library card. 2.3. Barcodes the Library Card	None	3 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center

	2.4. Signs duplicate processed Library Card of students	None	1 Minute	Director University Learning Resource Center
3. Receives Library Card	3. Releases library card	None	1 Minute	Administrative Aide Information Desk, 1 st Floor University Learning Resource Center
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	Administrative Aide Information Desk, 1 st Floor University Learning Resource Center
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			
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Student Log Sheet or Faculty Log Sheet 1.1. Secures and fills up Interlibrary Request Letter Form		1. Provides Student Log Sheet or Faculty Log Sheet 1.1. Gives Interlibrary Request Letter Form	None	2 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center
2. Submits Interlibrary Request Letter Form together with 2pcs long bond paper		2. Checks information written in the Interlibrary Request Letter Form 2.1. Encodes and prints Interlibrary Request Letter 2.2. Signs Interlibrary Request Letter	None	1 Minute 3 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center

3. Receives signed Interlibrary Letter	3. Releases Interlibrary Request Letter	None	1 Minute	Administrative Aide Information Desk, 1 st Floor University Learning Resource Center
4. Accomplishes Receiving Log Sheet and Customer Survey Form	4. Provides Receiving Log Sheet and Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, 1 st Floor University Learning Resource Center
TOTAL:		None	8 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Library Card (1 original)	1	Information Desk, ULRC, DHVTSU Library Bldg.	
2	Request Letter	2	Personally made letter	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Student Log Sheet or Faculty Log Sheet		None	2 Minutes	Administrative Aide Information Desk, 1 st Floor University Learning Resource Center
1.1. Secures and fills up Discussion and AVR Reservation Form				
2. Submits form together with the request letter				Administrative Aide Information Desk, 1 st Floor

	2.1. Checks Discussion and AVR schedule 2.2. Approves requested schedule	None	3 Minutes	University Learning Resource Center
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
TOTAL:		None	6 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			
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	FEES 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>Administrative Aide</i> Information Desk, 1 st Floor University Learning

2. Presents library card and clearance	2. Checks library card, list of overdue books (for students) and library card pockets (for faculty)	None	3 Minutes	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
	2.1. Signs students clearance	None	1 Minute	<i>Director</i> University Learning Resource Center
	2.2. Signs employees clearance			<i>Director</i> University Learning Resource Center
3. Receives clearance and accomplishes Customer Survey Form	3. Releases clearance and provides Customer Survey Form	None	1 Minute	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
	TOTAL:	None	6 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			
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. Provides Student Log Sheet or Faculty Log Sheet			
1.1. Accomplishes Thesis/Dissertation Receiving Log Sheet	1.1. Instructs clientele to log in the Thesis/Dissertation Receiving Log Sheet	None	2 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
2. Submits Photocopy of Thesis/Dissertation front page	2. Receives and stamps Photocopy of Thesis/Dissertation front page	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
	2.1. Returns receiving copy to clientele		1 Minute	
3. Drops Thesis/Dissertation copies in the book drop box	3. Instructs clientele to drop copies Thesis/Dissertation in the book drop box	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
	TOTAL:	None	6 Minutes	

9. Online Services Procedure

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

Book inquiry

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1. Answers inquiry in Facebook messenger and email 1.1. Checks book collection related to inquiry	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
2. Selects chapter or topics relevant to their needed information	2. Screen captures of scans table of content 2.1. Sends table of content document	None	5 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
3. Sends back the page number or topic needed	3. Scans or screen captures the chosen pages needed and sends back to the clientele	None	5 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account

4. Accomplishes and submits customer survey form (in google form)	4. Provides customer survey form (in google form)	None	1 minute	<i>Librarians</i> Circulation Desk, 2 nd Floor ULRC, DHVSU
TOTAL:		None	13 Minutes	

Appointment scheduling

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1. Ask preferred date of visit in the library 1.1. Checks availability of preferred date of the clientele 1.2. Informs clientele on the availability of requested date	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
2. Agrees on the date of the visit	2. Schedules and marks the date of visit	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits customer survey form (in google form)	3. Provides customer survey form (in google form)	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
TOTAL:		None	5 Minutes	

