

**ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT**

(1) NAME OF DEPARTMENT/AGENCY/LGU: Don Honorio Ventura State University

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON **DECEMBER 2022**:  Yes  No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>OFFICE OF THE UNIVERSITY PRESIDENT</b>					
(Internal) Issuance of Memorandum from the Office of the President	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	July 1, 2010	
<b>OFFICE OF THE EXECUTIVE VICE PRESIDENT</b>					
(Internal) Checking and Recording of Disbursement Vouchers	Commission on Audit No. 92-389	Section 2 of COA Circular	University Operations Manual	July 1, 2010	
Preparation and Issuance of EVP Memorandum	Republic Act 9282	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	July 1, 2010	

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

	Higher Education Modernization Act of 1997				
<b>OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS</b>					
<b>Internal Service</b> Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Academic Affairs	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	October 2020	
<b>OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE</b>					
<b>Internal Service</b> Release of Budget Utilization Request (BUR) and Obligation Request (OR)	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019	Sec. 4.3 of DBM Joint Circular	Administrative Manual	January 2019	
<b>OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING</b>					
Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training	DBM National Budget Circular 563 s, 2016  Guidelines on Participation of Government Officials and Employees in Conventions, Seminars, Conferences, Symposia and Similar Non-Training Gatherings Sponsored by Non-Government	Item 3. Guidelines	University Research Manual 2019  (Chapter 5 Mechanics of Implementation, pp 27-41)	2019  (University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019)  University Extension	2018 University Research Manual

	Organizations or Private Institutions		University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)	Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019	2017 Extension Manual
<b>OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE</b>					
<b>Internal Service</b> Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Student Affairs	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual  University Students` Manual	2019 (Referring to the Student Manual)	
<b>LABORATORY HIGH SCHOOL</b>					
<b>Enrollment Procedure for Junior High School</b>	RA 10533 Enhanced Basic Education Act of 2013  DO 8 S. 2015 Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program  DO 12 S. 2012 Policy Guidelines On The Implementation Of Grades 1 to 10 of the K to 12 Basic Education Curriculum (BEC)	Section 4 Section 5  Section 9 Table 3 Section V Table 4 Table 8  Table 11 Section C Section D Section E Section F	Student Manual/Handbook	2018 (Referring to the Student Manual)	

	Effective School Year 2012-2013				
<b>Encoding of Grades for Junior High School</b>	<p>RA 10533 Enhanced Basic Education Act of 2013</p> <p>DO 8 S. 2015 Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program</p> <p>DO 12 S. 2012 Policy Guidelines On The Implementation Of Grades 1 to 10 of the K to 12 Basic Education Curriculum (BEC) Effective School Year 2012-2013</p>	<p>Section 4 Section 5</p> <p>Section 9 Table 3 Section V Table 4 Table 8</p> <p>Table 11 Section C Section D Section E Section F</p>	Student Manual/Handbook	2018 (Referring to the Student Manual)	
<b>Student Disciplinary Action</b>	DO 40 s. 2012	<p>Part III Section 7-11 Part IV Section 12-13 Part V Section 15-16</p>	Student Manual/Handbook	2018 (Referring to the Student Manual)	
<b>SENIOR HIGH SCHOOL</b>					
Enrolment Procedure of Senior High School Students	1. RA 10533-Enhanced Basic Education Act of 2013	<p>Section 4 Section 5</p> <p>Item 1</p>	University Student Manual	2016	

	2. DO 25 s. 2016- Commencement of Senior High School Enrolment for SY 2016- 2017	Item 2 Item 4 Item 7			
Enrolment of Senior High School students in the Private Education Assistance Committee's SHS Voucher Program(SHS-VP)	Enhanced Basic Education Act of 2013 (RA 10533)  Philippine Constitution of 1987  DepEd Order No. 11 s. 2015	Section 22 Section 23 Section 24  Section 2.3 Article XIV  DO 11 s.2015 Item 1 Item 2 Item 3 Item 4 Item 5	SHS Voucher Program	2016	
Enrolment of Senior High School Students in the DepEd's Learners Information System(LIS)	RA 10533 Enhanced Basic Education Act of 2013  DepEd Order No. 22, s. 2012.  DO 33, S. 2013	Section 4 Section 5  Item 1 Item 2 Item 5 Item 6 Item 9  Item 1 Item 2	Learners Information System	2016	

	DepEd Order No. 32, s. 2018	Item 3 Item 4			
		Item 1 Item 2 Item 3			
<b>GRADUATE SCHOOL</b>					
<b>Graduate School Enrolment Procedure (New Student)</b>	CHED CMO No. 36, Series of 1998 “Policies and Standards on Graduate Education”	CHED CMO No. 09, Series of 2003 “Addendum to CMO No. 36, Series of 1998”	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Graduate School Enrolment Procedure (Old Student)</b>	CHED CMO No. 36, Series of 1998 “Policies and Standards on Graduate Education”	CHED CMO No. 09, Series of 2003 “Addendum to CMO No. 36, Series of 1998”	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Plagiarism Check</b>	CHED CMO No. 36, Series of 1998 “Policies and Standards on Graduate Education”	CHED CMO No. 09, Series of 2003 “Addendum to CMO No. 36, Series of 1998”	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Comprehensive Examination Procedure</b>	CHED CMO No. 36, Series of 1998 “Policies and Standards on Graduate Education”	CHED CMO No. 09, Series of 2003 “Addendum to CMO No. 36, Series of 1998”	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>COLLEGE OF ARTS AND SCIENCE</b>					
<b>Enrollment Procedure for Incoming First Year Students</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>COLLEGE OF BUSINESS STUDIES</b>					
External Services Enrollment Procedure	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7  <b>Article II sec 3</b>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7  <b>Article II sec 3</b>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017”	Section 7	Student’s Manual/ Handbook	2019 (Referring to the Manual)	

	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	<b>Article II sec 3</b>			
<b>COLLEGE OF COMPUTING STUDIES</b>					
<b>External Services</b> Enrollment Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	University Student Manual / Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	University Student Manual / Handbook	2019 (Referring to the Manual)	
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	University Student Manual / Handbook	2019 (Referring to the Manual)	

COLLEGE OF EDUCATION					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2022 (Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2022 (Referring to the Student Manual)	
COLLEGE OF ENGINEERING AND ARCHITECTURE					
External Services Enrollment Procedure	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7  <b>Article II sec 3</b>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013	Section 7  <b>Article II sec 3</b>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	

	Enhanced Policies and Guidelines for Student Affairs and Services				
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	
<b>COLLEGE OF HOTEL AND TOURISM MANAGEMENT</b>					
<b>Enrollment Procedure for Incoming First Year Students</b>	<p>RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)</p>	<p>Section 5 Section 6 Section 10</p>	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>Issuance of Adding, Dropping, and Changing Forms</b>	<p>RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)</p>	<p>Section 5 Section 6 Section 10</p>	University Students Manual (2019)	2019 (Referring to the Student Manual)	

Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	University Student Manual / Handbook	2019 (Referring to the Manual)	
<b>COLLEGE OF INDUSTRIAL TECHNOLOGY</b>					
<p><b>External Services</b></p> <p>Enrollment Procedure</p>	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p>	<p>Section 7</p>	Student’s Manual/ Handbook	2022 (Referring to the Manual)	

	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	<b>Article II sec 3</b>			
<b>COLLEGE OF SOCIAL SCIENCE AND PHILOSOPHY</b>					
<b>External Services</b> Enrollment Procedure for Incoming First Year Students	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7  Article II sec 3	Student’s Manual/ Handbook	2019 (Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017”	Section 5 Section 6 Section 10	University Students Manual	2019 (Referring to the Student Manual)	
	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services				
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services		Student’s Manual/ Handbook	2019 (Referring to the Manual)	

<b>DHVSU APALIT CAMPUS</b>					
<b>1. Enrollment Procedure</b>	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
<b>DHVSU CANDABA CAMPUS</b>					
<b>1. Enrollment Procedure</b>	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	

DHVSU LUBAO CAMPUS					
<b>Enrollment Procedure for Incoming First Year Students</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>Issuance of Adding, Dropping, and Changing Forms</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
DHVSU MEXICO CAMPUS					
<b>Enrollment Procedure for Incoming First Year Students</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>Issuance of Adding, Dropping, and Changing Forms</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

	Assistance System for Tertiary Education- UniFast)				
<b>DHVSU PORAC CAMPUS</b>					
<b>Enrollment Procedure for Incoming First Year Students</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>Issuance of Adding, Dropping, and Changing Forms</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
<b>DHVSU STO TOMAS CAMPUS</b>					
<b>Enrollment Procedure for Incoming First Year Students</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

<b>Issuance of Adding, Dropping, and Changing Forms</b>	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017”  CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7  <b>Article II sec 3</b>	University Student Manual / Handbook	2019 (Referring to the Manual)	
<b>ACCOUNTING OFFICE</b>					
<b>Issuance of Certificate of Payment for Graduation Fee</b>	R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017  BoR Reso No. 73, S.2017	Section 7	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Issuance of Clearance (for Students with Outstanding Balances, without Outstanding Balances and for 2<sup>nd</sup> Copies)</b>	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Issuance of Statement of Account</b>	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>ADMINISTRATIVE SERVICES OFFICE</b>					

<p><b>Employment Verification</b></p>	<p>R.A. 10173 - Data Privacy Act of 2012 - An act protecting individual personal information in information and communications systems in the government and the private sector, creating for this purpose a national privacy commission, and for other purposes</p>	<p>Chapter 3 - Processing of Personal Information Chapter 4 - Rights of Data Subject Chapter 5 - Security of Personal Information Chapter 6 - Accountability for Transfer of Personal Information Chapter 7 - Security of Sensitive Personal Information in Government</p>	<p>Administrative Manual</p>		
<p><b>Issuance of Certificate of Employment (COE)</b></p>	<p>DOLE Labor Advisory No. 06 Series 2020</p> <p>Book V: Labor Relations Rules to Implement the Labor Code</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A.10173 “ Data Privacy Act of 2012”</p>	<p>Section III Issuance of Certificate of Employment</p> <p>Rule XIV, Section 10 Certification of Employment</p> <p>Rule IV Section 3 Transparency of Transactions and Access to Information</p> <p>Chapter 3 - Processing of Personal Information Chapter 4 - Rights of Data Subject Chapter 5 - Security of Personal Information</p>			

		<p>Chapter 6 – Accountability for Transfer of Personal Information</p> <p>Chapter 7 - Security of Sensitive Personal Information in Government</p>			
<b>Issuance of Service Record</b>	<p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A.10173 “ Data Privacy Act of 2012”</p>	<p>Rule IV Section 3 Transparency of Transactions and Access to Information</p> <p>Chapter 3 - Processing of Personal Information</p> <p>Chapter 4 - Rights of Data Subject</p> <p>Chapter 5 - Security of Personal Information</p> <p>Chapter 6 – Accountability for Transfer of Personal Information</p> <p>Chapter 7 - Security of Sensitive Personal Information in Government</p>			
<b>Request for Issuance and/or Reissuance of University Issued Identification Card (New / Replacement )</b>	<p>Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032</p>	<p>Rule VII Section 8 Identification Card</p>			



	<p>-an act amending presidential decree no. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes</p> <p>RA. 6683 – “an act providing benefits for early retirement and voluntary separation from the government service, as well as involuntary separation of civil service officers and employees pursuant to various executive orders authorizing government reorganization after the ratification of the 1987 constitution appropriating funds therefor, and for other purposes”</p> <p>R.A. 8291 - GSIS Act of 1997</p> <p>-an act amending presidential decree no. 1146, as amended, expanding and</p>				
--	--	--	--	--	--

	<p>increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes</p>				
<p><b>Approval of Loan Application (Pag-Ibig and GSIS)</b></p>	<p>R.A. 8291 - GSIS Act of 1997 -an act amending presidential decree no. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes</p>				
<p><b>Remittance Process</b></p>	<p>PhilHealth Circular No. 2019-0009: "Premium Contribution Schedule in the National Health Insurance Program (NHIP) Pursuant to R.A. No. 11223 Known as the "Universal Health Care Act"</p> <p>R.A. 9679: "Home Development Mutual Fund Law of 2009,</p>	<p>Section V Letter A</p> <p>Rule V to Rule VII</p>	<p>DHVSU-QSP-ADMINSO-008 Remittance Process</p>	<p>October 5, 2020</p>	

	<p>otherwise known as Pag-IBIG (Pagtutulungan sa kinabukasan: Ikaw, Bangko, Industriya at Gobyerno) Fund”</p> <p>R.A. 8291: “An act amending Presidential Decree No. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes”</p> <p>SSS Circular No. 2019-005: “New Schedule of Social Security (SS) Contributions Effective April 2019”</p> <p>R.A. 10963: “Tax Reform for Acceleration and Inclusion (TRAIN)”</p> <p>R.A.10173 “Data Privacy Act of 2012”</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical</p>	<p>Section 5: Income Tax Rates</p> <p>Rule IV Section 3 Transparency of Transactions and Access to Information</p>			
--	--	---	--	--	--

	Standards for Public Officials and Employees				
<b>Issuance of DTR for Attendance Monitoring</b>	Implementing Book V of Executive Order No. 292  CSC MC No. 1 s. 2017: “Reiteration of the Policy on Government Office Hours, and the Administrative Offenses of Frequent Unauthorized Absences (Habitual Absenteeism), Tardiness in Reporting for Duty; and Loafing from Duty during Regular Office Hours”	Section 5: Rule XVII of the Omnibus Rules	DHVSU-QSP-ADMINSO-003 Attendance Monitoring Process	October 5, 2020	
<b>Issuance of Pay Slip</b>	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees  R.A. 11032 “Ease of Doing Business”  R.A.10173 “ Data Privacy Act of 2012”	Rule IV, Section 3 Transparency of Transactions and Access to Information			
<b>Issuance of BIR Form 2307 and BIR Form 2316</b>	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical	Rule IV, Section 3 Transparency of Transactions and Access to Information			

	<p>Standards for Public Officials and Employees</p> <p>R.A. 11032 "Ease of Doing Business"</p> <p>R.A. 10173 "Data Privacy Act of 2012"</p>				
<p><b>Request for Gross Pay and Net Pay</b></p>	<p>R.A. 10963: "Tax Reform for Acceleration and Inclusion (TRAIN)"</p> <p>Government Accounting Manual for National Government Agencies</p> <p>PhilHealth Circular No. 2019-0009: "Premium Contribution Schedule in the National Health Insurance Program (NHIP) Pursuant to R.A. No. 11223 Known as the "Universal Health Care Act"</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A. 11032 "Ease of Doing Business"</p>	<p>Executive Order No. 782 Revenue Regulation No. 2-98</p> <p>Rule IV, Section 3 Transparency of Transactions and Access to Information</p>	<p>DHVSU-QSP-ADMINSO-006 Payroll Process for Salaries and Wages</p>	<p>October 5, 2020</p>	

	R.A.10173 "Data Privacy Act of 2012"				
Vehicle Services Process	Administrative Order No. 239, s. 2008 Prohibiting the use of government vehicles for purposes other than official business, and for other purposes	Section 3	DHVSU-QSP-ADMINSO-013 Vehicle Services Process	07/01/2019	
Issuance of Office Supplies/Other Supplies & Materials/Equipment	2016 Revised Implementing Rules and Regulations of R.A. 9184 otherwise known as Government Procurement Act		2016	2016	
Repair and Maintenance of Machinery and Equipment	Government Accounting Manual		2016	2016	
<b>ADMISSION OFFICE</b>					
<b>Application Procedure - General Admission</b>	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs</p> <p><b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017</p>	Art XVIII Sec 81 Student Admission Requirements	Student Manual 2019 Edition	AY. 2019-2020	DHVSU-QSP-ADSO-001 Application Procedure - General Admission March 27, 2019 Revised November 27, 2019 Revised June 21, 2021

	CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services	Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs  Article IX Section 24 Admission Services			
<b>Application Procedure – Returnee</b>	Manual-of-Regulations-for-Private-Higher-Education 2008  CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs  <b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017  CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services	Art XVIII Sec 81 Student Admission Requirements  Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs  Article IX Section 24 Admission Services	Student Manual 2019 Edition	AY. 2019-2020	DHVSU-QSP-ADSO-004 Application Procedure - Returnee March 27, 2019 Revised November 27, 2019 Revised June 21, 2021
<b>Application Procedure – Shifting</b>	Manual-of-Regulations-for-Private-Higher-Education 2008	Art XVIII Sec 81 Student Admission Requirements	Student Manual 2019 Edition	AY. 2019-2020	DHVSU-QSP-ADSO-002 Application Procedure - Shifting

	<p>CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs</p> <p><b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p>Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs</p> <p>Article IX Section 24 Admission Services</p>			<p>March 27, 2019 Revised November 27, 2019 Revised June 21, 2021</p>
<p><b>Application Procedure – Transferee</b></p>	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs</p> <p><b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017</p>	<p>Art XVIII Sec 81 Student Admission Requirements</p>	<p>Student Manual 2019 Edition</p>	<p>AY. 2019-2020</p>	<p>DHVSU-QSP-ADSO-003 Application Procedure - Transferee March 27, 2019 Revised November 27, 2019 Revised June 21, 2021</p>

	CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services	Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs  Article IX Section 24 Admission Services			
<b>AUXILIARY SERVICES OFFICE</b>					
Application for Stall Rental			University Manual	2019	
Application for Venue Reservation			University Manual	2019	
<b>BIDS AND AWARDS COMMITTEE</b>					
<b>Awarding of Procurement Project (Public Bidding)</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Article IV	ISO 9001:2015 QMS Standards	2018	
<b>Awarding of Procurement Project (Small Value Procurement)</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services - Public Bidding</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Article IV	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services (Shopping)</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Section 52, LETTER C	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services (Small Value Procurement)</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	

<b>Repair and Maintenance - Small Value Procurement</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<b>Request for Procurement of Goods and Services</b>	The 2016 revised Implementing rules And regulations Of republic act no. 9184	RULE II & IV	ISO 9001:2015 QMS Standards	2018	
<b>CAREER SERVICES OFFICE</b>					
<b>Application of Internship Endorsement</b>	Manual-of-Regulations-for-Private-Higher-Education 2008  CMO-NO.-104-S.-2017 Internship Program in the Philippines  RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Art XIX; Sec 90 Subject Load  Art VI Implementing Guidelines	Student Internship in the Philippines Manual/Journal 2018	October 05, 2020  January 2018	DHVSU-QSP-ADSO-0006 Application of Internship Endorsement November 27, 2019
<b>CASHIERING OFFICE</b>					
<b>Collection of Fees</b>	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	Accountable Form No. 51 (Official Receipts)		
<b>Check Preparation and Disbursement</b>	Government Accounting Manual	Section 8 Checks shall be used for payments of regular expenses.	Accountable Forms		

<b>CIVIL SECURITY UNIT</b>					
Issuance of Visitor's Pass	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	University Operations Manual	2010 (Referring to the Manual)	None
Procedure for Student's Entering the University	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	Student's Manual/ Handbook	2019 (Referring to the Manual)	None
<b>COMPETENCY ASSESSMENT CENTER</b>					
<b>Conduct of Competency Assessment</b>	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994)	Section 22	Competency Assessment and Certification Program Procedures Manual	2006 (Referring to the Procedure Manual)	
<b>DATA PRIVACY OFFICE</b>					
<b>EXTENSION SERVICES AND MANAGEMENT OFFICE</b>					
Request for Extension Service	RA 6713  University Extension Manual (2019)	Section 5 (a) (c) and (d)  Appendix B Iso Procedure	Code of Conduct and Ethical Standards for Public Officials and Employees  University Extension Manual (2019)	1989  2019	

FINANCE MANAGEMENT SERVICES OFFICE					
Obligation/Utilization (ORS/BURS) Process	Government Accounting Manual Volume I Chapter 3	Section 11, 15, 19, and 24	Government Accounting Manual	2002	
Budget Preparation Process	National Budget Memo No. 101	NA	?	2009	
Program of Receipts and Expenditures	Republic Act No. 7722		CMO No 20 Series of 2011	2011	
Budget Execution Process	National Budget Circular No. 543 October 10, 2012	Circular No. 2019-13 October 31, 2019		2012	

Process for the Request of Special Allotment Release Order(SARO) and Notice of Cash Allocation (NCA)	National Budget Circular No. 583	General Guidelines No. 3.8	N/A		
Financial Accountability Report	General Provisions	COA-DBM Joint Circular No. 2013-1	UACS GAM		
<b>GUIDANCE AND TESTING OFFICE</b>					
<b>Issuance of Certificate of Good Moral Character</b>	CMO-NO.09-S2013 Enhance Policies and Guideline for Student Affairs and Services	Section 14 Guidance and Counseling Services	Student Manual 2019 Edition  Guidance Manual 2021 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-003 ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER PROCESS
<b>Counseling Intervention</b>	RA 9258 "The Guidance and Counseling Act of 2004"  CMO-NO.09-S2013 Enhance Policies and Guideline for Student Affairs and Services  DO-s2013-43 IRR RA 10533 Enhance Basic Education Act of 2013	Article I Section 3.A Section 33.b.2.3  Section 14 Guidance and Counseling Services  Rule V Career Guidance and Counseling Advocacy		2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-002 COUNSELING INTERVENTION PROCESS

