



Republic of the Philippines
Don Honorio Ventura State University
Bacolor, Pampanga

A023

COMPLIANCE

REPORT

FMSO - ACCOUNTING UNIT

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Issuance of Clearances	REPUBLIC ACT NO. 9832 AN ACT CONVERTING THE DON HONORIO VENTURA COLLEGE OF ARTS AND TRADES IN THE MUNICIPALITY OF BACOLOR, PROVINCE OF PAMPANGA INTO A STATE UNIVERSITY TO BE KNOWN AS THE DON HONORIO VENTURA TECHNOLOGICAL STATE UNIVERSITY (DHVTSU) AND APPROPRIATING FUNDS THEREFOR	Section 7. Powers and Duties of the Board of Regents: (e) To fix the tuition fees and other necessary school charges such as, but not limited to, matriculation fees, graduation fees and laboratory fees, as the Board may deem proper to impose, after due consultations with the involved sectors.	Student Manual	2019	

¹ 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

² Cite section number and quote provision identified in the governing law

<p>Issuance of Statement of Account and Certificate of Payment of Graduation Fee</p>	<p>REPUBLIC ACT NO. 9832 AN ACT CONVERTING THE DON HONORIO VENTURA COLLEGE OF ARTS AND TRADES IN THE MUNICIPALITY OF BACOLOR, PROVINCE OF PAMPANGA INTO A STATE UNIVERSITY TO BE KNOWN AS THE DON HONORIO VENTURA TECHNOLOGICAL STATE UNIVERSITY (DHVTSU) AND APPROPRIATING FUNDS THEREFOR</p>	<p>Section 7. Powers and Duties of the Board of Regents: (e) To fix the tuition fees and other necessary school charges such as, but not limited to, matriculation fees, graduation fees and laboratory fees, as the Board may deem proper to impose, after due consultations with the involved sectors.</p>	<p>Student Manual</p>	<p>2019</p>	
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SERVICE INFORMATION PER GOVERNMENT SERVICE³ for Accounting Office's Procedure 1

GOVERNMENT SERVICE: Issuance of Clearances					
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		
Student ID Official Receipt	REPUBLIC ACT NO. 9832	<ol style="list-style-type: none"> 1. Inquire for verification of outstanding balance at the Accounting Office 2. Payment of outstanding balance at the Cashiering Office (if any) 3. Present Official Receipt for the payment made to the Accounting Office 	Student Manual 2019	30 Seconds 1 Minute 1 Minute	P50
TOTAL				2.50 Minutes	P50

SERVICE INFORMATION PER GOVERNMENT SERVICE⁴ for Accounting Office's Procedure 2

GOVERNMENT SERVICE: Issuance of Statement of Account and Certificate of Payment of Graduation Fee					
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		
Student ID Official Receipt	REPUBLIC ACT NO. 9832	<ol style="list-style-type: none"> 1. Present ID and request for Statement of Account or Certificate of Payment for Graduation Fee at the Accounting Office 2. Payment of fee at the Cashiering Office 3. Print SOA and affix documentary stamp 4. Release the statement of account or Certificate of Payment for Graduation Fee signed by the University Accountant 	Student Manual 2019	1 Minute 2 Minutes 1 Minute 1 Minute	P50
TOTAL				14 Minutes	None

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 February 2023: 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) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Employment Verification	R.A.10173 "Data Privacy Act of 2012" ARTA – R.A. 11032 "Ease of Doing Business"				

¹ 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

² Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: EMPLOYMENT VERIFICATION					
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. 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 information and communications systems in the government and the private sector, creating for this purpose a national privacy commission, and for other purposes	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
		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
TOTAL				30 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of Certificate of Employment (COE)	DOLE Labor Advisory No. 06, Series of 2020 Book V : Labor Relations Rules to Implement the Labor Code R.A. 6713 R.A. 11032 R.A.10173 “Data Privacy Act of 2012” ARTA – R.A. 11032 “Ease of Doing Business”	Section III Issuance of Certificate of Employment Rule XIV Section 10 Certification of employment Rule IV, Section 3 Transparency of Transactions and Access to Information EODB Law			