UNIVERSITY TRAINING SERVICES OFFICE

Internal 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:		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 photocopy, 1 softcopy)	1	Office of the University President		
2	Training proposal (1 original, 1 photocopy, 1 softcopy)	2	Training Services Office (2 nd Floor, Research and Development Bldng.)		
3	Memorandum of Agreement (MOA) (1 original, 1 softcopy)	3	Training Services Office (2 nd Floor, Research and Development Bldng.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter to the President's Office		1. Coordinate with the Office of the VP RET	None	1 Day (upon the routing of request letter to training office)	<i>Administrative Aide</i> Training Services Office <i>Director</i> Training Services Office
2. Submit the required documents		2.1. Receive/Review the request for training 2.2. Approve/Disapprove the request for training	as per MOA	1 Hour	<i>Administrative Aide</i> Training Services Office <i>Center Manager</i> Training Services Office

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



	<p>3.3 Date and Time of the incident;</p> <p>3.4 The delivering office, service requested and the person being complained; and</p> <p>3.5 Details of the complaints</p>
<p>How complaints are processed?</p>	<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**

Executive Vice President – 0910-023-6632 VP for
Academic Affairs – 0921-611-9919

VP for Administration and Finance – 0920-656-
3981

VP for Research, Extension, and Training –
0929-887-5556

VP for Student Affairs & Services – 0910-023-
6625 DHVSU HOTLINE: (045)-458-3815

ARTA :complaints@arta.gov.ph (02) 8478-5093

PCC: 8888

CCB: 0908-881-6565 (SMS)



REENGINEERED PROCEDURES



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

**ULRC Reengineering of
 Procedures Report for F.Y.
 2022**

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
1. Application for New library Card Procedure	8	14 Minutes	N/A	2	2 Minutes	Office of the University Learning Center	Citizen
2. Borrowing and returning of Printed Library Resources Procedure	7	15 Minutes	N/A	3	2 Minutes	Office of the University Learning Center	Citizen

3. Baggage Area Procedure	4	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
4. Lost Library Card Procedure	4	4 Minutes	N/A	1	1 Minute	Office of the University Learning Center	Citizen



5. Inter Library Request	4	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
6. Use of Audio Visual and Discussion Room Procedure (6 & 7)	3	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
8. Signing of Clearance	3	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
9. Submission of Thesis/Dissertation Procedures	4	6 Minutes	N/A	1	1 Minute	Office of the University Learning Center	Citizen
10. Online Services	7	18 Minutes	N/A	2 3	2 Minutes 2 Minutes	Office of the University Learning Center	Citizen



Republic of the Philippines

**DON HONORIO VENTURA STATE
UNIVERSITY**

Bacolor, Pampanga

**DHVSU Reengineering of
Procedures Report for F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office /Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
MANAGEMENT INFORMATION SYSTEM							
External Services							
1. Technical Assistance	3	6 Minutes (Contact time)	N / A	3	5 Minutes (Contact time)	Management Information System	Citizen
2. ID Printing							
a. New Students	4	15 Minutes	N / A	4	12 Minutes	Management Information System	Citizen
b. ID Replacement for Students	5	14 Minutes	N / A	5	12 Minutes	Management Information System	Citizen

c. New Employees	5	14 Minutes	N / A	5	12 Minutes	Management Information System	Citizen
d. ID Replacement for Employees	5	14 Minutes	N / A	5	12 Minutes	Management Information System	Citizen



Republic of the Philippines

DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

**DHVSU Reengineered of Procedures Report
for F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
OFFICE OF THE UNIVERSITY REGISTRAR External Services							
1. During Pandemic Enrolment Procedure	3	20 Minutes	N/A	1	-	Office of the University Registrar	Citizen
2. Enrolment for Old, Continuing and Returning Students	4	40 Minutes	N/A	1	-	Office of the University Registrar	Citizen
3. Application for Authentication of School Records	4	17 Minutes	PHP 50 /set	1	3 Minutes	Office of the University Registrar	Citizen
4. Application for Certification, Authentication and Verification (CAV) of School Records	4	3-5 working days	PHP 150	-	-	Office of the University Registrar	Citizen