<p><b>Online Counseling Intervention</b></p>	<p>RA 9258 "The Guidance and Counseling Act of 2004"</p> <p>CMO-No.08-s2021 Guidelines on the Implementation of Flexible Delivery of Student Affairs and Services (SAS) Programs during the Covid-19 Pandemic</p>	<p>Article I Section 3.A Section 33.b.2.3</p> <p>Section VI.1. b</p>		<p>2019 (Referring to the Student Manual)</p>	<p>INTERIM GUIDELINES ON THE CONDUCT OF AND DELIVERY OF GUIDANCE AND COUNSELING AND MENTAL HEALTH SERVICES DURING THE COVID-19 CRISIS Issued by PGCA dated April 4, 2020</p> <p>DHVSU-QSP-VPSAS-003 ONLINE COUNSELING INTERVENTION PROCEDURE</p>
<p><b>Issuance of Class Admission Slip</b></p>	<p>Guidance Manual 2021 Edition</p>	<p>Section 78.2 b.7</p>	<p>Student Manual 2019 Edition</p>	<p>2019 (Referring to the Student Manual)</p>	<p>DHVSU-QSP-VPSAS-005 ISSUANCE OF CLASS ADMISSION SLIP</p>
<p><b>Psychological Testing</b></p>	<p>RA 9258 "The Guidance and Counseling Act of 2004"</p> <p>CMO-NO.09-S2013 Enhance Policies and Guideline for Student Affairs and Services</p> <p>DO-s2013-43 IRR RA 10533 Enhance Basic Education Act of 2013</p>	<p>Article I Section 3.A</p> <p>Section b.2.1</p> <p>Rule V Career Guidance and Counseling Advocacy</p>	<p>Student Manual 2019 Edition</p>	<p>2019 (Referring to the Student Manual)</p>	<p>DHVSU-QSP-VPSAS-WI-004 PSYCHOLOGICAL TESTING PROCESS</p>
<p><b>Issuance of Test Permit</b></p>	<p>Guidance Manual 2021 Edition</p> <p>CMO-NO.09-S2013 Enhance Policies and Guideline for Student Affairs and Services</p>		<p>Student Manual 2019 Edition</p>	<p>2019 (Referring to the Student Manual)</p>	<p>DHVSU-QSP-VPSAS-004 ISSUANCE OF TEST PERMIT</p>

<b>University Admission Test (UAT) Administration</b>	Manual-of-Regulations-for-Private-Higher-Education 2008 DO-s2013-43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Article XVIII Student Admission  Section 25. Implementation Mechanism  Rule II Section 4 Free Higher Education in SUCS and LUCS	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-001 UNIVERSITY ADMISSION TEST (UAT) ADMINISTRATION PROCESS
<b>Individual inventory</b>	CMO-NO.09-S2013 Enhance Policies and Guideline for Student Affairs and Services	Section 14 Guidance and Counseling Services	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-005 INDIVIDUAL INVENTORY SERVICE PROCESS
<b>Guidance Program Evaluation</b>	Guidance Manual 2015 Edition		Student Manual 2019 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-007 GUIDANCE PROGRAM EVALUATION PROCESS
<b>ON-THE-JOB TRAINING PROCEDURE</b>	CMO-No.104-s2017 Revised Guidelines for Student Internship Program in the Philippines (SIPP) for all Programs	Section 17 Host Training Establishments (HTEs)	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-VPSAS-WI-008 ON-THE-JOB TRAINING PROCEDURE
<b>MANAGEMENT INFORMATION SYSTEM</b>					
<b>Technical Assistance</b>	R.A 10931		Citizen's Charter		
<b>ID Printing (New Students, New Employees and Replacement of ID)</b>	R.A. 10931		Student Manual Employee Manual		

<b>OFFICE FOR ALUMNI AFFAIRS</b>					
<b>Giving and Acceptance of Donation</b>	None	N/A	OAA Manual	2018	
<b>Holding of Alumni Activities</b>	None	N/A	OAA Manual	2018	
<b>OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS</b>					
Request for Travel Authority (Personal)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	

Request for Travel Authority (Official)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
Foreign Students Admission	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
<b>OFFICE OF STUDENT AFFAIRS</b>					
<b>External Services</b>					
ID Validation Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	2019 Student Manual	July 01, 2019	
Lost and Found Services	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Part VI, Article 1, Policies Relating to Standards of Conduct on Campus Section 78, General Rules on Conduct and Discipline	2019 Student Manual	July 01, 2019	
Request for Replacement of Identification Card	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	2019 Student Manual	July 01, 2019	

<b>Internal Services</b>					
Accreditation and Re-accreditation of Student Organization	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 19, Student Organizations and Activities	2019 Student Manual	July 01, 2019	
Filing of Candidacy in the USC Election Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 21, Student Council/ Government	2019 Student Manual	July 01, 2019	
Filing and Resolving an Incident or Case	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 22, Student Discipline	2019 Student Manual	July 01, 2019	
Claiming Insurance	2019 Student Manual	Part II, Section 7.10 Insurance Plan	2019 Student Manual	July 01, 2019	
Issuance of Certificate of Compliance for Outbound Activity	CMO No. 63 s. 2017 Policies and Guidelines on Local Off -Campus Activities	Article VII, Section 11.2 Requirements	2019 Student Manual	July 01, 2019	
<b>OFFICE OF STUDENT SERVICES</b>					
<b>External Services</b>					
Medical Examination and Consultation Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 27 (Health Services)	Medical Check-Up	Jan. 07, 2019	2019 Student Manual
Dental Consultation	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 27 (Health Services)	Oral Check- Up	Jan. 07, 2019	2019 Student Manual

Student Grievance	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 22.3 (There shall be timely mechanism to address student grievance)	OSS Complaint	Jan. 07, 2019	2019 Student Manual
<b>OFFICE OF UNIVERSITY REGISTRAR</b>					
<b>External Services</b> Application for Authentication of School Records	CHED Memorandum Order No. 05-s2016	CHED Memorandum Order No. 05-s2016	Registrar's Manual	2016	
Application for Certification, Authentication and Verification (CAV) of School Records	CHED Memorandum Order No. 05-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certification of Document Requested	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certificate of Completed Academic Requirements (CAR)	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Issuance of Diploma	CHED Memorandum Order No. 21-s 2007	CHED Memorandum Order No. 21-s 2007	Registrar's Manual (under Records Management No. 11)	2016	
Enrolment for New Students and Transferees	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
Enrolment for Old, Continuing and Returning Students	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual (under Evaluation No. 14-change of grades)	2016	
Application for Grade Discrepancy Form	CHED Memorandum Order No. 27-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	

Application for Incomplete Grade Agreement Form	CHED Memorandum No. 21-s 2007	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4-Production of TOR)	2007	
Application for Transcript of Records and Form 137 (Simple)	CHED Memorandum No. 17-s 2013	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4-Production of TOR)	2013	
Application for Transcript of Records and Form 137 (Complex)	CHED Memorandum, Order-22-2014	Revenue Memorandum Circular No. 25-2008	Registrar's Manual	2014	
Application for Transfer of Credentials (Honorable Dismissal) and Copy of Grades (COG)	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Registrar's Manual	2016	
Filing of Application for Scholarship and Financial Assistance	Certified Master list from the Agencies provider/ benefactors	Certified Master list from the Agencies provider/ benefactors	Registrar's Manual	2016	
<b>PLANNING AND DEVELOPMENT OFFICE</b>					
Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And	SPMS Manual University Manual	2019 2010	

		CSC Resolution No. 1200481			
Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And CSC Resolution No. 1200481	SPMS Manual University Manual	2019 2010	
<b>PUBLIC INFORMATION OFFICE</b>					
Approval for Posting of Materials	Republic Act 10173 - Data Privacy Act of 2012	Section 23	University Operations Manual  Public Information Manual	2010  2018	
<b>QUALITY ASSURANCE OFFICE</b>					
<b>RESEARCH MANAGEMENT OFFICE</b>					
Research Application	CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in research, Innovation	Section II 2.1 Grants-in-Aid for Research and Innovation	University Research Manual 2019	2019  (University Research Manual 2019 as per	2018 University Manual

	<p>and Extension in Philippines Higher Education</p> <p><a href="#"><u>AO No. 005 Series of 2013</u></a> - <i>Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</i></p> <p>SO No. 242 Series of 2013 - <i>New Prescribed Salary Rates for DOST-GIA Personnel</i></p>	<p>Section III Pathways to Relevance</p>	<p>(Chapter 3 Research Proposal Development and Processing, pp 10-11)</p>	<p>approved BOR Resolution No. 56, s. 2019)</p>	
--	---	--	---	---	--

	<p><a href="#">MC No. 001 Series of 2009</a> - Revised Implementing Guidelines on the Grant of Honoraria to Personnel</p> <p><a href="#">AO No. 003 Series of 2008</a> - Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</p>				
Monitoring of Internally Funded Research	<p>CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in research, Innovation and Extension in Philippines Higher Education</p> <p><a href="#">AO No. 005 Series of 2013</a> - Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for</p>	Section II 2.4 Technical and Financial Monitoring	<p>University Research Manual 2019</p> <p>(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)</p>	2019 (University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019)	2018 University Manual

	<p><i>the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</i></p> <p>SO No. 242 Series of 2013 - <i>New Prescribed Salary Rates for DOST-GIA Personnel</i></p> <p><a href="#"><u>MC No. 001 Series of 2009</u></a> - <i>Revised Implementing Guidelines on the Grant of Honoraria to Personnel</i></p> <p><a href="#"><u>AO No. 003 Series of 2008</u></a> - <i>Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</i></p>				
<b>RESEARCH APPLICATION</b>					

Request for the Utilization of the University Gymnasium	CMO No. 9 S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 17 Student Handbook Development Section 34 Sports Development	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>UNIVERSITY CULTURE AND THE ARTS UNIT</b>					
Internal Service: Audition and Selection of Student Cultural Artists (face to face / virtual)	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article IV Students Affairs and Services Section 10, Item 10.1 and 10.2	Recruitment of University Cultural Performers (Student Manual/Handbook)	Mar. 16, 2020	
<b>UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE AND UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>					
Conduct of Disaster Preparedness and Capacity Building Training	<p>REPUBLIC ACT No. 11058</p> <p>An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p> <p>Republic Act No. 10121 An Act Strengthening The Philippine Disaster Risk Reduction And Management System,</p>	<p>Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies:</p> <p>(g) Safety and health promotion, training and education;</p> <p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people’s constitutional rights to life and property by addressing</p>	<p>National Disaster Risk Reduction and Management Plan</p> <p>2011 - 2029</p>		

	<p>Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.</p>	<p>the root causes of vulnerabilities to disasters, strengthening the country's institutional capacity for disaster risk reduction and management, and building the resilience of local communities to disasters including climate change impacts;</p>			
<p>Inter-Unit Collaboration For Disaster Resiliency Education Program (IUC-DRED)</p>	<p>REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p> <p>Republic Act No. 10121</p> <p>An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National</p>	<p>Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies:</p> <p>(g) Safety and health promotion, training and education;</p> <p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people's constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country's institutional capacity for disaster risk reduction and management, and building</p>	<p>National Disaster Risk Reduction and Management Plan (NDRRMP)</p> <p>2011-2028</p>	<p>September 27, 2010</p>	

	Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.	the resilience of local communities to disasters including climate change impacts;			
Disaster Preparedness: Earthquake Drill ( During Pandemic)	<p>REPUBLIC ACT No. 11058</p> <p>An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p> <p>Republic Act No. 10121</p> <p>An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan,</p>	<p>Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies:</p> <p>(g) Safety and health promotion, training and education;</p> <p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people’s constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country’s institutional capacity for disaster risk reduction and management and building the resilience of local communities to disasters including climate change impacts;</p>	<p>National Disaster Risk Reduction and Management Plan (NDRRMP)</p> <p>2011-2028</p>	September 27, 2010	

	<p>Appropriating Funds Therefor And For Other Purposes.</p> <p>Joint Memorandum Circular No. 1, S. 202</p>	<p>(2) Emergency Preparedness</p> <p>(a) A Risk Reduction Management System and a Crisis Management Plan and Contingency Program in an emergency</p> <p>the situation within the agency must be established as provided for</p> <p>by the Philippine Disaster Risk Reduction and Management Act of 2010.</p> <p>(b) Training and drills on Disaster Risk Reduction Management</p> <p>must be conducted to ensure employees and staff are prepared during emergencies.</p>	<p>Joint Memorandum Circular No. 1, S. 202</p>	<p>March 2020</p>	
<p>Disaster Preparedness: Fire Drill</p>	<p>REPUBLIC ACT No. 11058</p>	<p>Section 12. Occupational Safety Health (OSH) Program. - Covered</p>	<p>National Disaster Risk Reduction and</p>	<p>September 27, 2010</p>	

	<p>An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p> <p>Republic Act No. 10121 An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.</p>	<p>workplaces shall have a safety and health program including the following policies:</p> <p>(g) Safety and health promotion, training and education;</p> <p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people’s constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country’s institutional capacity for disaster risk reduction and management, and building the resilience of local communities to disasters including climate change impacts;</p> <p>(2) Emergency Preparedness</p> <p>(a) A Risk Reduction Management System and a Crisis</p>	<p>Management Plan (NDRRMP)</p> <p>2011-2028</p>		
--	--	--	--	--	--

	<p>Joint Memorandum Circular No. 1, S. 202</p>	<p>Management Plan and Contingency Program in an emergency</p> <p>situation within the agency must be established as provided for</p> <p>by the Philippine Disaster Risk Reduction and Management Act of 2010.</p> <p>(b) Trainings and drills on Disaster Risk Reduction Management</p> <p>must be conducted to ensure employees and staff are prepared during emergencies.</p>	<p>Joint Memorandum Circular No. 1, S. 202</p>	<p>March 2020</p>	
<p>Disaster Prevention And Mitigation: University Hazard Mapping</p>	<p>Republic Act No. 10121 An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And</p>	<p>Section 2. Declaration of Policy. - It shall be the policy of the State to:</p> <p>(a) Uphold the people's constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters,</p>	<p>National Disaster Risk Reduction and Management Plan (NDRRMP)</p> <p>2011-2028</p>	<p>September 27, 2010</p>	



		<p>Philippines, all domestic laws, and internationally-recognized standards on occupational safety and health are being fully enforced and complied with by the employers, and it shall provide penalties for any violation thereof.</p>	<p>Seventeenth Congress          Second Regular Session</p>	<p>May 22, 2018.</p>	
--	--	--	---	----------------------	--

Disaster Recovery And Rehabilitation: Post-Hazard Checking	Republic Act No. 10121 An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.	Section 2. Declaration of Policy. - It shall be the policy of the State to:  (b) Uphold the people's constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country's institutional capacity for disaster risk reduction and management and building the resilience of local communities to disasters including climate change impacts;	National Disaster Risk Reduction and Management Plan (NDRRMP)  2011-2028	September 27, 2010	

	<p>Republic Act No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p>	<p>(l) Recognize and strengthen the capacities of LGUs and communities in mitigating and preparing for, responding to, and recovering from the impact of disasters;</p> <p>Section 1. Declaration of Policy. - The State affirms labor as a primary social and economic force, and that a safe and healthy workforce is an integral aspect of nation building.</p> <p>The State shall ensure a safe and healthful workplace for all working people by affording them full protection against all hazards in their work environment. It shall ensure that the provisions of the Labor Code of the Philippines, all domestic laws, and internationally-recognized standards on occupational safety and health are being fully enforced and complied with by the employers, and it shall provide penalties for any violation thereof.</p>	<p>Seventeenth Congress Second Regular Session</p>	<p>May 22, 2018.</p>	
--	--	--	--	----------------------	--

Declaration Of Health Status	Inter-Agency Task Force Resolution No. 146-A Series Of 2021	WHEREAS, Section 2 (b) of Executive Order No. 168 (s.2014) mandates the	Inter-Agency Task Force for the management of emerging infectious disease	October 28, 2021	
	Inter-Agency Task Force Resolution No. 148 Series Of 2021	to prevent and/or minimize the entry of suspected or confirmed patients with emerging infectious diseases into the country;  WHEREAS, Section 15 Article II of the 1987 Constitution states that the State shall protect and promote the right to health of the people and instill health consciousness among them;	Inter-Agency Task Force for the management of immerging infectious disease		
	RESOLUTION NO. 148-F Series Of 2021	WHEREAS, Section 2 (c) of Executive Order No. 168 (s.2014) mandates the  Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF) to prevent  and/or minimize the local spread of emerging infectious diseases (EID) in the country through  the establishment or reinforcement of a system in	Inter-Agency Task Force for the management of immerging infectious disease	November 11, 2021	
				November 13, 2021	

		<p>screening possible patients infected with EID,</p> <p>contact tracing, identification of the mode of exposure to the virus, and implementation of</p> <p>effective quarantine and proper isolation procedures</p>			
--	--	--	--	--	--

<b>Application for New Library Card Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	

		and operational activities.			
<b>Borrowing and Returning of Printed Library Resources Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Baggage Area Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Lost Library Card Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Interlibrary Request Letter Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions	Section 2 F The Librarian shall formulate and maintain written manuals of	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	

	Common To All Programs	policies and procedures covering its internal administration and operational activities.			
<b>Use of Audio-Visual Room Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Use of Discussion Room Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Signing of Clearance Procedure</b>	CMO__S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>Submission of Thesis/Dissertation Procedure</b>	CMO__S. 2017	Section 2 F	Library Manual BOR Resolution	2018	

	Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.		Referring to the Revised Library Manual	
<b>UNIVERSITY TRAINING SERVICES OFFICE</b>					
Submission of Training Proposal and pertinent documents			University Training Services Manial	For BOR approval	

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>5</sup>**

**OFFICE OF THE UNIVERSITY PRESIDENT  
Internal Service**

<b>GOVERNMENT SERVICE:</b> Procedure for the Issuance of Memorandum from the University President					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)		1. Request for issuance of memoranda	University Operations Manual (2010)	1 Day (upon the availability of the signatory)	None

List of participants who will attend (1 original)					
		2 Request for approval of disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	1 Day (upon the availability of the signatory)	None
		3 Receive the request memorandum, approved disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	2 minutes	None
<b>TOTAL</b>				<b>2 Days 2 Minutes</b>	<b>None</b>

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

<b>GOVERNMENT SERVICE:</b> Procedure for the Checking and Recording of Disbursement Vouchers					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Disbursement Voucher (1 original)		1. Submit Disbursement Voucher	Commission on Audit No. 92-389  University Operations Manual (2010)	<b>10 minutes</b>	None

		2. Wait for the release of the signed voucher to the office of the University President	Commission on Audit No. 92-389 University Operations Manual (2010)	<b>10 Minutes</b>	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for the Preparation and Issuance of EVP Memorandum</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Communication Letter / Directive Memorandum from the University President (1 original)		1. Submit communication letter / directive memorandum from the University President	University Operations Manual (2010)	10 Minutes	None
		2. Wait for the release of the memorandum	University Operations Manual (2010)	10 Minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

**OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS**  
**Internal Service**

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)  List of participants who will attend (1 original)		1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPAA Office	University Operations Manual (2010)	10 minutes	None
		2. Wait for the release of the memorandum	University Operations Manual (2010)	1 hour	None
		3. Receive the approved memorandum from VPAA Office	University Operations Manual (2010)	10 minutes	None
<b>TOTAL</b>				<b>1 hour 20 minutes</b>	<b>None</b>

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

<b>GOVERNMENT SERVICE: Procedure for the Release of Budget Utilization Request (BUR) and Obligation Request (OR)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete and signed BURS and ORS from the Budget Office (1 original)		1 Record the documents subject for the recommendation for approval by the VPAF	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019  University Operations Manual (2010)	1 Day (upon the availability of the signatory)	None
		1. Record and check the document	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019  University Operations Manual (2010)	1 Hour (upon the availability of the signatory)	None
<b>TOTAL</b>				<b>1 Day 1 Hour</b>	<b>None</b>

**OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING**

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)  List of participants who will attend (1 original)		2. Submit the required documents for recommendation of approval of the Immediate Supervisor at the VPRET Office	University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)  University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)	10 minutes	None
		3. Wait for the release of the memorandum	University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)  University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019	1 hour	None

			(Chapter 5 Mechanics of Implementation p 27-41)		
		4. Receive the approved memorandum from VPRET Office	University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)  University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)	10 minutes	None
TOTAL				1 hour 20 minutes	None

**OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICES**  
Internal Service

<b>GOVERNMENT SERVICE:</b> Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)		1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPSAS Office	University Operations Manual (2010)	10 minutes	None

Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)  List of participants who will attend (1 original)			University Students' Manual (2019)		
		2. Wait for the release of the memorandum	University Operations Manual (2010)  University Students Manual (2019)	1 hour	None
		3. Receive the approved memorandum from VPSAS Office	University Operations Manual (2010)  University Students Manual (2019)	10 minutes	None
<b>TOTAL</b>				<b>1 Hour 20 Minutes</b>	<b>None</b>

**LABORATORY HIGH SCHOOL**

<b>GOVERNMENT SERVICE: Encoding of Grades for Junior High School</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Class Records Student Manual Grading Sheets	For tracking the progress of the students as well as basis for promotion or retention.	Secure a recording material (class record) for documenting or recording of student's grades per subject.  Encode and print all students' grades at the end of every quarter.  Submit the grading sheet to the unit coordinator for checking.	DO 8 s. 2015  DO 31 s. 2020	One quarter	
Grading Sheets		Receive and checks the grading sheets.  Affix her signature for notation.  Endorse the grading sheets to the principal for further evaluation.		10 minutes	
Grading Sheets		Receive, re-check, and approve the submitted grading sheets.  Return the approved grade sheets to the secretary		5 minutes	
Grading Sheets		Gives the copy of grade sheet to the class adviser and to the subject teacher		1 minute	
Grading Sheets Summary Sheets Form 10 Form 9 Temporary Card		Receive the approved grading sheets.  Make a summary of the students of each section.  Reflect the grades of each student on his/her Form 10 (Report Card) and Form 9 (Cumulative Record).		1 minute  4 hours and 1 minute	

		<p>Conduct counter rechecking with the other faculty.</p> <p>Distribute the temporary card (1<sup>st</sup>-3<sup>rd</sup> Quarter) and final card (4<sup>th</sup> quarter) to the parents/guardian of each student during the scheduled Parents-Teacher Conference.</p> <p>Submit the Form 10 of his/her advisory class to the concerned registrar staff for filing purposes.</p>			
		Receive and keep the said documents.		1 minute	
<b>TOTAL</b>				<b>4 hours and 19 minutes</b>	

<b>GOVERNMENT SERVICE: Student Disciplinary Action</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Parent's Needed Letter ( 1 original)	For record of the Prefect of Discipline	Receive a complaint	Student Manual	10 minutes	None
		Receive a parent's needed letter		30 minutes	None
		Bring his/her parent/guardian		1 hour	None

<b>TOTAL</b>	<b>1 hours and 40 minutes</b>	<b>None</b>
--------------	-------------------------------	-------------

### SENIOR HIGHSCHOOL

<b>GOVERNMENT SERVICE: Enrolment Procedure of Senior High School Students</b>						
<b>SERVICE INFORMATION: This describes the standard procedure in the enrollment system of the Senior High School students.</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
For Grade 11: Original Form 138 Photocopy PSA Birth Certificate Certificate of Good Moral ESC/QVR/LRN Certification 2x2 picture with white background and nametag School ID NCAE Diploma  For Grade 12: Original Form 138 Clearance	RA 10533-Enhanced Basic Education Act of 2013  DO 25 s. 2016 Commencement of Senior High School Enrolment for SY 2016-2017	1. Log-in the students Master List Directory 2. Accomplish the pre-registration form 3. Submit the pre-registration form to the Academic Instruction Chairperson 4. Seek the approval of the principal 5. Verify LRN for assessment 6. Pay for the corresponding fees to the cashier for non-voucher recipient 7. Proceed to the Accounting Office for voucher recipient 8. Receive the Assessment form from the concerned accounting staff 9. Return to the Office of the Registrar for stamping of Certificate of Registration	RA 10533-Enhanced Basic Education Act of 2013  DO 25 s. 2016 Commencement of Senior High School Enrolment for SY 2016-2017	1 minute 3 minutes 3 minutes 2 minutes 2 minutes 3 minutes 2 minutes 2 minutes 3 minutes	None None None None P8,750 Gr. 11 P8,405 Gr. 12 None None None	

		10. Submit to the Accounting Office the triplicate copy of the Certificate of Registration		2 minutes	None
		11. Validate student's profile to the Office of Student Affairs		4 minutes	None
		12. Request for ID to the MIS		1 minute	None
		13. Submit customer satisfaction survey form.			
<b>TOTAL</b>				<b>30 minutes</b>	<b>P8750/ P8,405</b>

<b>GOVERNMENT SERVICE: Enrolment of Senior High School Students in the Private Education Assistance Committee's (PEAC) SHS Voucher Program</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certification of ESC/QVR/, photocopy of Form 138, photocopy of birth certificate 2x2 picture,	DO 11 s .2015-SHS VP	1. Submit Certificate of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2 x2 picture to SHS Secretary/Class Adviser.	DO 11 s. 2015- SHS VP	2 minutes	None
		2. Log in to PEAC System.		3 minutes	None
		3. Wait for the verification of status in the PEAC on-line System thru Class Adviser/MIS Coordinator/SHS Secretary		4 minutes	None
				3 months	None
				1 minute	None

		4. Wait for confirmation for the approval of the request.  5. Wait for final update of release of billing statement.			
			<b>TOTAL</b>	<b>3 months, 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Enrollment of Senior High School Students in the DepEd's Learners Information System (LIS)</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>		<b>Legal Basis</b>		
Original and Photocopy of Form 138, 2x2 picture, photocopy of birth certificate	DepEd Order No. 32 s. 2018	1. Log in the SHS Log Book.		DepEd Order No. 32, s. 2018	2 minutes	None
	Student Manual	2. Present original and submit a photocopy of Form 138, 2x2 picture, photocopy of birth certificate.		Student Manual	2 minutes	None
		3. Secure Students Directory			4 minutes	None

		4. Submit filled-out directory form		1 minute	None
		5. Submit the reviewed students records		10 minutes	None
		6. Accomplish customer satisfaction survey form.		1 minute	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

### GRADUATE SCHOOL

<b>GOVERNMENT SERVICE: Graduate School Enrolment Procedure (New Student)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Advising Form (1 original)		Submit the following requirements: Photocopy of Transcript of Record; Personal Data Sheet; 2x2 Picture with Name tag; and long brown envelope to the Dean's Office of the Graduate School. <ul style="list-style-type: none"> <li>➤ Receive and check the requirements</li> <li>➤ Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the Interview Guide Form</li> </ul>	2019 (Referring to the Graduate School Handbook)	2 minutes	None
				5 minutes	None
Certificate of Registration (COR) (1 original)		Accomplish and submit the Interview Guide Form to the Dean's Office of the Graduate School.	2019		

		<ul style="list-style-type: none"> <li>➤ Receive the documents and conduct interview</li> <li>➤ Issue advising form to GSS</li> <li>➤ Advise the GSS to copy the schedule</li> <li>➤ Check and sign the Advising form</li> <li>➤ Advise the GSS to proceed to the Registrar's office</li> </ul>	(Referring to the Graduate School Handbook)	<p>5 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>
Official Receipt (1 original)		<p>Submit the approved Advising Form to the University Registrar's Office</p> <ul style="list-style-type: none"> <li>➤ Encode the courses to be enrolled and print the Certificate of Registration (COR)</li> <li>➤ Advise the GSS to proceed to the Cashiering office for payment</li> </ul>	2019 (Referring to the Graduate School Handbook)	<p>3 minutes</p> <p>1 minute</p>	<p>None</p> <p>None</p>
Identification Card (1 original)		<p>Pay the necessary amount at the Cashiering office</p> <ul style="list-style-type: none"> <li>➤ Receive the payment and issue Official Receipt (OR) for the payment made.</li> </ul>	2019 (Referring to the Graduate School Handbook)	<p>2 minutes</p>	<p>See table for the Schedule of Fees and Other Charges</p>
Interview Guide Form (1 original)		<p>Present the COR to the IMC for the issuance of I.D.</p> <ul style="list-style-type: none"> <li>➤ Print Identification Card (ID) for GSS</li> </ul>	2019 (Referring to the Graduate School Handbook)	<p>10 minutes</p>	<p>See table for the Schedule of Fees and Other Charges</p>
Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope					
<b>TOTAL</b>				<b>38 minutes</b>	

		See table for the Schedule of Fees and Other Charges
--	--	--

GOVERNMENT SERVICE: Graduate School Enrolment Procedure (Old Student)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Clearance Academic Program Evaluation (APE) Form (1 original)		Inquire for the requirements needed to enroll at the Graduate School office.	2019 (Referring to the Graduate School Handbook)	5 minutes	None	
		<ul style="list-style-type: none"> <li>➤ Check student's academic evaluation records and clearance compliance.</li> <li>➤ Ensure that the Graduate School Student (GSS) registers on the log Sheet</li> <li>➤ Issue an advising form to GSS and require the GSS to copy the schedule</li> </ul>		5 minutes	None	
				2 minutes	None	
Advising Form (1 original)		Accomplish the Advising Form and submit to the Graduate School Office <ul style="list-style-type: none"> <li>➤ Check and sign the Advising form</li> <li>➤ Advise the GSS to proceed to the Registrar's office</li> </ul>	2019 (Referring to the Graduate School Handbook)	5 minutes 2 minutes	None None	
Certificate of Registration (COR) (1 original)		Present the Approved Advising Form to the University Registrar's Office. <ul style="list-style-type: none"> <li>➤ Encode the courses to be enrolled and print the Certificate of Registration (COR)</li> <li>➤ Advise the GSS to proceed to the Cashier's office for payment</li> </ul>	2019 (Referring to the Graduate School Handbook)	3 minutes	None	
				1 minute	None	

Official Receipt (1 original)		Pay the necessary amount at the Cashiering office. ➤ Receive the payment and issue Official Receipt (OR) for the payment made.	2019 (Referring to the Graduate School Handbook)	2 minutes	See table for the Schedule of Fees and Other Charges
Identification Card (1 original)					
<b>TOTAL</b>				<b>35 minutes</b>	See table for the Schedule of Fees and Other Charges

<b>GOVERNMENT SERVICE: Plagiarism Check</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Manuscript (1 soft copy)		Submit the soft copy of the manuscript to the Graduate School of Studies	2019 (Referring to the Graduate School Handbook)	3 minutes	None
Assessment Slip (1 original )		Pay the necessary fee ➤ Issue an assessment slip ➤ Receive payment ➤ For Undergraduate ➤ For Graduate School	2019 (Referring to the Graduate School Handbook)	4 minutes	PHP 45.00/ page

Official Receipt (1 photocopy)		Submit the Assessment slip and a photocopy of the official receipt (OR) <ul style="list-style-type: none"> <li>➤ Verify the payment made through OR and run the document using the plagiarism test.</li> <li>➤ Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check</li> </ul>	2019 (Referring to the Graduate School Handbook)	1 Day, 3 minutes	None
		Receive issued Certificate of Plagiarism <ul style="list-style-type: none"> <li>➤ Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator</li> </ul>	2019 (Referring to the Graduate School Handbook)	10 minutes	None
<b>TOTAL</b>				1 Day, 21 Minutes	PHP 45.00/ page

<b>GOVERNMENT SERVICE: Comprehensive Examination Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Transcript of Record (2 photocopies)		Apply at the Dean's office for Comprehensive Examination <ul style="list-style-type: none"> <li>➤ Ensure that Graduate School Student registers on the Log Sheet.</li> </ul>	2019 (Referring to the Graduate School Handbook)	2 minutes	None

		<ul style="list-style-type: none"> <li>➤ Evaluate the eligibility of the student to take the Comprehensive Examination and issue an Assessment Slip to the GSS.</li> </ul>		5 minutes	None
Assessment Slip (1 original)		<p>Present the Assessment Slip and pay the necessary amount to the Cashiering Office.</p> <ul style="list-style-type: none"> <li>➤ Issue official receipt (OR) to the GSS.</li> </ul>	2019 (Referring to the Graduate School Handbook)	10 minutes	See table for the Schedule of Fees and other Charges
Official Receipt (1 photocopy)		<p>Present the OR to the Dean of Grad. School</p> <ul style="list-style-type: none"> <li>➤ Record the OR number in the Log Sheet.</li> <li>➤ Inform the student regarding the schedule of the orientation.</li> </ul> <p><i>Note: The orientation will be done three (3) weeks after the enrolment.</i></p>	2019 (Referring to the Graduate School Handbook)	1 minute 1 minute	None None
Letter of Intent (1 original)		<p>Attend the Orientation as scheduled.</p> <ul style="list-style-type: none"> <li>➤ Orient the GSS regarding the policies on taking the CE</li> <li>➤ Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination</li> </ul>	2019 (Referring to the Graduate School Handbook)	1 hour 1 minute	None None
2x2 picture (2 original)		<p>Submit the required documents to the Dean's Office</p> <ul style="list-style-type: none"> <li>➤ Issue an Examination permit after the orientation and ensure that the GSS submits all the requirements.</li> <li>➤ Post a list of examinees before the examination.</li> </ul> <p><i>Note: The Schedule will be posted two (2) weeks after the orientation.</i></p>	2019 (Referring to the Graduate School Handbook)	2 minutes 3 minutes	None None

		If qualified, present valid I.D. and permit to take the examination following the required examination schedule. <ul style="list-style-type: none"> <li>➤ Check the ID and permit of the GSS</li> <li>➤ Give test instructions</li> </ul>	2019 (Referring to the Graduate School Handbook)	5 minutes 10 minutes	None None
<b>TOTAL</b>				1 hour, 35 minutes	None

### COLLEGE OF ARTS AND SCIENCE

<b>GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Chairperson 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None

<b>Total</b>	<b>1 Day, 14 Minutes</b>	<b>None</b>
--------------	--------------------------	-------------

<b>GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration Academic Evaluation Record Adding, Dropping and Changing form CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None
<b>Total</b>				<b>53 Minutes</b>	<b>None</b>

**COLLEGE OF BUSINESS STUDIES**

<b>GOVERNMENT SERVICE: Enrollment Procedure</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Clearance , Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINSO- 004-FO001-RO1)	RA 10 687 (UniFast)	Checks student's academic evaluation records and clearance compliance.  Issue pre-registration and feedback form to students.	University Students Manual (2019)	5 Minutes	None
				2 Minutes	None
Clearance Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum	RA 10687 (UniFast)	Evaluates/reviews and advises the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None
Customers Survey Form (DHVSU-QSP-ADMINSO- 004-FO001-RO1)		Advises the students to drop the feedback forms to designated drop boxes.		1 Minute	None
Clearance Pre-Registration form					
Certificate of Registration	RA 10 687 (UniFast)	Approves the pre-registration forms and forwards the form to the office of the Registrar.	University Students Manual (2019)	2 Minutes	None

	RA 10687 (UniFast)	Encodes the courses to be enrolled and prints the Certificate of Registration  Endorses the printed Certificate of Registration to the Office of the College Dean.	University Students Manual (2019)	8 Hours	None
				8 Hours	None
<b>TOTAL</b>				<b>16 Hours and 20 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	Advise the student as to which subject to add, drop or change  Evaluate and encode the data	University Students Manual (2019)	9 Minutes	None

		Approve the subjects to be added, dropped or changed			
	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
<b>TOTAL</b>				<b>41 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Transferring Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full-faced ID photo with white background.	RA 10 687 (UniFast)	Evaluates and endorses the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2019)	10 Minutes	None

<p>Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full-faced ID photo with white background.</p> <p>Examinations Sheet Examination Results</p> <p>Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)</p>					
	RA 10687 (UniFast)	Admits the transferee and refers to the Guidance and Testing Center for Admissions Examination	University Students Manual (2019)	5 Minutes	None
	RA 10 687 (UniFast)	Administers and checks examination, and issues the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	Issues and receives requirements for enrollment  Issues Customer Survey Form	University Students Manual (2019)	3 Minutes	None

		Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).			
<b>TOTAL</b>				<b>58 Minutes</b>	<b>None</b>

### COLLEGE OF COMPUTING STUDIES

<b>GOVERNMENT SERVICE: Enrollment Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Log Book		Instruct the client to sign in the log book		1 Minute	None
1. Clearance 2. Academic Evaluation/ Certificate of Student's Grades 3. Pre-registration Form 4. Customer Survey Form (DHVSU-QSP-ADMINSO- 004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check Student's Academic Evaluation records and clearance compliance.	University Students Manual (2019)	4 Minutes	None



<b>TOTAL</b>	<b>16 Hours and 20 Minutes</b>	<b>None</b>
--------------	--------------------------------	-------------

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Certificate of Registration (1 original) 2. Academic Evaluation Record (1 original) 3. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
1. Log Book		Instruct the client to sign in the log book		1 Minute	None
1. Adding, Dropping, Changing Form (1 original) 2. Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form and Customers Survey Form to students	University Students Manual (2019)	1 Minute	None
1. Adding, Dropping, Changing Form (1 original) 2. Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed  Advise the student to drop the Customer Survey Form to the designated drop box	University Students Manual (2019)	3 Minutes  1 Minute	None  None

1. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Approve the subjects to be added, dropped or changed	University Students Manual (2019)	4 Minutes	None
1. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
<b>TOTAL</b>				<b>41 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Transferring Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Log Book		Instruct the client to sign in the log book		1 Minute	None

<ol style="list-style-type: none"> <li>1. Official Transfer of Credentials (Honorable Dismissal)</li> <li>2. Copy of Grades and credits earned in other schools</li> <li>3. Certificate of Good Moral</li> <li>4. PSA Birth Certificate and Marriage Certificate if married</li> <li>5. 2 copies of 2x2 pictures, full- faced ID photo with white background</li> </ol>	<p>RA 10 687 (UniFast)</p>	<p>Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.</p>	<p>University Students Manual (2019)</p>	<p>10 Minutes</p>	<p>None</p>
<ol style="list-style-type: none"> <li>1. Official Transfer of Credentials (Honorable Dismissal)</li> <li>2. Copy of Grades and credits earned in other schools</li> <li>3. Certificate of Good Moral</li> <li>4. PSA Birth Certificate and Marriage Certificate if married</li> <li>5. 2 copies of 2x2 pictures, full- faced ID photo with white background</li> </ol>	<p>RA 10687 (UniFast)</p>	<p>Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination</p>	<p>University Students Manual (2019)</p>	<p>2 Minutes</p>	<p>None</p>
<ol style="list-style-type: none"> <li>1. Examinations Sheet</li> <li>2. Examination Results</li> </ol>	<p>RA 10 687 (UniFast)</p>	<p>Administer and check examination, and issue the results</p>	<p>University Students Manual (2019)</p>	<p>40 Minutes</p>	<p>None</p>

1. Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Issues Customer Survey Form	University Students Manual (2019)	3 Minutes	None
1. Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box	University Students Manual (2019)	2 Minutes	None
<b>TOTAL</b>				<b>58 Minutes</b>	<b>None</b>

**COLLEGE OF EDUCATION**

<b>GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Chairperson 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None
<b>Total</b>				<b>1 Day, 14 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration	RA 10687 (A Comprehensive and Unified Student	1. Submit the required documents for evaluation	University Students Manual (2019)	53 Minutes	None

Academic Evaluation Record Adding, Dropping and Changing form CSS Form	Financial Assistance System for Tertiary Education-UniFast)	2. Fill out the Customer Satisfaction Survey Form			
<b>Total</b>				<b>53 Minutes</b>	<b>None</b>

### COLLEGE OF ENGINEERING AND ARCHITECTURE

GOVERNMENT SERVICE: Enrollment Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance, Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check student's academic evaluation records and clearance compliance.	University Students Manual (2022)	5 Minutes	None
		Issue pre-registration and feedback form to students.		2 Minutes	None
Clearance					

Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum	RA 10687 (UniFast)	Evaluate/review and advise the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None
		Advise the students to drop the feedback forms to designated drop boxes.		1 Minute	None
Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)					
Clearance Pre-Registration form					
Certificate of Registration	RA 10 687 (UniFast)	Approve the pre-registration form and forward the form to the office of the University Registrar.	University Students Manual (2022)	2 Minutes	None
	RA 10687 (UniFast)	Encode the courses to be enrolled and print the Certificate of Registration	University Students Manual (2022)	8 Hours	None
		Endorse the printed Certificate of Registration to the Office of the Dean.		8 Hours	None
<b>TOTAL</b>				<b>16 Hours and 20 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2022)	1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2022)	1 Minute	None
	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed  Approve the subjects to be added, dropped or changed	University Students Manual (2022)	5 Minutes  4 Minutes	None  None
	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2022)	30 Minutes	None
<b>TOTAL</b>				<b>41 Minutes</b>	<b>None</b>

**GOVERNMENT SERVICE: Transferring Procedure**

SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full-faced ID photo with white background.	RA 10 687 (UniFast)	Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2022)	10 Minutes	None	
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full-faced ID photo with white background.	RA 10687 (UniFast)	Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination	University Students Manual (2022)	2 Minutes	None	

Examinations Sheet Examination Results						
	Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Administer and check examination, and issue the results	University Students Manual (2022)	40 Minutes	None
		RA 10 687 (UniFast)	Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).  Receive the documents and advise the student to drop the customer survey form at the designated drop box	University Students Manual (2022)	3 Minutes  3 Minutes	None  None
<b>TOTAL</b>					<b>58 Minutes</b>	<b>None</b>

**COLLEGE OF HOTEL AND TOURISM MANAGEMENT**

<b>GOVERNMENT SERVICE:</b> Enrolment Procedure						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			

Clearance ( 1 original), Academic Evaluation (1 original), Pre-registration Form (1 original), Customer Survey and Form (1 original)	RA 10 687 (UniFast)	1. Secure a pre-registration and feedback form at the Dean's Office	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation	University Students Manual (2019)	10 Minutes	None
	RA 10687 (UniFast)	3. Submit the evaluated forms to the College Dean for approval	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	4. Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	University Students Manual (2019)	1 Day	None
	RA 10 687 (UniFast)	4. Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>1Day, 17 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (1 original), Academic Evaluation Record (1	RA 10 687 (UniFast)	1. Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None

original), and Adding, Dropping, Changing Form (1 original)					
	RA 10687 (UniFast)	2.Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	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	University Students Manual (2019)	9 Minutes	None
	RA 10 687 (UniFast)	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>44 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Transferring Procedure</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>			<b>LIST OF STEPS AND PROCEDURES</b>			
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>	<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>	
Official Transfer of Credentials (1 original, 1	RA 10 687 (UniFast)	1. Evaluate and endorse the transferee	University Students Manual (2019)	10 Minutes	None	

photocopy), Copy of Grades and credits earned in other schools (1 original, 1 photocopy), Certificate of Good Moral (1 original, 1 photocopy), Birth Certificate (1 original, 1 photocopy), and 1 Valid ID					
	RA 10687 (UniFast)	2. Schedule an entrance exam for the transferee	University Students Manual (2019)	2 Minutes	None
	RA 10 687 (UniFast)	3.Administer the examination, check and issue the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>45 Minutes</b>	<b>None</b>