5. Application for Certification of Various Documents	3	15 Minutes	PHP 50/page	-	-	Office of the University Registrar
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6. Application for Certification of Completed Academic Requirements	4	3-5 working days	PHP 50	1	-	Office of the University Registrar	Citizen
7. Issuance of Diploma	2	20 Minutes	N/A	1	-	Office of the University Registrar	Citizen
8. Withdrawal of Documents	2	varied	N/A	-	-	Office of the University Registrar	Citizen
9. Application for Erroneous Entry of Grade	2	12 Minutes	N/A	1	-	Office of the University Registrar	Citizen
10. Application for Incomplete Grade Agreement	5	22 Minutes	PHP 100	-	-	Office of the University Registrar	Citizen
11. Application for Transcript of Records (TOR) and Form 137	4	5-7 working days	PHP 110/page	1	-	Office of the University Registrar	Citizen
12. Application for Transcript of Records and Form 137 (Complex)	4	7-10 working days	PHP 110/page	1	-	Office of the University Registrar	Citizen

13. Appl icati on for Gra duati on	5	35 minutes	N/A	-	-	Office of the University Registrar	Citizen
14. Application for Transfer Credentials (Honorable Dismissal) and Copy of Grades	3	3-5 worki ng days	PHP 110/page	1	-	Office of the University Registrar	Citizen
15. Filing of Application for Scholarship & Financial Assistance	4	20 Minutes plus varied times of scholarshi p & financial assistanc e program s	N/A	1	3 Mi nut es	Office of the University Registrar	Citizen
16. Granting/Awa rding of Scholarship & Financial Assistance	2	7minutes	N/A	-	-	Office of the University Registrar	Citizen

Republic of the Philippines

**DON HONORIO VENTURA STATE
UNIVERSITY**

Bacolor, Pampanga

OFFICE OF STUDENT AFFAIRS

Reengineered ARTA Office Procedures 2022

Priority Services	Current Status			Projecte d Reductio n		Office/Unit Responsible	Clients
	Nu mb er of Ste ps	Processing Time	Co st	Steps	Time		
OFFICE OF STUDENT AFFAIRS External Services							
1. ID Validation	5	10 Minutes	N/A	1-5	7 Minutes,30 Seconds	Office of Student Affairs	Citizen
2. Rep lace men t of Old/ Lost ID	5	10 Minutes	Php 150. 00	1-5	7 Minutes,30 Seconds	Office of Student Affairs	Citizen

3.	Accreditation and Re-Accreditation of Student Organizations	5	30 Minutes	N/A	1-5	10 Minutes, 45 Seconds	Office of Student Affairs	Citizen
4.	Lost and Found Services	5	25 Minutes	N/A	1-5	12 Minutes, 45 Seconds	Office of Student Affairs	Citizen
5.	Filing and Resolving an Incident Procedure	6	9 Days, 29 Minutes	N/A	1,2,4,5,6	2 days, 22 minutes and 30 seconds	Office of Student Affairs	Citizen
6.	Insurance claim	5	34 Minutes	N/A	1,2,3,5	17 Minutes, 45 seconds	Office of Student Affairs	Citizen
7.	Filing of Candidacy	8	1 Day, 42 Minutes	N/A	1,2,4,6,7,8	23 Hours, 10 Minutes and 50 seconds	Office of Student Affairs	Citizen
8.	Outbound Activity (NEW)	1-6	32 Minutes	N/A	1-6	4 minutes, 45 seconds	Office of Student Affairs	Citizen

Submitted By:



GLORIA B. GIGANTE, EdD
Director, OSA

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

**DHVSU Reengineering of Procedures Report for
 F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
ADMISSION OFFICE External Services							
1. Application Procedure – General Admission	4	4 Minutes	N/A	4	5 Minutes	Office of Admissions	Citizen
2. Application Procedure - Transferee	5	15 Minutes	N/A	5	7 Minutes	Office of Admissions	Citizen
3. Application Procedure- JDP	5	15 Minutes	N/A	5	5 Minutes	Office of Admissions	Citizen
4. Application Procedure- Graduate Studies	5	10 Minutes	N/A	5	3 Minutes	Office of Admissions	Citizen

OFFICE OF CAREERSERVICES							
<p>1. Checks student ID and Certificate of Registration to validate if the student is officially enrolled in an internship subject for the current semester.</p> <ul style="list-style-type: none"> • Certification • Student ID • Certificate of Registration (COR) 	1	3 Minutes	N/A	1	5 Minutes	SIPP COORDINATOR	Citizen
<p>2. Coordinates with partner Host Training Establishments for possible endorsement of student interns.</p> <p>Note: For new partnerships, execute duly notarized Memorandum of Agreement</p> <ul style="list-style-type: none"> • Memorandum of Agreement (Notarized) • MOA List of Certified Student Interns 	2	Varies	N/A	2	4 Minutes	SIPP COORDINATOR	Citizen