### COLLEGE OF INDUSTRIAL TECHNOLOGY

<b>GOVERNMENT SERVICE:</b> Enrollment Procedure					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Clearance, Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check student's academic evaluation records and clearance compliance.	University Students Manual (2019)	5 Minutes	None
		Issue pre-registration and feedback form to students.		2 Minutes	None

<p>Clearance Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum</p> <p>Customers Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)</p> <p>Clearance Pre-Registration form</p> <p>Certificate of Registration</p>					
	RA 10687 (UniFast)	Evaluate/review and advise the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None
		Advise the students to drop the feedback forms to designated drop boxes.		1 Minute	None
	RA 10 687 (UniFast)	Approve the pre-registration form and forward the form to the Office of the University Registrar.	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	Encode the courses to be enrolled and print the Certificate of Registration	University Students Manual (2019)	8 Hours	None
		Endorse the printed Certificate of Registration to the Office of the College Dean.		8 Hours	None

<b>TOTAL</b>	<b>16 Hours and 20 Minutes</b>	<b>None</b>
--------------	--------------------------------	-------------

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record		1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed  Approve the subjects to be added, dropped or changed	University Students Manual (2019)	5 Minutes  4 Minutes	None  None
	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
<b>TOTAL</b>				<b>41 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Transferring Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full-faced ID photo with white background.	RA 10 687 (UniFast)	Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2019)	10 Minutes	None
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married	RA 10687 (UniFast)	Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination	University Students Manual (2019)	2 Minutes	None

2 copies of 2x2 pictures, full-faced ID photo with white background.					
Examinations Sheet Examination Results					
Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Administer and check examination, and issue the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).  Receive the documents and advise the student to drop the customer survey form at the designated drop box	University Students Manual (2019)	3 Minutes	None
				3 Minutes	None
<b>TOTAL</b>				<b>58 Minutes</b>	<b>None</b>

**COLLEGE OF SOCIAL SCIENCE AND PHILOSOPHY**

<b>GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Clearance, Academic Evaluation/ Certificate of Student's Grades, Pre- registration Form, Customer Survey Form (DHVSU-QSP-ADMINSO- 004-FQ001-RO1)	RA 10687 (UniFast)	Receive and Check students' academic evaluation records and clearance compliance.  Issue pre- registration and feedback form to students	University Students Manual (2019)	5 Minutes	None
Clearance  Academic evaluation/ Certificate of Student's Grades  Pre- Registration Form Curriculum	RA 10687 (UniFast)	Evaluate/review and advise the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None
Customers Survey Form (DHVSU-QSP- ADMINSO-004- FO001- RO1)		Advise the students to drop the feedback forms to designated drop boxes.		1 Minute	None
Clearance Pre-Registration form	RA 10 687 (UniFast)		University Students Manual (2019)	2 Minutes	None
Certificate of Registration	RA 10687 (UniFast)	Encode the courses to be enrolled and print the Certificate of Registration		8 Hours	None
		Endorse the printed Certificate of Registration to the Office of the College Dean	University Students Manual (2019)	8 Hours	None

<b>Total</b>	<b>16 Hours, 28 Minutes</b>	<b>None</b>
--------------	-----------------------------	-------------

**GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration Academic Evaluation Record	RA 10687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed	University Students Manual (2019)	5 Minutes	None
	RA 10687 (UniFast)	Approve the subjects to be added, dropped or changed	University Students Manual (2019)	4 Minutes	None
	RA 10687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None

<b>Total</b>	<b>41 Minutes</b>	<b>None</b>
--------------	-------------------	-------------

**Transferring Procedure**

<b>GOVERNMENT SERVICE: Transferring Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.  Official Transfer of Credentials (Honorable Dismissal,	RA 10 687 (UniFast)	Evaluate and endorse the transfereeto the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved,shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2019)	10 Minutes	None

	RA 10687 (UniFast)	Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination	University Students Manual (2019)	2 Minutes	None
--	-----------------------	--	-----------------------------------	-----------	------

Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced IDphoto with white background.  Examinations Sheet					
	RA 10 687 (UniFast)	Administer and check examination, and issue the results	University Students Manual (2019)	40 Minutes	None

Examination Results  Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).  Receive the documents and advise the student to drop the customer survey form at the designated drop box	University Students Manual (2019)	3 Minutes	None
				3 Minutes	None
<b>TOTAL</b>				<b>58 Minutes</b>	<b>None</b>

### DHVSU APALIT CAMPUS

GOVERNMENT SERVICE: Request for the Utilization of the University Gymnasium						
SERVICE INFORMATION This describes the process of borrowing the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium)						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Identification Card	For Identification of borrowing party	Ascertain the identity of the borrowing party	Student Manual	5 Minutes	None	
University Reservation Form	For proper Documentation	Submit accomplished University Reservation Form and secure approval (one copy of the approved form will be retained at the OSD	Student Manual	5 Minutes	None	

Approved University Reservation Form	For proper coordination	Log approved activity and schedule at the OSD Office	Student Manual	5 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

**DHVSU CANDABA CAMPUS**

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>TOTAL</b>					

**DHVSU LUBAO CAMPUS**

<b>GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Coordinator 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None
<b>Total</b>				<b>1 Day, 14 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration Academic Evaluation Record	RA 10687 (A Comprehensive and Unified Student Financial Assistance)	1. Submit the required documents for evaluation	University Students Manual (2019)	53 Minutes	None

Adding, Dropping and Changing form CSS Form	System for Tertiary Education-UniFast)	2. Fill out the Customer Satisfaction Survey Form			
<b>Total</b>				<b>53 Minutes</b>	<b>None</b>

### DHVSU MEXICO CAMPUS

<b>GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Coordinator 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 13 Minutes	None
<b>Total</b>				<b>1 Day, 13 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration Academic Evaluation Record Adding, Dropping and Changing form CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None
<b>Total</b>				<b>53 Minutes</b>	<b>None</b>

**DHVSU PORAC CAMPUS**

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<b>TOTAL</b>					

**DHVSU STO TOMAS CAMPUS**

<b>GOVERNMENT SERVICE: Enrolment Procedure</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Clearance ( 1 original), Academic Evaluation (1 original), Pre-registration Form (1 original), Customer Survey and Form (1 original)	RA 10 687 (UniFast)	1. Secure a pre-registration and feedback form at the Campus Director's Office	University Students Manual (2019)	2 Minutes	None	
	RA 10687 (UniFast)	2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation	University Students Manual (2019)	10 Minutes	None	

	RA 10 687 (UniFast)	3.Submit the evaluated forms to the Campus Director for approval	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	4.Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	University Students Manual (2019)	1 Day	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>1Day, 17 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	2.Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	3.1 Advise the student as to which subject to add, drop or change	University Students Manual (2019)	9 Minutes	None

		3.2 Evaluate and encode the data			
		3.3 Approve the subjects to be added, dropped or changed			
	RA 10 687 (UniFast)	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
	RA 10 687 (UniFast)	4. Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>44 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Transferring Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Official Transfer of Credentials (1 original, 1 photocopy), Copy of Grades and credits earned in other schools (1 original, 1 photocopy), Certificate of Good Moral (1 original, 1 photocopy), Birth Certificate (1 original, 1 photocopy), and 1 Valid ID	RA 10 687 (UniFast)	1. Evaluate and endorse the transferee	University Students Manual (2019)	10 Minutes	None
	RA 10687 (UniFast)	2. Schedule an entrance exam for the transferee	University Students Manual (2019)	2 Minutes	None
	RA 10 687 (UniFast)	3. Administer the examination, check and issue the results	University Students Manual (2019)	40 Minutes	None

	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>45 Minutes</b>	<b>None</b>

### ACCOUNTING OFFICE

<b>GOVERNMENT SERVICE: Issuance of Certificate of Payment for Graduation Fee</b>					
<b>SERVICE INFORMATION:</b> This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	R.A. 10931  BoR Reso No. 73, S.2017	Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	
		Present OR at the Accounting Office		1 minute	
<b>TOTAL</b>				<b>3 minutes</b>	<b>P50</b>

<b>GOVERNMENT SERVICE: Issuance of Clearance (for Students with Outstanding Balance)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Inquire for verification of outstanding balance at the Accounting Office	Student Manual/Handbook	1 minute	None  See Table for Schedule of Fees and Other Charges
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	
		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
<b>TOTAL</b>				<b>4 minutes</b>	<b>See Table for Schedule of Fees and Other Charges</b>

<b>GOVERNMENT SERVICE: Issuance of Clearance (for Students without Outstanding Balance)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Clearance at the Accounting Office.	Student Manual/Handbook	1 minute	None

		Receive the Clearance from the Accounting Office.		1 minute	
<b>TOTAL</b>				<b>2 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Clearance (2nd Copy)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Present ID and request for 2nd Copy of Clearance at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	
		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
<b>TOTAL</b>				<b>4 minutes</b>	<b>P50</b>

<b>GOVERNMENT SERVICE Issuance of Statement of Account (SOA)</b>					
<b>SERVICE INFORMATION:</b> Issuance of statement of account to students as a requirement for scholarship and other general purposes					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Statement of Account at the Accounting Office.	Student Manual/Handbook	2 minutes	None	
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		2 minutes		P50
Documentary Stamp (1 piece)		Present Official Receipt for the payment made to the Accounting Office		2 minutes		
		Wait for the issuance of SOA from the Accounting Office.		2 minutes		
<b>TOTAL</b>				<b>8 minutes</b>	<b>P50</b>	

**ADMINISTRATIVE SERVICES OFFICE – HUMAN RESOURCES**  
Internal Service

<b>GOVERNMENT SERVICE: EMPLOYMENT VERIFICATION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter of Consent from the DHVSU employee being verified (1 original)	R.A.10173 "Data Privacy Act of 2012" - An act protecting individual personal information in	1. Conduct Employment Verification and submit the original copy of the Letter of Consent of the personnel being verified to the HR.		12 Minutes	None

	information and communications systems in the government and the private sector, creating for this purpose a national privacy commission, and for other purposes	2. If walk-in, register into the Logbook for ADMINISO Transactions and proceed to employment verification at the HR.		15 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated drop box.	ARTA - R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>30 Minutes</b>	<b>None</b>

### External Service

<b>GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Government Issued ID (1 original)		1. Secure and accomplish Certificate of Employment Request Form at the HR.		3 Minutes	None
2. COE Request Form (1 original)		2. Register at the Logbook for COE at HR.		2 Minutes	None
		3. Wait for the issuance of the COE at HR.	- DOLE Labor Advisory No. 06 Series 2020 - Section III Issuance of	3 Minutes	None

			Certificate of Employment - Book V: Labor Relations - Rule XIV, Section 10: Certification of Employment - R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees - Rule IV, Section 3 Transparency of Transactions and Access to Information - R.A. 11032 - EODB Law - R.A.10173 “ Data Privacy Act of 2012”		
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 “Ease of Doing Business”	2 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: ISSUANCE OF SERVICE RECORD			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Government Issued ID (1 original)		1. Secure and submit the accomplished Service Request Form at the HR.		2 Minutes	None
2. Service Record Request Form (1 original)		2. Register at the Logbook for Service Record at HR.		2 Minutes	None
		3. Wait for the issuance of the Service Record at HR.	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees - Rule IV, Section 3 Transparency of Transactions and Access to Information  R.A. 11032 - EODB Law  R.A.10173 "Data Privacy Act of 2012"	3 Minutes	None
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: ISSUANCE OF UNIVERSITY ISSUED IDENTIFICATION CARD (NEW)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. ID Request Form (1 Original)		1. Secure and accomplish ID Request Form at the ADMINISO.		15 Minutes	None
		2. Present the approved ID Request Form to the Internet Multimedia Center (IMC) office and wait for the ID issuance.	Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032 - Rule VII, Section 8 - Identification Card	15 Minutes	None
		3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 "Ease of Doing Business"	2 Minutes	None
<b>TOTAL</b>				<b>32 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: ISSUANCE OF UNIVERSITY ISSUED IDENTIFICATION CARD (REPLACEMENT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. I.D. Request Form (1 original)		1. Secure and accomplish ID Request Form at the ADMINISO.		15 Minutes	None
2. Affidavit of Loss for lost ID (1 original)		2. Present the approved ID Request Form to the Internet Multimedia Center (IMC) office and wait for the ID issuance	Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032 - Rule VII, Section 8 - Identification Card	15 Minutes	None
		3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 "Ease of Doing Business"	2 Minutes	None
<b>TOTAL</b>			<b>32 Minutes</b>	<b>None</b>	

GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

<p>1. Accomplished Application for Leave Form/CSC Form 6 (2 original)</p>	<p>1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR</p>	<p>1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>10 Minutes</p>	<p>None</p>
<p>2. Medical Certificate (1 original) <i>-for 6 days and beyond leave of absence</i></p>	<p>1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application</p>		<p>15 Minutes</p>	<p>None</p>
<p>3. Duly signed Clearance Form (3 original) <i>-for 30 days leave of absence</i></p>	<p>1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section</p>	<p>3. Forward the CSC Form 6 to the Immediate Superior</p>		<p>1 Hour</p>	<p>None</p>
		<p>4. Forward the CSC Form 6 to the HRM</p>		<p>3 Minutes</p>	<p>None</p>
		<p>5. Wait for the approval of the application for leave</p>		<p>9 Minutes</p>	<p>None</p>

	60: Leave of Absence	6. Accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>1 Hour, 40 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR MONETIZATION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Accomplished Application for Leave Form/CSC Form 6 (2 original)	1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules on Leave (CSC MC No. 41, Series 1998)	1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR	1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence	10 Minutes	None
2. Approved Request Letter for Monetization by the University President (1 original) -for 10 days and beyond	Section 22: Monetization of leave credits Section 23: Monetization of 50% of vacation/sick leave credits	2. Register at the Logbook for ADMINISO Transactions while waiting for the verified application		15 Minutes	None
		3. Forward the CSC Form 6 to the Immediate Superior		15 Minutes	None
		4. Forward the signed CSC Form 6 to the HRM		3 Minutes	None

	Section 24: Computation of Leave Monetization	5. Wait for the approval of the application for monetization		9 Minutes	None
		6. Accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>55 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR RETIREMENT</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Signed Letter of Intent to Retire addressed to the University President (1 Original, 3 photocopies)	1. R.A. 8291 - GSIS Act of 1997 2. RA. 6683 - "an act providing benefits for early retirement and voluntary separation from the government service, as well as involuntary separation of civil service officers"	1. Register at the Logbook for ADMINISO Transaction.		2 Minutes	None
2. Approval Letter from the University President (1 Original, 3 photocopies)		2. Transact with the HRMO and inform them his/her intent to retire.		15 Minutes	None
3. Duly Signed Application for Retirement Form (4 original)		3. Submit the signed Letter of Intent to the HRMO.		10 Minutes	None

4. Duly Signed Certificate of No Administrative Case (4 original)	and employees pursuant to various executive orders authorizing government reorganization after the ratification of the 1987 constitution appropriating funds therefor, and for other purposes”	4. Wait for the approval of the letter from the university president.		10 Minutes	None
5. Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)		5. Accomplish and sign the GSIS Application Form for Retirement and submit to the HR.		1 Hour, 55 Minutes	None
6. Signed Service Record (4 original)		6. While waiting for the GSIS response, accomplish the Customer Survey Form and drop to the designated box.	ARTA - R.A. 11032 “Ease of Doing Business”	3 Minutes	None
7. Clearance Form (3 original)					
8. Accomplished CSC Form 6 (3 original)					
9. 2X2 Picture with white background (3 original)					
<b>TOTAL</b>				<b>2 Hours, 35 Minutes</b>	<b>None</b>

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

<b>GOVERNMENT SERVICE: APPROVAL OF PAG-IBIG LOAN APPLICATIONS</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Two (2) Government Issued IDs (2 Photocopies back and front)	Any ID issuing government agency	1. Inquire on specific Loan Application	R.A 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	5 Minutes	None
2. Loan Application Form (1 Original)	-Pagibig Website – Pagibig Loan Form -CBOO Unit - ADMINISO, 2nd Floor Administrative Bldg	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 Card		10 Minutes	None
3. ATM card or Loyalty Card (1 Photocopy)	-Landbank -Pagibig	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 Minutes	None

		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	
<b>TOTAL</b>				<b>21 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: APPROVAL OF GSIS LOAN APPLICATIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. UMID Card	GSIS	1. Apply loan through GSIS Kiosk using GSIS UMID Card or apply through online	R.A 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	3 Minutes	None
		2. Proceed to the CBOO Unit – ADMINISO for the approval of loan application	R.A. 8921 – GSIS Act of 1997	7 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
<b>TOTAL</b>				<b>13 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF PAYMENT - REMITTANCES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Government issued ID (1 Original)		1. Fill out the Request Form		30 Minutes	None
		2. Wait for the issuance of Certificate of Payment	R.A.10173 “ Data Privacy Act of 2012”	12 Minutes	None

			R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees		
		3. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
<b>TOTAL</b>				<b>45 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: ISSUANCE OF BIR FORM 2307					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Government issued ID (1 original)		1. Fill out the Request Form	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	1 Minute	None
		2. Wait for the issuance of the request at the CBOO Unit - ADMINISO.	R.A. 11032 "Ease of Doing Business"	11 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated	ARTA – R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: ISSUANCE OF BIR FORM 2316</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Government issued ID (1 original)		1. Fill out the Request Form	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	1 Minute	None
		2. Wait for the issuance of the request at the CBOO Unit - ADMINISO.	R.A. 11032 "Ease of Doing Business"	11 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated	ARTA – R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: ISSUANCE OF DAILY TIME RECORD FOR ATTENDANCE MONITORING</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Government issued ID (1 original)		1. Request for DTR and register at the Logbook for ADMINISO Transactions at the HR	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	2 Minutes	None
2. Memorandum / Approved Letter -basis for justification		1. Submit the accomplished DTR Request Form to the ADMINISO.		5 Minutes	None
		2. Check the printed DTR for possible corrections		5 Minutes	None
		3. Sign the DTR, have it verified through the signature of the Immediate Superior and submit to the HR.		25 Minutes	None
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>40 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: ISSUANCE OF PAYSLIP</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Government issued ID (1 original)		1. Fill out the Request Form	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	3 Minutes	None
		2. Submit the accomplished Request Form at the CBOO Unit ADMINISO.		9 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 "Ease of Doing Business"	3 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: REQUEST FOR GROSS PAY/NET PAY</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Government issued ID (1 original)		1. Fill out the Request Form	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	12 Minutes	None
		1. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

## ADMINISTRATIVE SERVICES OFFICE – MOTOR POOL

### Internal Service

GOVERNMENT SERVICE: VEHICLE SERVICES PROCESS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
2. Approved Travel Memo (1 photocopy)	Administrative Order No. 239, s. 2008 Prohibiting the	4. Request for vehicle and register at the Logbook of Motor pool.		88 Minutes	None

3. Approved Vehicle Request Form (1 original) 4. Trip Ticket (3 original)	use of government vehicles for purposes other than official business, and for other purposes. Section 3	5. Secure confirmation of the availability of the request for vehicle.		10 Minutes	None
		6. Coordinate with the university driver on the scheduled trip.		27 Minutes	None
		7. Accomplish the Customer Survey Form and drop to the designated box		3 Minutes	
<b>TOTAL</b>				<b>2 Hours, 13 Minutes</b>	<b>None</b>

**ADMINISTRATIVE SERVICES OFFICE – SUPPLY AND PROPERTY OFFICE (SPO)**

**Internal Services**

<b>GOVERNMENT SERVICE: REQUEST FOR GROSS PAY</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		
Approved PPMP (1 original)	Government Accounting Manual (GAM)	Request for the issuance of office supplies/ other supplies and materials/ equipment at the SPO and register at the logbook.		20 Minutes	None
Approved Request Letter (1 original)	Government Accounting Manual (GAM)	Secure RIS and/or PAR		7 Minutes	None

Approved Purchase Request Form (1 original)	Government Accounting Manual (GAM)	Check and receive the requested office supplies/ other supplies and materials/ equipment.		10 Minutes	None
Requisition and Issue Slip (RIS) for office supplies and other supplies and materials (1 original)	Government Accounting Manual (GAM)	Accomplish the Customer Survey Form and drop to the designated drop box.		3 Minutes	None
Property Acknowledgement Receipt (PAR) for equipment (1 original)	Government Accounting Manual (GAM)				
<b>TOTAL</b>				<b>40 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: REQUEST FOR GROSS PAY</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Approved Request Letter for the Repair and Maintenance of Machinery and Equipment (1 original)	Government Accounting Manual (GAM)	Submit approved Request for the Repair of Machinery/Equipment at the SPO and register at the logbook.		20 Minutes	None
2. Certificate of Acceptance of Repair Job and Inspection & Acceptance Report (1 original)	Government Accounting Manual (GAM)	2. Secure copy of the Certificate of Acceptance of Repair Job and Inspection & Acceptance Report		10 Minutes	None
		Accomplish the Customer Survey Form and drop to the designated drop box.		3 Minutes	None

<b>TOTAL</b>	<b>33 Minutes</b>	<b>None</b>
--------------	-------------------	-------------

## ADMISSION OFFICE

A. GOVERNMENT SERVICE : Application Procedure - General Admission					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>● DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>● Senior High School (SHS) Report Card or Form 138 (for 1<sup>st</sup> Year applicant)</li> <li>● Junior High School Report Card ( for Senior High School applicant)</li> <li>● Grade 6 Report Card (for Junior High School applicant)</li> <li>● PSA Birth Certificate</li> </ul>		<p style="text-align: center;"><b>Student Applicant</b></p> <ul style="list-style-type: none"> <li>● Downloads application form from the DHVSU website (<a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a>)</li> <li>● Fills out personal information and upload all pertinent application documents (PDF Format) to DHVSU Admission portal (<a href="https://sms.dhvsu.edu.ph/">https://sms.dhvsu.edu.ph/</a>)</li> </ul> <p><i>Note: Walk-in applicants will proceed to designated kiosk for online application.</i></p>		<p style="text-align: center;">varied</p> <p style="text-align: center;">varied</p>	<p><b>Php 300</b></p> <p><b>(Students qualified under RA 10931 are exempted in paying the UAT fee)</b></p>

<ul style="list-style-type: none"> <li>• PSA Marriage Contract (for married applicant)</li> <li>• Good Moral Certificate</li> <li>• Transcript of Records (Graduate School Applicants)</li> </ul> <p>Recommendation letters (for Graduate School Applicant)</p> <ul style="list-style-type: none"> <li>• DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>• Senior High School (SHS) Report Card or Form 138 (for 1<sup>st</sup> Year applicant)</li> <li>• Junior High School Report Card ( for Senior High School applicant)</li> <li>• Grade 6 Report Card (for Junior High School applicant)</li> <li>• PSA Birth Certificate</li> </ul>	<p>Policies and Guidelines for Student Affairs and Services</p>	<p style="text-align: center;"><b>Admission Staff/Evaluator</b></p> <ul style="list-style-type: none"> <li>• Verifies / checks all uploaded documents of student-applicant including grade requirement for the program in the admission portal.</li> <li>• Acknowledge the receipt of application form and documents and accepts qualified student applicant in the Online Admission Portal (based on uploaded documents) and sends Customer Satisfaction Survey Form via admissions portal.</li> <li>• Endorses student applicant for University Test Schedule</li> </ul>		<p style="text-align: center;">2 Minutes</p> <p style="text-align: center;">1 Minute</p> <p style="text-align: center;">1 Minute</p> <p style="text-align: center;">5 Minutes</p>	
---	---	--	--	--	--

<ul style="list-style-type: none"> <li>● PSA Marriage Contract (for married applicant)</li> <li>● Good Moral Certificate</li> <li>● Transcript of Records (Graduate School Applicants)</li> <li>● Recommendation letters (for Graduate School Applicant)</li> <li>● Certificate of Grade Point</li> <li>● Customer Satisfaction Survey</li> <li>● Application Form (DHVSU-QSP-ADSO-001-FO001-R00) (with note: For profiling)</li> <li>● List of Applicants</li> </ul>		<ul style="list-style-type: none"> <li>● Endorses list of students for interview to the Dean of the School of Law (For Law School Applicants )</li> <li>● Endorses successful applicant for University enrolment (based on ranking) <ul style="list-style-type: none"> <li>- LHS</li> <li>- SHS</li> <li>- Undergraduate Program</li> <li>- Graduate School</li> <li>- School of Law</li> </ul> </li> </ul> <p>(qualified student applicants will be notified via submitted email address)</p>		1 Minute	
<b>TOTAL 10 Minutes . + 5 minutes for the School of Law applicants</b>					

**B. GOVERNMENT SERVICE : Application Procedure - Shifting**

**SERVICE INFORMATION**

<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		
-----------------------------	-------------------------------------	--	--

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>● DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>● DHVSU Permit to Shift form (DHVSU-QSP-ADSO-002-FO001-R00)</li> <li>● Copy of Grades</li> <li>● Fully accomplished Clearance (Academic and financial obligations)</li> <li>● Copy of Grades</li> <li>● Fully accomplished Clearance (Academic and financial obligations)</li> <li>● Student Manual (retention and promotion policy)</li> <li>● Accomplished Shifting Form (DHVSU-QSP-ADSO-002-FO001-R00)</li> </ul>	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p><b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p style="text-align: center;"><b>Student Applicant</b></p> <ul style="list-style-type: none"> <li>● Downloads application form and permit to shift form from the DHVSU website (<a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a>)</li> <li>● Fills out personal information and upload all pertinent application documents (PDF Format) to DHVSU Admission portal (<a href="https://sms.dhvsu.edu.ph/">https://sms.dhvsu.edu.ph/</a>)</li> </ul> <p style="text-align: center;"><b>Admission Staff-Evaluator</b></p> <ul style="list-style-type: none"> <li>● Verifies / checks all uploaded documents of student-applicant including grade requirement for the program in the admission portal.</li> <li>● Acknowledge the receipt of application form and documents of student applicants and send Customer</li> </ul>	<p>Student Manual 2019 Edition</p> <p>DHVSU-QSP-ADSO-002 Application Procedure - Shifting March 27, 2019 Revised November 27, 2019 Revised June 21, 2021</p>	<p>varied</p> <p>varied</p> <p>2 Minutes</p> <p>1 Minute</p>	<p><b>NONE</b></p>

<ul style="list-style-type: none"> <li>• Duly accomplished application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>• Customer Satisfaction Survey Form</li> <li>• Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) and Copy of grades</li> </ul>		<p>Satisfaction Survey Form via admissions portal.</p> <ul style="list-style-type: none"> <li>• Accepts qualified student applicant in the admission portal (based on submitted application documents)</li> <li>• Print shifting documents and endorse to receiving department for final approval and advising</li> <li>• Endorse approve shifting applications via online admission portal and send Customer Satisfaction Survey Form via Admissions Portal.</li> <li>• Endorses approved advising form to the Office of the University Registrar for processing of enrolment (once approved by the Dean of the College)</li> </ul>		<p>1 Minute</p> <p>5 Minutes</p> <p>1 Minute</p> <p>5 Minutes</p>	
<b>TOTAL</b>			<b>15 minutes</b>		

**C. GOVERNMENT SERVICE : Application Procedure - Transferee**

SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>● DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>● Honorable Dismissal</li> <li>● Copy of Grades</li> <li>● Good Moral Certificate</li> <li>● PSA Birth Certificate</li> </ul> <ul style="list-style-type: none"> <li>● DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00)</li> <li>● Honorable Dismissal</li> <li>● Copy of Grades</li> <li>● Good Moral Certificate</li> <li>● PSA Birth Certificate</li> </ul>	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p><b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p style="text-align: center;"><b>Student Applicant</b></p> <ul style="list-style-type: none"> <li>● Downloads application form from the DHVSU website (<a href="http://www.dhvsu.edu.ph">www.dhvsu.edu.ph</a>)</li> <li>● Fills out personal information and upload all pertinent application documents (PDF Format) to DHVSU Admission portal (<a href="https://sms.dhvsu.edu.ph/">https://sms.dhvsu.edu.ph/</a>)</li> </ul> <p style="text-align: center;"><b>Admission Staff-Evaluator</b></p> <ul style="list-style-type: none"> <li>● Verifies / checks all uploaded documents of student-applicant including grade requirement for the program in the admission portal.</li> <li>● Accepts qualified student applicant in the admission portal (based on submitted application documents) and endorses for examination</li> <li>● Print application documents (application form and Transcript of records) Endorse student applicant to the desired</li> </ul>	<p>Student Manual 2019 Edition</p> <p>DHVSU-QSP-ADSO-003 Application Procedure - Transferee March 27, 2019 Revised November 27, 2019 Revised June 21, 2021</p>	<p>Varied</p> <p>Varied</p> <p>2 Minutes</p> <p>1 Minute</p> <p>1 Minute</p> <p>2 Minutes</p>	<p style="text-align: center;"><b>NONE</b></p>

<ul style="list-style-type: none"> <li>List of Students</li> </ul>		<p>department for final approval of transferring application</p> <ul style="list-style-type: none"> <li>Verifies student's qualification based on the UAT result with respect to admissions and retention requirements of the college</li> <li>Print application form and transcript of records and endorse student applicant to the receiving department for final approval of transferring application</li> <li>Endorses student for enrolment via online admission portal (once approved by the Dean of the College)</li> <li>Forward approved advising slip (issued by the College) to the Office of the Universit for processing of enrolment Registrar</li> </ul>		<p>5 Minutes</p> <p>1 Minute</p> <p>5 Minutes</p>	
<b>TOTAL</b>		<b>16 Minutes</b>			

**AUXILIARY SERVICES OFFICE**

<b>GOVERNMENT SERVICE: Application for Stall Rental</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Intent Letter (addressed to the University President)	For Identification of those prospective stall lessee	Prospective lessee will inquire for availability of the stalls Writes an intent letter and submit to the Office of the University President	Student Manual	5 minutes	None
Application Form for Lease	For Evaluation of prospective Stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Application Form for Contract of Lease	For qualified prospective stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Official Receipt issued by the university cashier stating the 2 months deposit and 1 month advance payment made by the qualified stall lessee		Qualified stall lessee secure the letter to the office of auxiliary services stating that the office officially allows the qualified lessee to open an account with the university and proceed to the university accounting office for verification and pay the required deposit and advance payment to the university cashier. Provide the office of auxiliary services a copy of the official receipt issued by the university cashier.	Student Manual	Total of 30 minutes	Snack and Lunch with stall 4m x2.85 m – ₱5,000.00 main campus ₱4,000.00 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 2 m ₱3,000.00 main campus ₱2,000.00

					satellite campus; Loading Station Stall 2.5m x 2 ₱1,500.00; Photocopying Machine Only ₱2,000/ machine main campus ₱1,500.00/ machine satellite campus; Photocopying Machine with stall 2.5 m x 2 ₱2,000.00/machine plus ₱1,000.00 (stall) main campus ₱1,500.00/machine plus ₱800.00 (stall) satellite campus; Booth (for university events) ₱1000.00/per day main campus ₱800.00/per day satellite campus
Documents needed; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist, Stall tenant and employee ID application Form		Fill out and submit all the required documents to the office of auxiliary.	Student Manual	30 minutes	None
Contract of Lease		Qualified lessee will sign the Contract of Lease	Student manual	5 minutes	None

<b>TOTAL</b>	130 minutes	Total amount will vary depending on the type of stall the lessee applied for
--------------	-------------	--

<b>GOVERNMENT SERVICE: Application for DHVSU Venue Reservation</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
University Venue Reservation Form	To check availability schedule of the venues and pencil booked the venue for a maximum of 2 days	The client checks the availability of the venue  The client must secure and submits the University Venue Reservation Form	Student manual	20 minutes	
Letter of request approved by the University President	After 2 days the reservation shall be void and released without the submission of a copy of the signed approval letter in the office of Auxiliary Services	Provide the Office of the Auxiliary Services a copy of approved letter by the University President	Student Manual	2 working days	
Memorandum		The office of the President issues memorandum/ routing slip	Student Manual		
University Venue Payment Slip	For the issuance of the rental fee	The client secures University Venue Payment Slip to the Office of Auxiliary Services before making payment in the University Cashier	Student Manual	2 working days before the event date	

		The client should pay the rental fee to the University cashier			
Official Receipt issued by the university cashier	For collecting payments	Provide the Office of Auxiliary Services a copy of Official Receipt issued by the University Cashier to guarantee the venue reservation			<p>For Hostel - PHP 8,000</p> <p>For Hostel Guest Room - PHP 1,000</p> <p>For Executive Lounge - PHP 4,000</p> <p>For Multi - Purpose - PHP 5,000</p> <p>For Auditorium - PHP 20,000</p>
University Ingress and Egress/ Clearance Form	<p>Client must fill-out the Ingress and Egress form and checked by any personnel of OAS</p> <p>Clearance part of the form must be signed by any personnel from the Office of the Auxiliary Services after the e</p>	<p>Secures and submits Ingress and Egress/ Clearance Form</p> <p>Checks the materials and equipment that will be brought inside and outside the venue before and after the event</p>		1 hour before the event and 1 hour after the event	
University Venue Reservation Cancellation Form	For venue reservation cancellation	Secures and submits University Venue Reservation Cancellation Form to the Office of the Auxiliary Services		At least 2 working days before the event	
<b>TOTAL</b>				<b>6 days, 3 hours and 20 Minutes</b>	

		Total amount will vary depending on the type of venue applied for
--	--	---

**BIDS AND AWARDS COMMITTEE**

GOVERNMENT SERVICE: Awarding of Procurement Project (Public Bidding)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
BAC Resolution	2016 RA 9184, RULE XI, Section 37, 37.1.1 a  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the confirmation of award	2016 RA 9184, RULE XI, Section 37, 37.1.1 a  ISO 9001:2015 QMS Standards, 5.0 Process Details	3 Days (Upon schedule)	None
Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4  ISO 9001:2015 QMS Standards, 5.0 Process Details	6 Days	None

<b>TOTAL</b>	<b>(Estimated) 9 days</b>	<b>None</b>
--------------	---------------------------	-------------

**GOVERNMENT SERVICE: Awarding of Procurement Project (Small Value Procurement)**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	2016 RA 9184, Annex H, no.8 Small Value Procurement, letter b. vi  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	2016 RA 9184, Annex H, no.8 Small Value Procurement, letter b. vi  ISO 9001:2015 QMS Standards, 5.0 Process Details	4 Days	None
<b>TOTAL</b>				<b>4 days</b>	<b>None</b>

**GOVERNMENT SERVICE: Procurement of Goods and Services - Public Bidding**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		
----------------------	------------------------------	--	--

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	3-4 Days	None
	2016 RA 9184, Rule VII, Section 20  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Pre-procurement conference	2016 RA 9184, Rule VII, Section 20  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Abstract of Bids	2016 RA 9184, Rule VIII, Section 29  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Bids	2016 RA 9184, Rule VIII, Section 29  ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
Abstract of Bids	2016 RA 9184, Rule IX	Attend Bid Evaluation	2016 RA 9184, Rule IX	1 Hour	

	ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
Post qualification	2016 RA 9184, Rule X  ISO 9001:2015 QMS Standards, 5.0 Process Details	Visit the winning bidder	2016 RA 9184, Rule X  ISO 9001:2015 QMS Standards, 5.0 Process Details	30 days	
<b>TOTAL</b>				<b>34 days, 4 hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procurement of Goods and Services (Shopping)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter, PR, PPMP, Request for Quotation (RFQs) Purchase Order (PO)	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C	Wait for the release of goods	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C	6 days	None

	ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
<b>TOTAL</b>				<b>6 days</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procurement of Goods and Services (Small Value Procurement)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C  ISO 9001:2015 QMS Standards, 5.0 Process Details	3 - 7 Days	None
	2016 RA 9184, Section 52	Wait for the opening of proposals	2016 RA 9184, Section 52 Annex H, V, no.8	1 Day	

	Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
Abstract of Bids as Read	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Supplier's Proposal	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
<b>TOTAL</b>				<b>5 - 9 Days, 3 Hours</b>	<b>None</b>

GOVERNMENT SERVICE: Repair and Maintenance - Small Value Procurement					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C  ISO 9001:2015 QMS Standards, 5.0 Process Details	3 - 7 Days	None
	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the opening of proposals	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day	
Abstract of Bids as Read	2016 RA 9184, Section 52	Attend Opening of Supplier's Proposal	2016 RA 9184, Section 52 Annex H, V, no.8	2 Hours	

	Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
	ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend the Negotiation Meeting	ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
<b>TOTAL</b>				<b>5 - 9 Days, 4 Hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Request for Procurement of Goods and Services</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit checklist of requirements	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day, 30 Minutes	None
<b>TOTAL</b>				<b>1 Day, 30 Minutes</b>	<b>None</b>

## CAREER SERVICES OFFICE

A. GOVERNMENT SERVICE : Application for Internship Endorsement					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>Certificate of Registration</li> </ul>	CMO-NO.-104-S.-2017	College SIPP Coordinator	CMO-NO.-104-S.-2017 Internship in the Philippines	2 Minutes	

<ul style="list-style-type: none"> <li>• Certificate of Registration</li>   <li>• Psychometric Test Result</li> <li>• Physical Examination Result (Fit to Work)</li> <li>• Memorandum of Agreement</li> <li>• Parental Consent</li> <li>• Certificate of Registration</li>   <li>• Certificate of Eligibility</li>   <li>• Endorsement to Career Services</li> </ul>	<p>Internship in the Philippines</p>	<ul style="list-style-type: none"> <li>• Endorses students for Psychometric and Physical Examination</li>   <li><b>Student Applicant</b></li>   <li>• Secures internship documents from the College SIPP Coordinator</li>   <li><b>College SIPP Coordinator</b></li>   <li>• Verifies Pre - Internship requirements</li>   <li>• Issues Certificate of Eligibility and Endorsement for Internship to the Office of Career Services</li>   <li><b>Student Applicant</b></li>   <li>• Submits verified, certified internship documents to the Placement Coordinator</li> </ul>	<p>Student Manual 2019 Edition</p> <p>Student Internship in the Philippines Manual/Journal 2018</p>	<p>2 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	
--	--------------------------------------	--	--	--	--

<ul style="list-style-type: none"> <li>● Certificate of Registration</li> <li>● 1<sup>st</sup> Endorsement</li> <li>● Psychometric Test Result</li> <li>● Physical Examination Result (Fit to Work)</li> <li>● Memorandum of Agreement</li> <li>● Parental Consent</li> <li>● Certificate of Registration</li> </ul> <ul style="list-style-type: none"> <li>● Psychometric Test Result</li> <li>● Physical Examination Result (Fit to Work)</li> <li>● Memorandum of Agreement</li> <li>● Parental Consent</li> <li>● Certificate of Registration</li> </ul>		<p style="text-align: center;"><b>Career Services Director</b></p> <ul style="list-style-type: none"> <li>● Review and signing of Memorandum of Agreement</li> </ul> <p style="text-align: center;"><b>Placement Coordinator</b></p> <ul style="list-style-type: none"> <li>● Issues Final Endorsement</li> <li>● Issues and retrieves Customer Satisfaction Survey Form</li> </ul>		5 Minutes	
---	--	--	--	-----------	--

<ul style="list-style-type: none"> <li>Notarized Memorandum of Agreement</li> </ul>					
<b>TOTAL 24 Minutes</b>					

### CASHIERING OFFICE

GOVERNMENT SERVICE: Collection of School Fees					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card or Assessment Form	Bona fide student of the University	Verify student assessment form Receive and ensure the correct amount Issue official receipt		1 seconds 1 minute 1 seconds	To be determined with the assessment form
<b>TOTAL</b>				<b>3 minute</b>	

### GOVERNMENT SERVICE: Collection of Rental

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Payment form issued by the Accounting office	Approval/consent from the requesting Head Office	Verify the name and amount to be paid Ensure the correct amount of payment Issue official receipt		1 minute 1 minute 1 minute	none
<b>TOTAL</b>				<b>3 minute</b>	

GOVERNMENT SERVICE: Collection of Issuance of Certification, Good Moral, Clearance, Statement of Account, Reprinting of New I.D.,					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Form	Approval/Consent from the Office Head	Verify student request Receive payment Issue Official Receipt		1 minute 1 minute 1 minute	
<b>TOTAL</b>				<b>3 minute</b>	

GOVERNMENT SERVICE: Preparation of Check/LDDAP-ADA					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Disbursement Voucher, Obligation Requests and Status/ Utilization Requests and Status, required supporting documents (COA Circular No. 2012-001)	Government Accounting Manual  Treasury Circular No.3 2018	a. Review the Disbursement Voucher		4 Minutes	none
		• Fund Cluster (101, 164, 184), date, disbursement voucher number, BURs No., payee, amount and signatories			
		b. Prepare the Check/LDDAP-ADA		5 Minutes	
		c. Prepare Advice of Check Issued and Cancelled (ACIC)		5 Minutes	
		d. Review the correctness of checks/LDDAP-ADA processed against the ACIC.		5 minutes	
		e. Deliver to signatories		3 Minute	
		f. Process the Financial Data Entry System (FINDES) with the LDDAP-ADA to be submitted to the bank		8 minutes	
		g. Submit Advice of Checks Issued and Cancelled (ACIC) to the bank.		1 Hour	
h. After a day upon submission of ACIC to the bank the check is ready for releasing.					
<b>TOTAL</b>				<b>1 hour, 30 Minutes</b>	

GOVERNMENT SERVICE: Disbursement of Check					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card of the claimant If through representative the following should be presented <ul style="list-style-type: none"> <li>• Authorization letter</li> <li>• Photo copy of Identification Card of the owner</li> <li>• Original and photocopy of identification card of the representative</li> </ul> If check is intended as payment of expenses incurred by the university, the following should be presented. <ul style="list-style-type: none"> <li>• Identification Card</li> <li>• Official Receipt</li> </ul>	Government Accounting Manual	Secure payment for services and goods rendered by the university <ul style="list-style-type: none"> <li>• Request the Disbursing Officer for the release of check and present valid ID.</li> <li>• Present the Identification Card. <i>In case of representative</i> <ul style="list-style-type: none"> <li>a. Authorization letter</li> <li>b. Photocopy of owner's ID</li> <li>c. Original and photocopy of representative's ID</li> </ul> </li> <li>• Issue the corresponding official receipt.</li> <li>• Sign the Disbursement Voucher (<i>received by</i>).</li> </ul>		1 Minute  1 Minute  5 minutes  1 Minute	none
<b>TOTAL</b>				<b>8 Minutes</b>	