<p>Provides pre-internship orientation prior to deployment to internship venues including among others work ethics and anti-sexual harassment laws as pre-requisite.</p>	3	3Hours	N/A	3	3hours	SIPP COORDINATOR	Citizen
<p>Endorses students for physical examination to the Medical Unit and psychological examination to the Guidance and Testing Center</p> <ul style="list-style-type: none"> • Medical Certificate • Physical Examination Psychological Examination Result 	4	Varies	N/A	4	Varies	SIPP COORDINATOR	Citizen
<p>Provides pre-internship documents to student interns with Medical Certificate. Assists the student interns in filling out forms and duly signs them.</p> <ul style="list-style-type: none"> • 1st Endorsement • Certification • Internship Agreement • Parent/Guardian Consent Internship Endorsement 	5	Varies	N/A	5	Varies	SIPP COORDINATOR	Citizen

<p>Fills out pre-internship documents and duly signs them. And have the Parent/Guardian Consent notarized.</p> <ul style="list-style-type: none"> • 1st Endorsement • Certification • Internship Agreement • Parent/Guardian Consent(Notarized) <p>Internship Endorsement</p>	6	Varies	N/A	6	Varies	SIPP COORDINATOR	Citizen
<p>Submits the 1st Endorsement and complete set of pre- internship documents per student intern for official endorsement to Office of Career Services.</p> <ul style="list-style-type: none"> • 1st Endorsement • Internship Endorsement • Certification • Medical Certificate • Internship Agreement • Parent/Guardian Consent (Notarized) 	7	3minutes	N/A	7	3minutes	SIPP COORDINATOR	Citizen
<p>Receives the 1st Endorsement and signs the Internship Endorsement.</p> <ul style="list-style-type: none"> • Internship Endorsement 1st Endorsement 	8	3minutes	N/A	8	3minutes	Vocational Placement Coordinator	Citizen

<p>Co-signs Internship Endorsement.</p> <ul style="list-style-type: none"> • Internship Endorsement 	9	3 Minutes	N/A	9	3 Minutes
<p>Endorses the studentinterns to partner HTEs. And provides Internship Journal.</p> <ul style="list-style-type: none"> • Internship Endorsement • Certification • Medical Certificate • Internship Agreement • Parent/Guardian Consent(Notarized) <p>Internship Journal</p>	10	Varies	N/A	10	Varies
<p>GUIDANCE AND TESTING CENTER External Services</p>					
<p>Issuance of Certificate of Good Moral Character</p>	3	9 Minutes/14 Minutes (for transferring students)	PHP 50	3	9 Minutes/14Minutes (for transferring students)

GUIDANCE AND TESTING CENTER

Internal Services

<p>Counseling Intervention Process A. Walk-In</p>	<p>3</p>	<p>2 Hours, 53 minutes 1 Hour, 23 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>N/A</p>	<p>3</p>	<p>2 Hours, 53 minutes 1 Hour, 23 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>Guidance and Testing Center</p>	<p>Citizen</p>
<p>Counseling Intervention Services B. Referrals</p>	<p>4</p>	<p>2 Hours, 53 minutes 1 Hour, 23 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>N/A</p>	<p>4</p>	<p>2 Hours, 53 minutes 1 Hour, 23 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>Guidance and Testing Center</p>	<p>Citizen</p>
<p>Online Counseling Intervention Services</p>	<p>5</p>	<p>3 hours, 27 minutes 1 Hour, 27 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>N/A</p>	<p>5</p>	<p>3 hours, 27 minutes 1 Hour, 27 Minutes (for first session) 1.5 hours (for succeeding sessions)</p>	<p>Guidance and Testing Center</p>	<p>Citizen</p>

Issuance of Class Admission Slip	4	16 Minutes	N/A	4	16 Minutes	Guidance and Testing Center	Citizen
Psychological Testing Services	4	1 hour, 4 minutes (For OJT/Work Immersion) 2.5 hours, 4 minutes (Psychological Assessment) 2 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	N/A	4	1 hour, 4 minutes (For OJT/Work Immersion) 2.5 hours, 4 minutes (Psychological Assessment) 2 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	Guidance and Testing Center	Citizen
Issuance of Test Permit Process	3	10 Minutes	PHP 300 (student applicant not covered by RA 10931)	3	10 Minutes	Guidance and Testing Center	Citizen
University Admission Test (UAT) Administration Process	4	1 Hour and 9 Minutes	N/A	4	1 Hour and 9 Minutes	Guidance and Testing Center	Citizen

Individual Inventory ServiceProcess	2	21 Minutes	N/A	2	21 Minutes	Guidance and Testing Center	Citizen
Guidance Program Evaluation	1	10 Minutes	N/A	1	10 Minutes	Guidance and Testing Center	Citizen
ON-THE-JOB Training	4	1 Hour, 3 Minutes	N/A	4	1 Hour, 3 Minutes	Guidance and Testing Center	Citizen



DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

**DHVSU Reengineering of Procedures Report for
F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
OFFICE OF CULTURE AND THEARTS							
1. Walk-in	3	Varied	N/A	2	30 Minutes	Culture and theArts Unit, DHVSU Heritage Museum	Citizen
2. Referrals	4	Varied	N/A	2	30 Minutes	Culture and theArts Unit, DHVSU Heritage Museum	Citizen
3. Outbound Activity	5	30 Minutes	N/A	2	15 Minutes	Culture and theArts Unit,	Citizen
4. Filing and Resolving Incident or Case	3	30 Minutes	N/A	2	15 Minutes	Culture and theArts Unit, DHVSU	Citizen

						Heritage Museum	
5. Service Complaint	4	30 Minutes	N/A	1	15 Minutes	Culture and the Arts Unit, DHVSU Heritage Museum	Citizen
6. Filing of Application for Scholarship or Incentives	4	30 Minutes plus varied times of scholarship & financial assistance programs	N/A	1	15 Minutes	Culture and the Arts Unit,	Citizen
7. Borrowing and returning of Equipment, Costumes or Musical Instruments	6	15 Minutes	N/A	1	8 Minutes	Culture and the Arts Unit,	Citizen
8. Baggage Area Procedure	4	5 Minutes	N/A	1	3 Minutes	DHVSU Heritage Museum	Citizen

9. Museum Visit Request	4	5 Minutes	N/A	1	1 Minute	DHVSU Heritage Museum	Citizen
10. Museum Exhibit Procedure	3	Varied	N/A	1	15 Minutes	DHVSU Heritage Museum	Citizen
11. Signing of Clearance	3	3 Minutes	N/A	1	1 Minute	Culture and the Arts Unit, DHVSU Heritage Museum	Citizen



DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

**DHVSU Reengineering of Procedures Report for
F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients
	Number of Steps	Processing Time	Cost	Steps	Time		
GRADUATE SCHOOL							
1. Enrolment Procedure for New Students	7	41 Minutes	N/A	4	17 Minutes	Graduate School Office	Citizen
2. Enrolment Procedure for Continuing Students	5	27 Minutes	N/A	4	14 Minutes	Graduate School Office	Citizen
3. Application for Comprehensive Examination	14	2 Hours, 26 Minutes	PHP 1,000 for Masters; PHP 1,500 for Doctorate	5	7 Minutes	Graduate School Office	Citizen
4. Application for Title Proposal Defense on Thesis/ Dissertation	16	1 Hour, 37 Minutes	PHP 900	7	15 Minutes	Graduate School Office	Citizen
5. Application for Proposal Defense on Thesis/ Dissertation	16	20 Minutes	PHP 3,700	8	11 Minutes	Graduate School Office	Citizen

6. Application for Final Defense on Thesis/ Dissertation	13	27 Minutes	PHP 7,500 for Masters; PHP 15,000 for Doctorate	9	18 Minutes	Graduate School Office	Citizen
7. Issuance of Plagiarism Results	14	4 Days, 2 Hours, and 35 Minutes	PHP 30 per page	10	1 Hour and 2 Minutes	Graduate School Office	Citizen



Republic of the Philippines

DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

**DHVSU Reengineering of Procedures Report
for F.Y. 2022**

Priority Services	Current Status			Projected Reduction		Office/ Unit Respon sible	Clients
	Num ber of Steps	Process ing Time	C o st	Ste ps	Time		
Gender and Development Office							
1. Lactation Process	8	57 Minutes	N/ A	2	6 Minute s	Lactation Unit	Citizen