**CIVIL SECURITY UNIT**

GOVERNMENT SERVICE: Issuance of Visitor's Pass					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Any Valid ID's (1 Original) Visitor's Pass (1 Original) Routing Slip (1 Original)	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Present Valid ID Card and Bag for Inspection	University Operations Manual	1 Minute	None
		2. Register their name and purpose of visit		45 Seconds	None
		3. Receive the Visitor's Pass and Routing Slip		15 Seconds	None
		4. Surrender Routing slip and visitor's pass; sign on the logbook and retrieve the surrendered ID Card		1 Minute	None
<b>TOTAL</b>				<b>3 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Procedure for Students Entering the University					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Valid DHVSU ID CARD (1 Original)	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	University Operations Manual	30 Seconds	None
		2. Wait for the Security personnel to allow entry		30 Seconds	None
		3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)		30 Seconds	None
<b>TOTAL</b>				<b>1Minute and 30 Second</b>	<b>None</b>

### COMPETENCY ASSESSMENT CENTER

GOVERNMENT SERVICE: Conduct of Competency Assessment					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

<p>TESDA-OP-CO-05-F26 Application Form</p> <p>Pictures; 3 pcs., colored, passport size, (3.5cm x4.5cm with head size ranging from 27 mm to 31 mm; white background, with collar; and with name printed at the back.)</p> <p>TESDA-OP-QSO-02-F07 Self-Assessment Guide</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>Encoding of Profile in the T2MIS</p> <p>Request for Assessment Schedule</p> <p>Receive applications for assessment</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	<p>1 day</p>	<p>Php. 500.00 to Php. 2175.00 (depending on competency type)</p>
<p>TESDA-OP-CO-05-F36 Assignment of Assessors</p> <p>TESDA-OP-CO-05-F28 Letter of Appointment</p> <p>TESDA-CO-05-F29 Letter of Assignment</p> <p>TESDA-CO-05-F30 Request for Package/s</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>TESDA Approval of Assessment Schedule and Assigned Assessor</p> <p>TESDA Prepared Required Documents for the Conduct of Assessment and Reviews the request</p> <ul style="list-style-type: none"> <li>• TESDA Pampanga PO/ACAC organize the conduct of assessment</li> <li>• Conduct Competency Assessment</li> </ul>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	<p>2 days</p>	<p>None</p>
<p>TESDA-OP-CO-05-F31 Attendance Sheet</p> <p>TESDA-OP-QSO-02-F09 Rating Sheet</p> <p>TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>Encoding of Assessment Results</p> <p>Generate RWAC</p> <p>Administrative Aide I encodes the assessment result in the T2MIS and generates RWAC</p> <p>Submits reports to the PO</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	<p>1 day</p>	<p>None</p>

<p>TESDA-OP-CO-05-F37 Performance Evaluation Instrument (PEI)</p> <p>TESDA-OP-CO-05-34 Report on the Assessment Proceedings</p> <p>TESDA-OP-CO-05-F33 RWAC</p>					
<p>TESDA-OP-CO-05-F26 Application Form</p> <p>TESDA-OP-QSO-02-F07 Self-Assessment Guide</p> <p>TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)</p> <p>TESDA-OP-CO-05-F33 RWAC</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>TESDA Receive, Review and Validate Assessment Related Documents</p> <p>TESDA Assign Certificate Numbers to Successful Candidates through T2MIS and generates RWAC</p> <p>TESDA Processes reports</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	2 days	None
<p>TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)</p> <p>TESDA-OP-CO-05F39 Blank NC/Blank CoC</p> <p>TESDA-OP-CO-05-F42</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>Receive and Process CARS</p> <p>Print Certificate</p> <p>Issue National Certificate (NC)</p> <p>Presents the CARS to PO</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	1 day	None

Preparation and Issuance of Certificate Tracking Sheet		Prepares NC/COC Issues NC/COC to the Certified Worker			
<b>TOTAL</b>				<b>7 days</b>	<b>Php. 500.00 to Php. 2175.00</b>

#### DATA PRIVACY

<b>GOVERNMENT SERVICE: Approval for Posting of Materials</b>							
<b>SERVICE INFORMATION</b>							
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>				
Layout / Copy of the Materials to be Posted (1 original)	Republic Act 10173 - Data Privacy Act of 2012  Executive Order No. 02 s. 2016	1. Sign in the Office Client Logbook	University Operations Manual  Students' Manual / Handbook	1 Minute		None	
		2. Submit a copy of the materials to be posted	University Operations Manual  Students' Manual / Handbook	2 Minutes		None	

		3. Receive the approved materials (with stamp) for posting	University Operations Manual Students' Manual / Handbook	1 Minute	None
		4. Accomplish the Customer Service Survey Form	University Operations Manual Students' Manual / Handbook	1 Minute	None
<b>TOTAL</b>				<b>5 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Approval of Request for University Data, Records, or Documents</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Data Privacy Request Form	Republic Act 10173 - Data Privacy Act of 2012  Executive Order No. 02 s. 2016	1. Accomplish and submit the Data Privacy Request Form	University Operations Manual  Students' Manual / Handbook	1 Minute	None
		2. Sign in the Office Client Logbook	University Operations Manual Students' Manual / Handbook	2 Minutes	None
		3. Wait for the approval of the request	University Operations Manual  Students' Manual / Handbook		None
		4. Receive the Data Privacy Office clearance.	University Operations Manual  Students' Manual / Handbook	1 Minute	None
		5. Accomplish the Customer Service Survey Form	University Operations Manual  Students' Manual / Handbook	1 Minute	None
<b>TOTAL</b>				<b>5 Minutes</b>	<b>None</b>

**EXTENSION SERVICES AND MANAGEMENT OFFICE**

<b>GOVERNMENT SERVICE:</b> Processing of Request of Extension Service offered by the university to the requesting client					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter with contact information	University Extension Manual (2019)	1. Forward the request letter to the President's Office	University Extension Manual (2021)	1 day	None
Response Letter	RA 6713 Section 5 (a) (c) and (d)	2. Receive the notification message and response letter from the office of extension regarding the request	University Extension Manual (2021)	2 days (upon the routing of request letter to extension office)	None
Project Proposal	University Extension Manual (2019)	3. Fill up the customer survey form 4. Attend the discussion meeting for the draft of the extension project proposal plan and Memorandum of Agreement	University Extension Manual (2021)	3 days	None
Memorandum of Agreement	University Extension Manual (2019)	5. Sign the MOA upon agreement to all stipulated commitment	University Extension Manual (2021)	1 day	None
<b>TOTAL:</b>				<b>7 days</b>	<b>None</b>

**FINANCE MANAGEMENT SERVICES OFFICE**

<b>GOVERNMENT SERVICE: Obligation/Utilization (ORS/BURS) Process</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<p>All necessary documents that are evidence of payment for Personnel Services (PS), Maintenance &amp; Other Operating Expenses (MOOE), Equipment Outlay (EO) &amp; Capital Outlay (CO) - (all necessary documents should be original)</p> <p>PS: Approved Payroll Remittance List List of Actual Retirees Computation from ADMINISO</p> <p>MOOE: Itinerary of travel with attachments Official Receipts</p>	<p>Government Accounting Manual Volume 1 Chapter 3 Section 11 and Section 19</p>	<p><b>1. Submit to FMS Office all the necessary documents for funding purposes.</b></p> <p><b>2. Client may leave the documents after the Admin Aide is done checking the completeness of the documents.</b></p>	<p>Government Accounting Manual Volume 1 Chapter 3 Section 15 and Section 24</p>	<p>1 Hour, 40 Minutes</p>	<p>None</p>

<p>Statement of Accounts Billing Statement Sales Invoice Purchase Order Approved Budget Proposal Liquidation Report Duly Signed Request Letter of Allotment Job Order Contract</p> <p>CO: Contract of Agreement Approved Request Letter for Mobilization PPMP APP</p> <p>EO: Contract of Agreement Purchase Order PPMP APP</p>					
<b>TOTAL</b>				<b>1 Hour, 40 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Budget Preparation Process</b>	
<b>SERVICE INFORMATION</b>	
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Budget Call	Budget Call Circular	<b>DBM requires online data entry and submission of Budget Proposal</b>	Online Submission of Budget Proposal Version 2.0 User's Manual	181 Days, 12 Hours	None
<b>TOTAL</b>				<b>181 Days, 12 Hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Program of Receipts and Expenditures</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request from the DBM		<b>DBM requires the submission of Budget Proposal for Income Fund 164</b>	Online Submission of Budget Proposal Version 2.0 User's Manual	2 Days, 2 Hours, 35 Minutes	None
<b>Total</b>				<b>2 Days, 2 Hours, 35 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Budget Execution Process</b>					
<b>SERVICE INFORMATION</b>					

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
National Expenditure Program (NEP)	DBM website	1. DBM requires online data entry and submission of Budget Execution Documents	Circular Letter No. 2021-11	7 Days, 3 Hours , 25 Minutes	None
<b>TOTAL</b>				<b>7 Days, 3 Hours , 25 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Special Allotment Release Order (SARO) and Notice of Cash Allocation (NCA)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Program of Works from OPPF 2. Project Profile from OPPF		Submit complete documents to the Finance Management Services Office		5 Hours, 45 Minutes	None
<b>Total</b>				<b>5 Hours, 45 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Financial Accountability Report					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1.General Provision of the Annual General Appropriations Act (GAA)	Joint Circular No. 2019-1	<b>DBM requires online data entry and submission of Financial Accountability Report</b>	Circular Letter No. 2016-11	3 Days	None
<b>Total</b>				<b>3 Days</b>	<b>None</b>

## GUIDANCE AND TESTING OFFICE

GOVERNMENT SERVICE: Issuance of Certificate Good Moral Character Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID (1 original)	Guidance Manual 2021 Edition	Request for Certificate Good Moral Character and present the required documents.	Guidance Manual 2021 Edition	3 Minutes	None
Certificate of Enrolment, Transfer Credentials (1 original)	Guidance Manual 2021 Edition	Proceed to the Cashiering Office and pay the necessary amount.	Guidance Manual 2021 Edition		₱50.00
Request for Payment Form for the Issuance of Good Moral Character Certificate (1 original)	Guidance Manual 2021 Edition	Present the OR to the Guidance and Testing Center and register in the Visitor/ Client Log Sheet	Guidance Manual 2021 Edition	1 Minute	None

Official Receipt (OR) (1 original)		For transferring Student: Accomplish the Exit Interview Form	Guidance Manual 2021 Edition	5 Minutes	None
Documentary Stamps (2 pieces)		Wait for the issuance of Certificate Good Moral Character at the Guidance and Testing Center and accomplish the Customer Survey Form		5 Minutes	None
<b>TOTAL</b>				<b>9 Minutes/ 14 Minutes (For Transferring students)</b>	<b>₱50.00</b>

GOVERNMENT SERVICE: Counseling Intervention Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID	Student Manual 2019 Edition Guidance Manual 2021 Edition	Register in the Visitor/ Client Log Sheet	Student Manual 2019 Edition Guidance Manual 2021 Edition	1 Minute	None
Certificate of Registration (COR)		Interview and sets an appointment at the Guidance and Testing Center		22 Minutes	None
Referral Form		Attend to the scheduled counseling session and other assessment as required by the Guidance Counselor		1 hour	None
Call Slip		Attend the scheduled follow-up session/s at the Guidance and Testing Center. And accomplish Customer Survey Form		1.5 hours	None

<b>TOTAL</b>	<b>2 hours, 53 Minutes</b>	<b>None</b>
--------------	----------------------------	-------------

<b>GOVERNMENT SERVICE: Online Counseling Intervention Process</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Intake Interview Sheet (Student Counseling Google Form)	RA 9258 "The Guidance and Counseling Act of 2004"	Fill out Student counseling google form or MHPS google form to set an appointment	RA 9258 "The Guidance and Counseling Act of 2004"	5 Minutes	None
(Mental Health and Psychosocial Support Google Form for employees)	RA 9258 "The Guidance and Counseling Act of 2004"	Guidance Associate facilitates intake interviews and refers the student to the Guidance Counselor.	RA 9258 "The Guidance and Counseling Act of 2004"	22 Minutes	None
		Attend the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	RA 9258 "The Guidance and Counseling Act of 2004"	1 hour	None
		Attend a series of online counseling sessions.	RA 9258 "The Guidance and Counseling Act of 2004"	1.5 hours	None

			Counseling Act of 2004”		
		Attend the scheduled online follow-up session/s. <i>Note: If the problem is not within our level of competence, we refer them to other specialists and/ or institutions.</i>	RA 9258 “The Guidance and Counseling Act of 2004”	30 Minutes	None
<b>TOTAL</b>				3 hours, 27 Minutes	<b>None</b>
<b>GOVERNMENT SERVICE: Issuance of Class Admission Slip</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		
University Issued Student ID	Student Manual 2019 Edition Guidance Manual 2021 Edition	Sign in the Visitor/ Client Log Sheet and request for class admission slip.	Student Manual 2019 Edition Guidance Manual 2015 Edition	5 Minutes	None
Duly Signed Letter of Excuse	Student Manual 2019 Edition Guidance Manual 2021 Edition	Present excuse letter and other documents (e.g medical certificate)	Student Manual 2019 Edition Guidance Manual 2015 Edition	10 Minutes	None
Valid Documents supporting the cause of absence/tardiness (all Original)	Student Manual 2019 Edition Guidance Manual 2021 Edition	Interview with the Guidance Counselor/ Guidance Associate	Student Manual 2019 Edition Guidance Manual 2015 Edition		

		Secure class admission slip and Accomplish the Customer Survey Form		1 Minute	
<b>TOTAL</b>				<b>16 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Psychological Testing</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter (for OJT/work immersion)	CMO-No.104-s2017 Revised Guidelines for Student Internship Program in the Philippines	Request for Psychological testing and present the Request Letter or Endorsement Letter	Student Manual 2019 Edition Guidance Manual 2015 Edition	2 Minutes	None
Endorsement Letter (for hiring purposes)		Register in the Visitor/ Client Log Sheet		1 Minute	None
		Take the test battery at the Guidance and Testing Center		1 hour <i>For OJT/Work Immersion</i> 2.5 Hours Psychological Assessment 2 hours <i>Teaching and Non-Teaching applicant and newly hired</i>	None

		Accomplish the Customer Survey Form		1 Minute	
<b>TOTAL</b>				<b>1 hour, 4 Minutes (For OJT/Work Immersion)</b>  <b>2 Hours, 34 Minutes Psychological Assessment</b>  <b>2 hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)</b>	<b>None</b>

GOVERNMENT SERVICE: Issuance of Test Permit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Test Stub	DO-s2013-43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Submit Test Stub and other required documents	Student Manual 2019 Edition Guidance Manual 2015 Edition	2 Minutes	None

(1) Photocopy of Form 138 (1) Picture Passport Size		Register on the Test Schedule Log Sheet		8 Minutes	None
Official Receipt (student applicant not covered by RA 10931)		Sign and Secure UAT Test permit			<b>₱300.00</b> (student applicant not covered by RA 10931)
<b>TOTAL</b>				<b>10 Minutes</b>	<b>₱300.00</b>

GOVERNMENT SERVICE: University Admission Test (UAT) Administration					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Test Permit	DO-s2013-43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Present UAT test permit and required documents.	Student Manual 2019 Edition Guidance Manual 2015 Edition	1 Minute	None
Current School ID		Listen to the instruction of the proctor and fill out the answer sheets		13 Minutes	None
Official Receipt of Testing Fee		Answer the sample questions and take the UAT.		50 Minutes	None

(student applicant not covered by RA 10931)					
Application Form (Graduate School applicant)		Listen to the announcement of the proctor regarding schedule of the test results		5 Minutes	None
<b>TOTAL</b>				<b>1 hour, 9 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Individual Inventory Service					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Accomplish the Individual Information Sheet	Student Manual 2019 Edition Guidance Manual 2021 Edition	20 Minutes	None
		Accomplish Customer Survey Form		1 Minute	None
<b>TOTAL</b>				<b>21 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Guidance Program Evaluation			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
		Accomplish the Guidance Program Evaluation	Student Manual 2019 Edition Guidance Manual 2015 Edition	10 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: ON-THE-JOB Training					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Endorsement Letter (issued by the OJT Coordinator)	CMO-No.104-s2017 Revised Guidelines for Student Internship Program in the Philippines (SIPP) for all Programs	Sign in the Visitor/Client Log Sheet	Student Manual 2019 Edition Guidance Manual 2021 Edition	2 Minutes	None

Student Resumé		Attend orientation on task, activities and confidentiality nature of work and information in the Guidance and Testing center.		1 hour	None
		Read and sign the Non-Disclosure Agreement			
		Accomplish the Customer Survey Form		1 Minute	
<b>TOTAL</b>				<b>1hour, 3 Minutes</b>	<b>None</b>

### MANAGEMENT INFORMATION SYSTEM

GOVERNMENT SERVICE:					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to bePaid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Technical Assistance	R.A. 10931	<ol style="list-style-type: none"> <li>1. Create ticket from the MIS Technical Assistance Google Form</li> <li>2. Kindly wait for the reply for the instructions of the personnel</li> <li>3. Accepts the restored software and accomplishes Customer Satisfaction Rating Form</li> </ol>		6 Minutes (Contact Time)	None

ID Printing (New Students)	R.A. 10931	<ol style="list-style-type: none"> <li>1. Present Certificate of Registration (COR) and the filled-out ID Profiling Form to the MIS Personnel</li> <li>2. Prepare for photo capturing and affix e-signature</li> <li>3. Validate information before printing</li> <li>4. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form</li> </ol>		15 Minutes	None
ID Printing (ID Replacement for Students)	R.A. 10931	<ol style="list-style-type: none"> <li>1. For loss id, proceed to Office of Student Affairs to report the loss/replacement of ID</li> <li>2. Present receipt and ID Profiling Form to the MIS Personnel</li> <li>3. Prepare for photo capturing and affix e-signature</li> </ol>		14 Minutes	None

		<ol style="list-style-type: none"> <li>4. Validate information before printing</li> <li>5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form</li> </ol>			
ID Printing (Employees)	R.A. 10931	<ol style="list-style-type: none"> <li>1. Go to the Administrative Services Office and secure ID Profiling Form</li> <li>2. Present Employee ID Profiling Form to the MIS Personnel</li> <li>3. Prepare for photo capturing and affix e-signature</li> <li>4. Validate information before printing</li> <li>5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form</li> </ol>		14 Minutes	None
ID Printing (ID Replacement for Employees)	R.A. 10931	<ol style="list-style-type: none"> <li>1. Go to the Administrative Services Office and secure ID Profiling Form and surrender old ID if available</li> <li>2. Present Employee ID Profiling Form to the MIS Personnel</li> <li>3. Prepare for photo capturing and affix e-signature</li> <li>4. Validate information before printing</li> <li>5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form</li> </ol>		14 Minutes	PHP 150
<b>TOTAL</b>					<b>None</b>

**OFFIC FOR ALUMNI AFFAIRS**

<b>GOVERNMENT SERVICE: Giving and Acceptance of Donation</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of Intent Accomplished Form Donation	OAA Manual	1. Inform the Office about the intent and submit the required documents	OAA Manual	1 day	None
		2. Prepare the Acceptance Ceremonies	OAA Manual	1 day	None

		3. Accomplish Customer Survey Form	OAA Manual	10 Minutes	None
<b>TOTAL</b>				<b>2 days and 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Holding of Alumni Activities</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST of STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of Request Accomplished request form	OAA Manual	1. Submit letter of request for evaluation	OAA Manual	10 minutes	None
		2. Wait for the release of the memorandum	OAA Manual	10 minutes	None
		3. Prepare the report and document the activity	OAA Manual	10 minutes	None
		4. Accomplish Customer Survey Form	OAA Manual	10 minutes	None
<b>TOTAL</b>				<b>40 minutes</b>	<b>None</b>

**OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS**

**GOVERNMENT SERVICE: REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)**

<b>SERVICE INFORMATION: This describes the process of requesting Travel Authority for personal travels abroad among university personnel and staff with Temporary and Permanent status.</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of Request (1 original), Certificate of Personal Travel (1 original), Travel Request Form (1 original)	OIPP Manual	1. Submit the required documents	OIPP Manual	1 Hour	None
		2. Receive the documents		4 Hours	
		3. Accomplish Customer Survey Form		10 Minutes	
<b>TOTAL</b>				<b>5 hours and 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)</b>					
<b>SERVICE INFORMATION: This describes the process of requesting Travel Authority for Official Business among university personnel and staff with Temporary and Permanent status.</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of Request (1 original), Certificate of Personal Travel (1 original), Travel Request Form (1 original)	OIPP Manual	1. Submit the required documents	OIPP Manual	1 Day	None
		2. Attend the orientation on the rules and regulations of the University		2 Days	
		3. Attend regular classes and sessions		15 Days	
		4. Attend the completion ceremony			
		5. Accomplish Customer Survey Form		1 Day	

				10 Minutes	
<b>TOTAL</b>				<b>19 days and 10 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: FOREIGN STUDENT ADMISSION</b>					
<b>SERVICE INFORMATION: This describes the process of foreign students` admission in the University.</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen`s Charter</b>	<b>Legal Basis</b>		
Letter of Intent (1 original), Application Form (1 original), Student visa ( 1 photocopy)	OIPP Manual	1. Submit the required documents for evaluation	OIPP Manual	1 Day	None
		2. Wait for the approval of the evaluated documents		1 Day	
		3. Wait for the approval of the evaluated documents		(Depends on the program)	
		4. Receive the approved documents		1 Day	
		5. Accomplish Customer Survey Form		10 Minutes	
<b>TOTAL</b>				<b>Approximately more than 20 Days</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for ID Validation</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Certificate of Registration (COR)	1.For Identification to be attached in the application form	1. Sign in the log sheet	CMO No.09, s.2013 Enhanced Policies and Guidelines on Student Affairs and Services	1 Minute	None
2. Identification Card (official)	2.Bonafide student of the University	2. Submit the required documents to the Administrative Aide in charge for verification		2 Minutes	None
		3. Wait for the release of the validated document		3 Minutes	None
		4. Receive the validated document		1 Minute	None
		5. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINISO-004-FO001-R00	3 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for Filing an Incident or Case</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Incident Report Form	DHVSU-QSP-OSA-006-FO001-R00	1. Sign in the client log book	CMO #09,s.2013 Enhanced Policies and Guidelines on Student Affairs and Services Sec. 22, Student Discipline  2019 Student Manual	1 minute	None
2. Narrative Report		2. Submit the Incident Report to the Administrative Aide in charge		5 minutes	None
		3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director		6 days	None
		4. Wait for the decision of the Disciplinary Committee		3 days	None
		5. Receives the decision from the committee		20 minutes	None
		6. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
<b>TOTAL</b>				<b>9 days and 29 minutes</b>	

GOVERNMENT SERVICE: Procedure for Claiming an Insurance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

1. Insurance Application Form	DHVSU-QSP-OSA-007-FO001-R00	1. Sign in the client log book	RA 10931 An Act Promoting Universal Access to Quality Tertiary Education Section 7, item letter (e)  2019 Student Manual	1 minute	None
		2. Fill out the Insurance Application Form		5 minutes	None
1. Police Report or incident report as the case maybe  2. Certificate of Registration  3. Photocopy of ID of the Student Claimant  4. Sworn statement of two disinterested parties  5. Policy contract (photocopy)  6. Official Receipts for medicines and supplies purchased Medical Abstract, if hospitalized 7. Official Receipts of hospital bills  8. Medical Certificate issued by the attending physician	GSIS Claim Requirements	3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge	DHVSU-QSP-ADMINSO-004-FO001-R00	5 minutes	None
		3. Wait for the verification of the requirements submitted		15 minutes	None
		4. Wait for the endorsement from the Office of Student Affairs		5 minutes	None
		5. Fill out the customer satisfaction rating		3 minutes	None
<b>TOTAL</b>				<b>34 minutes</b>	

<b>GOVERNMENT SERVICE: Procedure for the Application for Candidacy of Aspiring Student Leaders</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Application for candidacy	For enrolment at the Quality Assurance Office	1. Sign in the client log book	CMO 09, s.2013 Enhanced Policies and Guidelines on Student Affairs and Services  2019 Student Manual	1 minute	None
2. Certificate of Registration	Bonafide student of the University				
3. Photocopy of ID of the Student Claimant	Bonafide student of the University				
4. Election forms	For enrolment at the Quality Assurance Office				
		2. Files his/her candidacy to the S-COMELEC office		3 minutes	None
		3. Prepare all the requirements needed and submit these to the S-COMELEC Secretary		5 minutes	None
		4. Wait for the verification of the requirements submitted		15 minutes	None
		5. Wait for the endorsement from the S-COMELEC Chair		5 minutes	None

		6. Wait for the posting of qualified candidates/party list		10 minutes	None
		7. Wait for the schedule of the campaign period		1 day	
		8. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
<b>TOTAL</b>				<b>1 day 40 Minutes</b>	

<b>GOVERNMENT SERVICE: Procedure for requesting a Certificate of Compliance for Outbound Activity Requirements</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter of invite	Routing slip from the Office of the President	1. Sign in the client log book	CMO #63,s.2017 Enhanced Policies and Guidelines on Local Off Campus Activities Article VII, Section 11.2	1 minute	None
2. Memorandum issued by the College/Department	Office Memo issued by the College Dean	2. Request for outbound activity requirements		3 minutes	None
		3. Prepare all the requirements needed and submit these to the Administrative Aide in charge		10 minutes	None

		4. Wait for the certificate of compliance	2019 Student Manual	15 minutes	None
3. Outbound activity forms (OSA Form 001 and 002	For enrolment at the Quality Assurance Office	5. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINISO-004-FO001-R00	3 minutes	None
4. Duly notarized parental consent					
5. Photocopy of ID of parents with 3 specimen signature					None
6. Itinerary of activity					None
7. List of participants					None
<b>TOTAL</b>				<b>32 minutes</b>	

#### External Service

GOVERNMENT SERVICE: Procedure for the Replacement of Lost/Old ID					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

1. Certificate of Registration	1.For Identification to be attached in the application form	1. Sign in the log sheet	2019 Student manual	1 minute	None
2. Identification Card (official)	2.Bonafide student of the University	2. Submit the required documents to the Administrative Aide in charge for verification		2 Minutes	None
3. ID Printing Form	DHVSU-QSP-OSA-002-FO002-R00	3. Fill out the ID printing form and submit to the Administrative Aide in charge for checking		3 Minutes	None
		4. Wait for further instruction on the next step		1 Minute	None
		5. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINSO-004-FO001-R00	3 Minutes	None
<b>TOTAL</b>				<b>10 minutes</b>	

<b>GOVERNMENT SERVICE: Procedure Accreditation and Re-accreditation of Student Organizations</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST of STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
For Re-Accreditation	For enrolment at the Quality	1. Sign in the client log book	CMO No.09,s.2013	1 Minute	None

1. USC Form 001 2. USC Form 002 3. Certificate of compliance  For New Organization  1. Letter of Intent 2. Endorsement letter 3. List of Elected Officers 4. Approved Constitution and By-Laws 5. Action Plan (USC Form 100) 6. Photocopy of ID's with specimen signature 7. Certificate of Oath of Office	Assurance office	2. Submit the required documents to the officer in charge at the USC office for checking and validation	Enhanced Policies and Guidelines on Student Affairs and Services Article VIII, Student Development Section 19, Student Organizations and Activities  2019 Student Manual  S-COMELEC Constitution and By Laws	3 Minutes	None
		3. Wait for the documents to be evaluated for approval		20 Minutes	None
		4. Wait for the approval of the accreditation/re-accreditation of the organization	DHVSU-QSP-ADMINSO-004-FO001-R00	3 Minutes	None
		5. Fill out the customer satisfaction rating		3 Minutes	None
<b>TOTAL</b>				<b>30 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procedure for Lost and Found Services</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

1. Incident Report Form	DHVSU-QSP-OSA-006-FO001-R00	1. Sign in the client log book	2019 Student Manual	1minute	None
2. Claim Form	DHVSU-QSP-OSA-005-FO001-R00	2. Report/ surrender the lost/found item to the Administrative Aide in charge		3 minutes	None
		3. Wait for the confirmation/verification of the lost or found item(s)		15 minutes	None
		4. Claim the item lost/found		3 minutes	None
		5. Fill out the customer satisfaction rating	DHVSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
<b>TOTAL</b>				<b>25 minutes</b>	<b>None</b>

## OFFICE OF STUDENT SERVICES

GOVERNMENT SERVICE: Medical Consultation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID and Student Number	For Identification	Registration	Student Manual	1 minutes	None

	and medical records				
Customer Survey Form	For Service Evaluation	Take patient's data (chief complaint, vital signs)	Student Manual	2 minutes	None
		Perform Physical Examination, Diagnosis and Treatment	Student Manual	8 minutes	None
		Give prescribed medicine	Student Manual	2 minutes	None
		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	1 minute	None
		Fill out Client Satisfaction Form	Student Manual	1 minute	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Dental Consultation</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
University Issued Student ID and Student Number	For Identification and medical records	Registration	Student Manual	1 minutes	None	

Customer Survey Form	For Service Evaluation	Gather patient's data (chief complaint, vital signs)	Student Manual	1 minutes	None
		Perform Oral Examination and Treatment Planning	Student Manual	15 minutes	None
		Administer case explanation and give medication	Student Manual	2 minutes	None
		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	2 minutes	None
		Fill out Client Satisfaction Form	Student Manual	1 minute	None
<b>TOTAL</b>				<b>22 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Student Grievance</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
University Issued Student ID and Student Number	For Identification and medical records	Register and Provide OSS Complaint Form	Student Manual	2 Minutes	None
OSS Complaint Form	For proper documentation	Review forwarded Complaint Form	Student Manual	5 Minutes	None

Customer Satisfaction Form		Discuss with the client the concern issues/ complaint	Student Manual	20 Minutes	None
		Provide and discuss solutions with the client	Student Manual	8 Minutes	None
		Fill out Customer Satisfaction Form	Student Manual	2 Minutes	
<b>TOTAL</b>				<b>37 Minutes</b>	None

#### OFFICE OF UNIVERSITY REGISTRAR

<b>GOVERNMENT SERVICE: Application for Authentication of School Records</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form, Student's ID or any government issued ID (1 original), Authorization Letter	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any government issued ID, Authorization Letter and sign in the log sheet at the OUR.	Registrar's Manual (under Registrar's Manual CHED Memorandum Order No. 05-s2016	5 minutes	None
Transcript of Records (TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamps		Submit Application form and other required documents at the OUR.	Revenue Memorandum Circular No. 25-2008 -	5 minutes	None

Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	Php 50/set
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>Php 50/set</b>

<b>GOVERNMENT SERVICE: Application for Certification, Authentication and Verification (CAV) of School Records</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form, Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual CHED Memorandum Order No. 05-s2016	5 minutes	None
Transcript of Records(TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamp		Submit application form and other required documents at the OUR .	Revenue Memorandum Circular No. 25-2008	5 minutes	None

Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	PHP150.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>Php 150</b>

<b>GOVERNMENT SERVICE: Application for Certification of Document Requested – (COG , COE)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form  Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual  CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications  Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445  Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per certification

Claim stub  Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>Php 50.00 per certification</b>

<b>GOVERNMENT SERVICE: Application for Certificate of Completed Academic Requirements (CAR)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form  Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual  CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications  Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445  Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per document
Claim stub		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None

Official Receipt and Authorization Letter (for a representative)					
				<b>15 minutes</b>	<b>Php 50.00</b>

<b>GOVERNMENT SERVICE: Issuance of Diploma</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's ID or any government issued ID (1 original) Clearance	For Identification to be attached in the application form	Request for the issuance of Diploma, sign in the client logbook and present Student ID and Clearance at the OUR For representative, present any government issued ID and an Authorization Letter	Registrar's Manual (under Records Management No. 11)  CHED Memorandum Order No. 21-s 2007.	5 minutes	None
<b>Total</b>				<b>5 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: ENROLMENT (NEW NORMAL)</b> All incoming Freshmen, shiftees, transferees, returnees and all regular students
<b>SERVICE INFORMATION</b>

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Form 138/Copy of Grades of Transferee (1 Original)  Certificate of Good Moral Character (1 Original)  Original Transfer Credential/Honorable Dismissal (for transferees)  PSA Birth Certificate (1original and 1 photocopy)  2x2 pictures with white background (2 pcs)	For Identification to be attached in the application form	<p><b>For new students:</b>            Visit THIS LINK for your specific enrolment schedule.            Proceed 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>Observe the DHVSU Task Force COVID-19 Guidelines, which may be found <b>HERE</b></p> <p>Proceed to the designated registration counters for evaluation of the following documents:</p> <ul style="list-style-type: none"> <li>✓ original or photocopy of Form 138;</li> <li>✓ original or photocopy Certificate of Good Moral Character;</li> <li>✓ photocopy of PSA Birth Certificate; and,</li> <li>✓ three (3) pieces of 2x2 pictures.</li> </ul> <p>The counters are located as follows:</p> <ul style="list-style-type: none"> <li>▪ Bacolor Campus: Ground Floor, College of Education Building</li> <li>▪ Mexico Campus: Room 1 (Ground Floor), Academic Building</li> <li>▪ Lubao Campus: Room 105 (Ground Floor), Academic Building</li> <li>▪ Porac Campus: Room 3 (Ground Floor)</li> <li>▪ Sto. Tomas Campus: Room 1, Building 2</li> </ul>	Registrar's Manual  CHED Memorandum Order No. 27-s2016	10 minutes          5 minutes          5minutes	None

		<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> <ul style="list-style-type: none"> <li>▪ Apalit Campus: Normando C. Simon with mobile number 09175046833 Joy Bernardino (Administrative Staff, Mayor’s Office) with mobile number 09658567321</li> <li>▪ Candaba Campus: Jessie D. Manapsal with mobile number 09436392897 Maricel Tiongco with mobile number 09151210789</li> </ul> <p>5. Proceed to the designated exit points.</p> <p>Proceed to the designated exit points.</p> <p>Registrar’s Office then processes the enrolment of the students.</p> <p><b>For Regular Students:</b> Registrar’s Office prepares the Academic Evaluation Program. The said office then processes the enrolment of the students.</p> <p><b>For Irregular Students, Shiftees, Transferees, and Returnees:</b></p> <p>Adviser/chairperson of the department announces specific schedule thru social media.</p> <p>Adviser/chairperson shall contact the student for advising which shall be carried out online. Adviser/chairperson shall then submit the pre-assessment forms to the dean for approval.</p>			<p>None</p> <p>None</p>
--	--	---	--	--	-------------------------

		Chairperson shall forward the approved forms to the Registrar's Office. Registrar's Office then processes the enrolment of the students.			
				<b>20 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Application for Grade Discrepancy Form</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Grading Sheet and student record	For Identification to be attached in the application form	Present the grading sheet to the University Registrar including the student record and sign in the client logbook at the OUR.	Registrar's Manual (under Evaluation No. 14-change of grades)	5 minutes	None
Grade Discrepancy Form		Accomplish and submit the grade discrepancy form including requirements at the OUR		5 minutes	None
				<b>5 minutes</b>	<b>None</b>

**GOVERNMENT SERVICE: Application for Incomplete Grade Agreement Form**

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's ID	For Identification to be attached in the application form	Request for Incomplete Grade Agreement Form, present Student's ID and sign in the client logbook at the OUR	Registrar's Manual (under Evaluation No. 13-removal of INC grades)	5 minutes	none
Official Receipt (OR) as payment for Incomplete Grade Agreement Form		Pay at the Cashiering Office and present the official receipt of payment to the OUR.	Section 68(1) P.D 1445	5 minutes	PHP 100.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	
				<b>15 minutes</b>	<b>Php 100.00</b>

<b>GOVERNMENT SERVICE: Application for Transcript of Records (TOR) and Form 137 (Simple)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form	For Identification to	Present Student's ID/ Government issued ID/Authorization Letter (for a representative),	Registrar's	5 minutes	none

Original PSA Birth Certificate and one (1) photocopy. Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (2 pcs)	be attached in the application form	PSA Birth Certificate and Clearance and sign in the client logbook at the OUR	Manual (under Records Management No. 4- Production of TOR)  CHED Memorandum No. 21-s 2007  Revenue Memorandum Circular No. 25-2008		
Official Receipt (OR) as payment for TOR and Form 137		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	Section 68(1) P.D 1445	5 minutes	Php 110/page
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	none
<b>Total</b>				<b>15 minutes</b>	<b>Php 110/page</b>

<b>GOVERNMENT SERVICE: Application for Transcript of Records (TOR) and Form 137 (Complex)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

Application Form Original PSA Birth Certificate and one (1) photocopy. Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (2 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance at the OUR	Registrar's Manual (under Records Management No. 4- Production of TOR)  CHED Memorandum No. 17-s 2013  DEPED ORDER No. 54 s. 2016  Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for TOR and Form 137		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	Section 68(1) P.D 1445	5 minutes	Php 110/page
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>Total</b>				<b>15 minutes</b>	<b>PHP 110/page</b>

<b>GOVERNMENT SERVICE: Application for Transfer Credentials (Honorable Dismissal) and Copy of Grades</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Application Form Original PSA Birth Certificate and one (1) photocopy Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (4 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance at the OUR	Registrar's Manual CHED Memorandum, Order-22-2014 Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for Transfer Credential/Honorable Dismissal and Copy of Grades		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	Section 68(1) P.D 1445	5 minutes	TOR Php 110.00/page Transfer Credentials Php 50.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>Php 270.00</b>

**GOVERNMENT SERVICE: FILING OF APPLICATION FOR SCHOLARSHIPS & FINANCIAL ASSISTANCE**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form	For Identification of Student Applicant	<b>Request for Application Form &amp; Requirements at the University Registrar's Office</b>	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs  Memorandum of Agreement (Private or non - governmental agencies benefactors)	1 minute	None
Certificate of Registration (COR)	Bonafide student of the University	<b>Submit application form &amp; requirements at the University Registrar's Office</b>		2 minutes	None
Original Copy of Certificate of Grades	Monitoring of general average	<b>Prepare for Interview</b>		15 minutes	None
University Issued Student's I.D.		<b>Wait for the result of the interview</b>		Varies timetable of each scholarship & financial assistance programs	None
Good Moral Certificate	Guidance Manual				

ITR or Certificate of Indigency	BIR Form / Barangay Documents				
Duly signed Letter of Intent					
<b>TOTAL</b>				<b>18 minutes plus varies timetable of each scholarship &amp; financial assistance programs</b>	<b>None</b>

#### PLANNING AND DEVELOPMENT OFFICE

<b>GOVERNMENT SERVICE: Validates the submitted OPCR document policies, procedures and data to ensure excellent and quality delivery of services</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form	Sec 33 Chap 5, Book V of E.O. No.292 CSC No. 6, s. 2012 CSC Resolution No.1200481	<b>Submit the Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form</b>	CSC DBM Joint Circular No. 1 s. 2012 E.O. 80 2012 Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012	23 Minutes	None
<b>TOTAL</b>				<b>23 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Review OPCR document policies, procedures and data to ensure excellent and quality delivery of services in consonance with the University Strategic Plan 2019-2023</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form Accomplished Individual Performance and Commitment Review Form	Sec 33 Chap 5, Book V of E.O. No.292 CSC No. 6, s. 2012 CSC Resolution No.1200481	<b>Submit the Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form and Individual Performance Commitment and Review Form</b>	CSC DBM Joint Circular No. 1 s. 2012 E.O. 80 2012 Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012	15 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

**PUBLIC INFORMATION OFFICE**

<b>GOVERNMENT SERVICE: Approval for Posting of Materials</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Layout / Copy of the Materials to be Posted (1 original)	Ensure the legitimacy of the posted material	1. Sign in the Office Client Logbook	University Operations Manual Public Information Manual	1 Minute	None
		2. Submit a copy of the materials to be posted	University Operations Manual Public Information Manual	2 Minutes	None
		3. Receive the approved materials (with stamp) for posting	University Operations Manual Public Information Manual	2 Minutes	None
<b>TOTAL</b>				<b>4 Minutes</b>	<b>None</b>

#### QUALITY ASSURANCE OFFICE

GOVERNMENT SERVICE: Internal Quality Audit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Internal Quality Audit Master Plan (1 original)		1. Inquire about the audit schedule or request for a reschedule in response to the Audit Memo	ISO 9001:2015 QMS Standards, Clause 9.2		None

<p>2. Internal Quality Audit Plan (1 original)</p> <p>3. Quality Management System Checklist Plan (1 original)</p>		<p><b>AGENCY ACTION</b></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 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>5 Days</p>	
<p>1. Audit Memo Plan (1 original)</p>		<p>2. Prepare the necessary documents for audit</p> <p><b>AGENCY ACTION</b></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>ISO 9001:2015 QMS Standards, Clause 9.2</p>	<p>5 Days</p>	<p>None</p>
<p>1. Internal Quality Audit Report Plan (1 original)</p> <p>2. Internal Quality Audit Summary Log Sheet Plan (1 original)</p>		<p>3.1 Acknowledge the Internal Quality Audit Report by signing the document</p> <p>3.2 Prepare the necessary documents for follow-up audit</p>	<p>ISO 9001:2015 QMS Standards, Clause 9.2</p>	<p>5 Days</p>	<p>None</p>

3. Auditor's Performance Evaluation Plan (1 original)		<b>AGENCY ACTION</b> 3.1. Generate an Internal Quality Audit Report addressed to the auditee/person responsible in implementing the deviated procedure and instruction.			
<b>TOTAL</b>				<b>15 days</b>	<b>None</b>

### RESEARCH MANAGEMENT OFFICE

GOVERNMENT SERVICE: Research Application					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Research Paper Processing Application Form (1 original)	University Research Manual 2019 (Chapter 3 Research Proposal Development)	1. Submit the documentary requirements to the Research Coordinator for the endorsement to the Dean/ Campus Director/ Secondary School Principal	University Research Manual 2019 (Chapter 3 Research Proposal Development and	4 days	None

	and Processing, pp 10-11)		Processing, pp 10-11)		
Rubric for Research Paper Evaluation (1 original)	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	2. Comply with the recommendations of the College Specialist/s	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	1 day	None
Hard and Soft Copies of Research Paper (1 original)	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	3. Wait for the result of the review process of the RDSO through its Research Centers	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	15 days	None
RDSO Compliance Form (1 original)  Enhanced Research Paper ( 1 original)	University Research Manual 2019  (Chapter 3 Research	4. Comply with the recommendations of the RDSO	University Research Manual 2019  (Chapter 3 Research	1 day	None