V. 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;

VI. 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

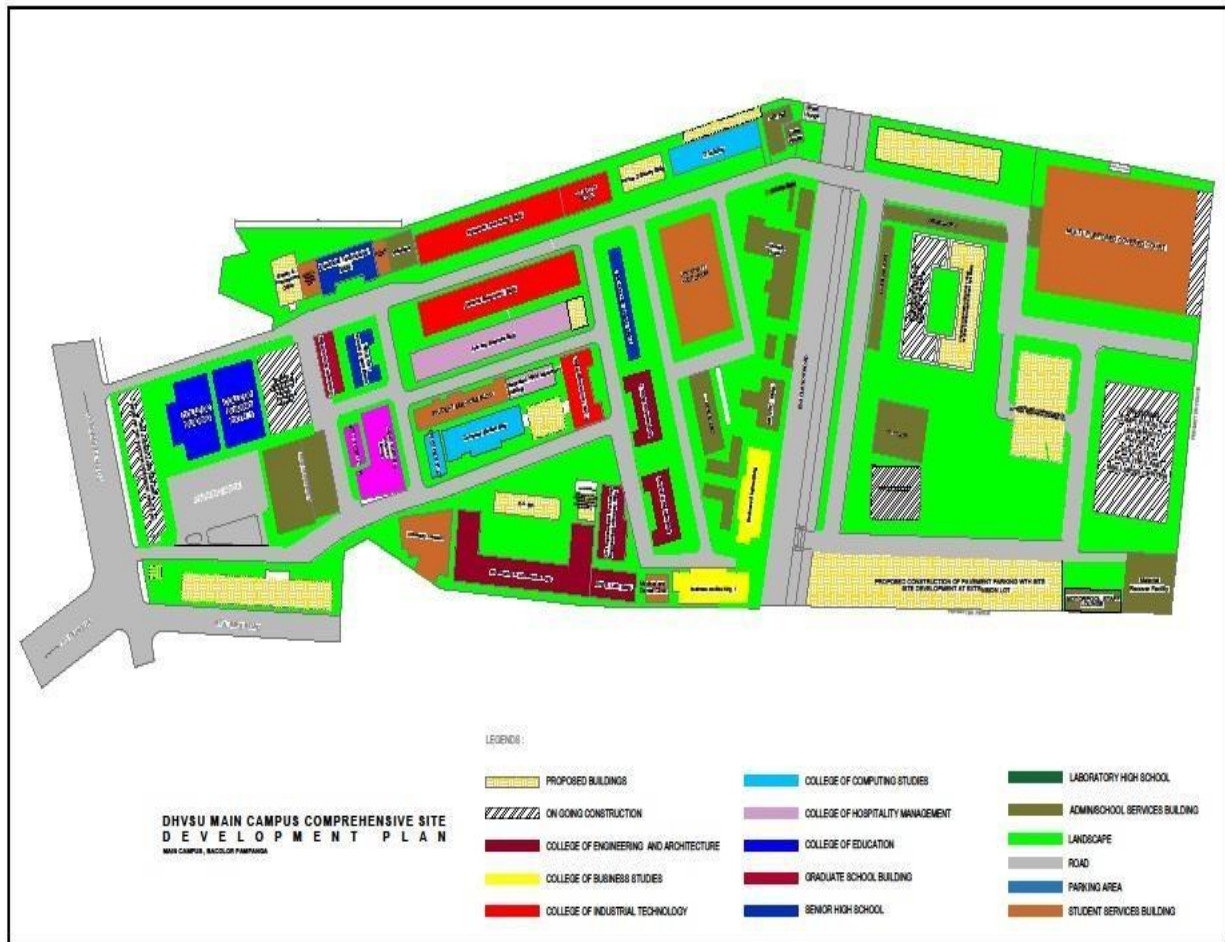


Office of the Vice President for Research, Extension and Training Services	DHVSU, Bacolor, Pampanga	+639175958817
Office of the Vice President for Student Affairs and Services	Second Floor, Graduate School Building, DHVSU, Bacolor, Pampanga	+639999979760
Accounting Office	Ground Floor, Administration 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 DHVSU, Bacolor, Pampanga	(045) 458-3815

DHVSU MAP (MAIN CAMPUS)



DHVSU ADMINISTRATIVE COUNCIL MEMBERS

NAME	POSITION/DESIGNATION	CONTACT NUMBER
DR. ENRIQUE G. BAKING	SUC President III	+639173205705
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