	Proposal Development and Processing, pp 10-11)		Proposal Development and Processing, pp 10-11)		
<b>TOTAL</b>				<b>21 days</b>	<b>None</b>

GOVERNMENT SERVICE: Monitoring of Internally-Funded Research					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Research/Project Implementation Agreement ( 1 original)	University Research Manual 2019	1. Accomplish Research/Project Implementation Agreement Form from the RDSO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	University Research Manual 2019	5 days	None
Work and Financial Plan (1 original)	(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		
Status/Progress Report Form (1 original)					
Terminal Report(1 original)	University Research Manual 2019	2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	University Research Manual 2019	15 days	None

Research Paper Processing Application Form (1 original)	(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		
Hard and Soft Copy of the Research Paper					
Rubric for Research Paper Evaluation					
<b>TOTAL</b>				<b>20 days</b>	<b>None</b>

#### SPORTS AND DEVELOPMENT OFFICE

<b>GOVERNMENT SERVICE: Request for the Utilization of the University Gymnasium</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Identification Card	For Identification of burrowing party	Ascertain the identity of the burrowing party	Student Manual	5 minutes	None
University Reservation Form	For proper Documentation	Submit accomplished University Reservation Form and secure approval (one copy of the approved form will be retained at the OSD	Student Manual	5 minutes	None
Approved University Reservation Form	For proper coordination	Log approved activity and schedule at the OSD Office	Student Manual	5 minutes	None

<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

**UNIVERSITY CULTURE AND THE ARTS UNIT**

<b>GOVERNMENT SERVICE: The process of recruiting and selecting “would be” members of the various Official Art and Cultural Groups of the University through face-face or virtual means.</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		
<b>Certificate of Registration (COR)</b>	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services Bonafide student of the University	<b>Logs/Registers and fills out the UCAU face to face/Google Audition/ Selection Form</b>	2019 Revised Student Manual	2 Minutes	None
<b>Validated Student ID</b>		<b>Present all Audition requirements for (face to face or online) validation to the UCAU Secretary including the signed UCAU Audition/ Selection Parental Consent Form (APCF) for those below 18 years old.</b>		2 Minutes	None
<b>UCAU(Face to face/Virtual) Audition Form Revision 01, S. 2020</b>		<b>Inquires on the actual/virtual audition/selection date for posting at the UCAU Official FB Page.</b>		2 Minutes	None
<b>UCAU Audition Parental Consent Form (face to face/virtual)</b>				3 Minutes	None
<b>Uploaded Video recorded performances/ art works</b>				5 Minutes	None

		<p>Goes through a preliminary interview process (for face to face audition/selection processes) only</p> <p>Performs/ presents artworks physically or uploads video performances/ artworks to respective Art Group Directors</p> <p>Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at theUCAU Official FB Page</p> <p>Accomplishes the Customer Satisfaction Survey Form physically or virtually.</p>		<p>5 Days</p> <p>1 Minute</p>	<p>None</p> <p>None</p>
<b>TOTAL</b>				<b>5 Days and 15 Minutes</b>	<b>None</b>

**UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE and UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE  
Internal Services**

<b>GOVERNMENT SERVICE: Disaster Preparedness Capacity Building Training</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			

Letter of permission	University code 2021	Seeks permission from the President	University Manual 2010	10 Minutes	None
Memorandum	University code 2021	Prepares the necessary communication letters, needed materials relative to training, lectures, and PowerPoint, manual, and other documents.	University Manual 2010	1 Day	None
Internet connection / memorandum	Memorandum	Settles the virtual training room	Health protocol	10 Minutes	None
Event program	University code 2021	Designs the event program with specific topics per day and time ( covering the 24 hours training or 8 hours per day)	University code 2021	30 Minutes	None
Memorandum	Memorandum	Informs the unit/department included in the training about the details ( involved personnel, schedule, and scope)	Memorandum	5 Minutes	None
Memorandum	Memorandum	Informs the selected UDRRMO trainer who is involved in the training	University code 2021	5 Minutes	None
Waiver form	University code 2021	Secures waiver from the participants	University code 2021	5 Minutes	None
Materials and lecture kit	Health protocol guidelines	Conduct the 3-day virtual training	Health protocol guidelines	3 Days	None
Evaluation tool	University code 2021	Evaluates of the training proper and speakers	University code 2021	5 Minutes	None
Post assessment result	University code 2021	Conducts post-conference to discuss suggestions and recommendations	University code 2021	30 Minutes	None

<b>TOTAL</b>	<b>4 Days, 1 Hour, 40 Minutes</b>	<b>None</b>
--------------	-----------------------------------	-------------

**GOVERNMENT SERVICE: Inter-Unit Collaboration For Disaster Resiliency Education Program (IUC-DRED)**

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Approved Letter of permission	University Manual 2010	Waits for the letter of request signed by the president	University Manual 2010	10 Minutes	None
Logbook	University Code 2021	Receives the letter and log	University Code 2021	10 Minutes	None
Letter of the request form	University Code 2021	Provides the letter of the request form	University Code 2021	5 Minutes	None
Accomplished letter of request	University Code 2021	Evaluates and screening requests ( specific requests and topics)	University Code 2021	20 Minutes	None
Internet connection	Health protocol guidelines	Receives the advice on the virtual training link	Health protocol guidelines	1 Hour	None
Structured Event program	University Code 2021	Designs the activity program	University Code 2021	30 Minutes	None
Materials and lecture kit	University Code 2021	Preparation of needed materials, lecture, communication letters	University Code 2021	2 Hours	None

Memorandum	REPUBLIC ACT No. 10121	Informs the specific involved DRRMO trainers	REPUBLIC ACT No. 10121	5 Minutes	None
List of participants	University Code 2021	Receives the list of participants	University Code 2021	5 Minutes	None
Memorandum	Memorandum	Conducts the requested seminar or training	University code 2021	1 Day	None
Evaluation tool	University code 2021	Evaluates of the activity	University code 2021	5 Minutes	None
Post assessment results	Health protocol guidelines	Conducts post Conference virtually	Health protocol	30 Minutes	None
<b>TOTAL:</b>				<b>1 Day, 5 Hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Disaster Preparedness: Earthquake Drill ( During Pandemic)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of permission	University Manual 2010	Secures a permit from the University President to conduct an earthquake drill	University Manual 2010	10 Minutes	None
Meeting agenda	REPUBLIC ACT No. 10121	Conducts a general meeting with the UDRRMO personnel and UOSHO focal person per unit/extension campus	REPUBLIC ACT No. 10121 BCP 2021	40 Minutes	None

Letter of request signed by the president	REPUBLIC ACT No. 10121	Prepares and sends a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP to serve as external evaluator	REPUBLIC ACT No. 10121 BCP 2021	10 Minutes	None
Memorandum	University Code 2021	Informs all offices regarding the earthquake drill activity	REPUBLIC ACT No. 10121 BCP 2021	20 Minutes	None
Memorandum	REPUBLIC ACT No. 10121	Identifies the number of university personnel present per building during the usual business operation.	University Code 2021	20 Minutes	None
Equipment and materials for preparation	University Code 2021	Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	REPUBLIC ACT No. 10121 BCP 2021	30 Minutes	None
Lecture materials and equipment needed	University Code 2021	Conducts an awareness webinar on the earthquake drill procedure and proper response among the university non-teaching personnel, teaching and students who are staying in their respective houses.	REPUBLIC ACT No. 10121 BCP 2021	30 Minutes	None
Lecture materials and equipment needed	REPUBLIC ACT No. 10121	Conducts the earthquake drill following the 3 distinct phases; Alarm, Response (duck, cover, and hold), and evaluation.	REPUBLIC ACT No. 10121 BCP 2021 DILG memorandum for NSED	1 Minute	None
Record book	University Code 2021	Documents	University Code 2021	1 Minute	None

Evaluation tool	QA manual	Evaluates of the earthquake drill	University code 2021	5 Minutes	None
Evaluation tool	QA manual	Evaluates of the earthquake drill	University code 2021	5 Minutes	None
Post assessment results	QA manual	Discuss the negative and positive comments from the external evaluators.	University code 2021	15 Minutes	
<b>TOTAL</b>				<b>3 Hours, 7 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Disaster Preparedness: Fire Drill</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of permission	University Manual 2010	Secures a permit from the University President to conduct a fire drill	University Manual 2010	10 Minutes	None
Letter of request signed by the president	REPUBLIC ACT No. 10121	Invites and asks assistance from the BFP, during the preparation, actual drill, and evaluation phase.	REPUBLIC ACT No. 10121 BCP 2021	10 Minutes	None
Meeting agenda	REPUBLIC ACT No. 10121	Conducts a general meeting together with BFP	REPUBLIC ACT No. 10121 BCP 2021	40 Minutes	None

Memorandum	University Code 2021	Informs all offices regarding the fire drill activity	REPUBLIC ACT No. 10121 BCP 2021	10 Minutes	None
Memorandum	REPUBLIC ACT No. 10121	Identifies the possible evacuation site and designated meeting place to be used per cluster if a fire hazard occurs.	University Code 2021	4 Hours	None
Equipment and materials for preparation	University Code 2021	Identifies the number of university personnel and students present per building during the usual business operation.	REPUBLIC ACT No. 10121 BCP 2021	2 Hours	None
Lecture materials and equipment needed	University Code 2021	Prepares and posts the clear and easy-to-understand evacuation plan per room and office with proper labeling and direction. ( evacuation routes)	REPUBLIC ACT No. 10121 BCP 2021	2 Days	None
Lecture materials and equipment needed	REPUBLIC ACT No. 10121	Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	REPUBLIC ACT No. 10121 BCP 2021 DILG memorandum for NSED	2 Days	None
Record book	University Code 2021	Conducts a general orientation with the UDRMO team and UOSHO	University Code 2021	40 Minutes	None
Memorandum	University Code 2021	Calls a general meeting among the deans and heads per cluster to orient them regarding the process of the fire drill and their parts on the activity.	REPUBLIC ACT No. 10121	40 Minutes	None

Approved procedure	QA manual	Conducts an awareness seminar among the university personnel regarding the fire drill.	REPUBLIC ACT No. 10121	40 Minutes	None
Waiver form	QA manual	Secures an accident waiver and release of liability form	PIO manual	5 Minutes	
Approved procedure	REPUBLIC ACT No. 10121 BCP 2021	Conducts the Fire drill and actual fire management	REPUBLIC ACT No. 10121 BCP 2021	20 Minutes	None
Evaluation tool	QA manual	Evaluate the activity.		5 Minutes	None
Evaluation tool	QA manual	Asks for Self-evaluation		5 Minutes	None
Post assessment result	QA manual	Discuss the negative and positive comments from the external evaluators.		15 Minutes	None
Record book	QA manual	Documents (all comments must be documented and noted properly).		20 Minutes	None
<b>TOTAL</b>				<b>5 Days, 2 Hours, 20 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Disaster Prevention And Mitigation: University Hazard Mapping</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			

Letter of permission	University Code 2021	Secures a permit from the University President to conduct the hazard mapping.	University Manual 2010	10 Minutes	None
Letter signed by the president	University Code 2021	Informs all offices regarding the hazard mapping for them not to be destructed too much during the usual business operation	BCP 2021	10 Minutes	None
Structured procedure for hazard mapping	REPUBLIC ACT No. 10121	Conducts the hazard mapping per building and per area to cover the whole university that includes structural and non-structural using the checklist.	REPUBLIC ACT No. 10121 BCP 2021	2 Hours	None
Structured procedure for hazard mapping	University Code 2021	Documents and takes pictures of all hazards identified.	REPUBLIC ACT No. 10121 BCP 2021	1 Hour	None
Findings for hazard mapping	REPUBLIC ACT No. 10121	Consolidate the hazard mapping findings	University Code 2021	30 Minutes	None
Final results of the hazard mapping	University Code 2021	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)	REPUBLIC ACT No. 10121 BCP 2021	40 Minutes	None
Final results of the hazard mapping	University Code 2021	Make recommendations and possible corrections to eliminate the hazards	REPUBLIC ACT No. 10121 BCP 2021	30 Minutes	None

Final results of the hazard mapping	REPUBLIC ACT No. 10121	Prepares a comprehensive report with recommendation  Submits the report to the Executive Vice President (EVP) for review and evaluation.	REPUBLIC ACT No. 10121  BCP 2021  DILG memorandum for NSED	40 Minutes	None
consolidated findings and letter of recommendations	BCP 2021	Forwards the consolidated findings and recommendation to the President	REPUBLIC ACT No. 10121  BCP 2021	10 Minutes	None
<b>TOTAL</b>				<b>5 hours, 50 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Disaster Recovery And Rehabilitation: Post-Hazard Checking</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of permission	University Code 2021	Secures a permit from the University President	University Manual 2010	10 Minutes	None
Memorandum	PIO manual	Declares no classes or suspension of usual business operation as ordered by the president	BCP 2021	5 Minutes	None
Memorandum	REPUBLIC ACT No. 10121	Informs all offices regarding the conduct of impact hazard assessment.	REPUBLIC ACT No. 10121	5 Minutes	None

			BCP 2021		
Structured procedure for post hazard checking	University Code 2021	Conducts the post hazard checking per building and per area to cover the whole university.  Includes the structural and non-structural assessment.	REPUBLIC ACT No. 10121  BCP 2021	3 Hours	None
Record book	University Code 2021	Documents and take photos of all the affected areas/structures or facilities	REPUBLIC ACT No. 10121  BCP 2021	20 Minutes	None
Final results of the post hazard checking	University Code 2021	Consolidate and discuss the results of the findings	REPUBLIC ACT No. 10121  BCP 2021	20 Minutes	None
Final results of the post hazard checking	University Code 2021	Prepares a comprehensive report of the results	REPUBLIC ACT No. 10121  BCP 2021	20 Minutes	None
Final results of the post hazard checking	REPUBLIC ACT No. 10121	Makes necessary recommendations for correction and abrupt reconstruction ( if needed)	REPUBLIC ACT No. 10121  BCP 2021  DILG memorandum for NSED	10 Minutes	None
Final results of the post hazard checking	BCP 2021	Submits the report to the Executive Vice President	BCP 2021	10 Minutes	None

consolidated findings and letter of recommendations	BCP 2021	Forwards the report to the university president	REPUBLIC ACT No. 10121 BCP 2021	5 Minutes	None
<b>TOTAL</b>				<b>5 hours, 45 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Declaration Of Health Status</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of permission	Health protocol guidelines	Provides Health declaration form to the visitors and employees upon entering the university.	BCP 2021	5 Seconds	None
Health Declaration form/ QR Code	Health protocol guidelines	Instructs to accomplish completely and truthfully with readable penmanship.	BCP 2021	1 Minute	None
Health Declaration form/ QR Code	Health protocol guidelines	Checks the accomplished health declaration form to know if the visitor/ employee is free from COVID 19 based on the health status declared relative to COVID 19.	Basic Pandemic Plan	1 Minute	None
Accomplished Health declaration form Drop box	Health protocol guidelines	Drops in the drops box the accomplished Health Declaration located at the assigned office	Basic Pandemic Plan ( BCP 2021)	1 Minute	None

Accomplished Health declaration form	Health protocol guidelines	Destroys after 20 days from the date of accomplishment the accomplished declaration form following the National Archives of the Philippines protocol.	Basic Pandemic Plan ( BCP 2021)	2 Minutes	None
<b>TOTAL</b>				<b>5 Minutes, 5 Seconds</b>	<b>None</b>

### UNIVERSITY LEARNING RESOURCE CENTER

GOVERNMENT SERVICE: Application for New Library Card Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
• Certificate of Registration or Valid ID	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in the Student Log Sheet  Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or Valid ID	Library Manual	3 minutes	None
• Passport size picture (1.5 x 1.5)		Submits Library Card Form (LCF) to library staff together with the COR or Valid ID		5 minutes	None
		Receives library card		1 minute	None

		Accomplishes receiving log sheet and customer survey form		1 minute	None
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>
• DHVSU ID	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Faculty Log Sheet  Secures and fills up Library Card Form and Library Card for DHVSU Employees	Library Manual	3 minutes	None
• 2 pcs. 1 x 1 picture		Submits Library Card Form to library staff together with 2 1x1 picture		1 minute	None
		Receive library card		1 minute	None
		Accomplish receiving log sheet and customer survey form		1 minutes	None
<b>TOTAL</b>				<b>6 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (Students)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

• Library Card	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her library card  Logs in the Student Log Sheet	Library Manual	1 minute	None
		Browses card catalog for needed materials		3 minutes	None
		Proceeds to the book shelves to get the desired library resources		3 minutes	None
		Presents the book, fills out the book card and surrender Library Card		2 minutes	None
		Accomplishes customer survey form		1 minute	None
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>
Book/s to be returned		Returns borrowed material/s		1 minute	None
		Claims library card and accomplishes customer survey form		1 minute	None
<b>TOTAL</b>				<b>2 minutes</b>	<b>None</b>
<b>GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (DHVSU Employees)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

• Library Card	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in the Employees Log Sheet  Browses card catalog for needed materials	Library Manual	2 minutes	None
		Proceeds to the book shelves to get the desired library resources		2 minutes	None
		Presents the book, fills out the book card and surrender Library Card		1 minute	None
		Accomplishes Customer Survey Form		1 minute	None
<b>TOTAL</b>				<b>6 minutes</b>	<b>None</b>
Book/s to be returned		Returns borrowed material/s		1 minute	None
		Claims library card and accomplishes customer survey form		1 minute	None
<b>TOTAL</b>				<b>2 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Baggage Area Procedure (Students)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

• Library Card	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her library card  Logs in to Student Log Sheet	Library Manual	1 minute	None
		Proceeds to Baggage Area  Removes valuable from bag  Surrenders bag  Claims baggage number		2 minutes	None
Baggage number		Surrenders baggage number  Claim bag		1 minute	None
		Accomplish customer survey form		1 minute	None
<b>TOTAL</b>				<b>5 minutes</b>	<b>None</b>

**GOVERNMENT SERVICE: Baggage Area Procedure (Outside Researchers)**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>Referral Letter</li> <li>School ID/ Valid ID</li> </ul>	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her Referral Letter and School ID/ Valid ID  Logs in to Visitors Log Sheet	Library Manual	2 minutes	None
		Proceeds to Baggage Area  Removes valuable from bag  Surrenders bag  Claims baggage number		30 seconds  30 seconds  30 seconds  30 seconds	None
Baggage number		Surrenders baggage number  Claim bag		30 seconds  30 seconds	None
		Accomplish customer survey form		1 minute	None
<b>TOTAL</b>				<b>6 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Lost Library Card Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
• Valid ID	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet  Secures and fills up Lost Library Card Form and Affidavit of Lost	Library Manual	3 minutes	None
• Passport size picture (1.5 x 1.5)		Submits form and Affidavit of lost to library staff and passport size picture		5 minutes	None
		Receives duplicate library card		1 minute	None
		Accomplish receiving log sheet and customer survey form		1 minute	None
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Interlibrary Request Letter Procedure (Students &amp; Employees)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
• Library Card	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet  Secures and fills up Interlibrary Request Letter form	Library Manual	2 minutes	None
		Submits Interlibrary Request Letter together with 2pcs long bond paper		2 minutes	None
		Receives signed Interlibrary Letter  Accomplishes Receiving Log Sheet and Customer Survey Form		1 minute	None
<b>TOTAL</b>				5 minutes	None

<b>GOVERNMENT SERVICE: Use of Audio-Visual Room and Discussion Room Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
• Request Letter	CMO__S. 2017 Minimum Requirements for	Logs in Student Log Sheet or Faculty Log Sheet	Library Manual	2 minutes	None

	Libraries of Higher Education Institutions Common to All Programs	Secure and fills up Discussion and AVR Request form			
		Submits form together with the request letter		2 minutes	None
		Accomplish customer survey form		1 minute	None
<b>Total</b>				<b>5 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Signing of Clearance Procedure</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
• Library Card and Students/Employees Clearance	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet	Library Manual	1 minute	None
		Presents library card and clearance		1 minute	None
		Receives clearance and accomplishes Customer Survey Form		1 minute	None

<b>Total</b>	<b>3 minutes</b>	<b>None</b>
--------------	------------------	-------------

**GOVERNMENT SERVICE: Submission of Thesis/Dissertation Procedure**

**SERVICE INFORMATION**

<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
• Thesis/Dissertation Copy	CMO__S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet  Accomplishes Thesis/Dissertation Receiving Log Sheet	Library Manual	2 minutes	None
		Drops Thesis/Dissertation copies in the book drop box		1 minute	None
		Accomplishes customer survey form		1 minute	None
<b>Total</b>				<b>4 minutes</b>	<b>None</b>

**UNIVERSITY TRAINING SERVICES OFFICE**

**GOVERNMENT SERVICE: Procedure for the Request of Training Service**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter	University Training Services Manual (for approval)	1. Forward the request letter to the President's Office	University Training Services Manual (for approval)	1 day (upon the routing of request letter to training office)	None
Training Proposal	University Training Services Manual (for approval)	2. Submit the required documents	University Training Services Manual (for approval)	1 Hour	None
Memorandum of Agreement	University Training Services Manual (for approval)	3. Receive the approval of the TSO Director for the training request (as per MOA)	University Training Services Manual (for approval)	5 Minutes	None
<b>TOTAL</b>				<b>1 Day, 1 Hour, 5 Minutes</b>	<b>None</b>