³ 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

⁴ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)					
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. 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.	<ul style="list-style-type: none"> - DOLE Labor Advisory No. 06 Series 2020 - Section III Issuance of 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” 	3 Minutes	None
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	2 Minutes	None

TOTAL	10 Minutes	None
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GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁵	Specific Provision in the Governing Law(s) as Basis ⁶	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of Service Record	Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees R.A. 11032 R.A.10173 “ Data Privacy Act of 2012” ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV Section 3 Transparency of Transactions and Access to Information EODB Law			

⁵ 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

⁶ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: ISSUANCE OF SERVICE RECORD					
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. 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	3 Minutes	None

			Business"		
TOTAL				10 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Request for Replacement of University Issued Identification Card	Joint Memorandum Circular No. 2019-001 S. 2019 The Implementing Rules and Regulations of RA 11032 ARTA – R.A. 11032 "Ease of Doing Business"	Rule VII Section 8 Identification Card			

⁷ 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

⁸ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: ISSUANCE OF UNIVERSITY ISSUED IDENTIFICATION CARD (NEW)					
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. 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
TOTAL				32 Minutes	None

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
TOTAL			32 Minutes	None	

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁹	Specific Provision in the Governing Law(s) as Basis ¹⁰	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Application for Leave of Absence	CSC Form 6, Revised 1984 DHVSU-QSP-ADMINSO- 002-FO001-R01 Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws ARTA – R.A. 11032 “Ease of Doing Business”	Chapter 9 Sec. 60 Leave of Absence	Administrative Manual Chapter XIV Leave of Absence	2010	

⁹ 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

¹⁰ Cite section number and quote provision identified in the governing law

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			
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 Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence	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. Medical Certificate (1 original) -for 6 days and beyond leave of absence	1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence	2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application		15 Minutes	None	

3. Duly signed Clearance Form (3 original) <i>-for 30 days leave of absence</i>	1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence	3. Forward the CSC Form 6 to the Immediate Superior		1 Hour	None
		4. Forward the CSC Form 6 to the HRM		3 Minutes	None
		5. Wait for the approval of the application for leave		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
TOTAL				1 Hour, 40 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹¹	Specific Provision in the Governing Law(s) as Basis ¹²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Application for Monetization	CSC Form 6, Revised 1984 DHVSU-QSP-ADMINSO-002-FO001-R01 Omnibus Rules on Leave (CSC MC No. 41, Series 1998) Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil	<i>Section 22:</i> Monetization of leave credits <i>Section 23:</i> Monetization of 50% of vacation/sick leave credits <i>Section 24:</i> Computation of Leave Monetization Chapter 9 Section 60: Leave of Absence			

¹¹ 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

¹² Cite section number and quote provision identified in the governing law

	Service Laws ARTA – R.A. 11032 “Ease of Doing Business”					
GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR MONETIZATION						
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. 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) <i>-for 10 days and beyond</i>	<i>Section 22:</i> Monetization of leave credits <i>Section 23:</i> Monetization of 50% of vacation/sick leave credits <i>Section 24:</i> Computation of Leave Monetization	2. Register at the Logbook for ADMINSO 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	
		5. Wait for the approval of the application for monetization		9 Minutes	None	
		6. Accomplish the Customer Survey Form and drop to the designated	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None	

		box.			
TOTAL				55 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹³	Specific Provision in the Governing Law(s) as Basis ¹⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Application for Retirement	R.A. 8291 – GSIS Act of 1997 RA. 6683 ARTA – R.A. 11032 “Ease of Doing Business”				

¹³ 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

¹⁴ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR RETIREMENT					
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. 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 and employees pursuant to various executive orders authorizing government reorganization after	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)		4. Wait for the approval of the letter from the university president.		10 Minutes	None
5. Duly Signed Certification on Declaration of		5. Accomplish and sign the GSIS Application Form for Retirement and		1 Hour, 55 Minutes	None

Pendency and Non-Pendency (4 original)	the ratification of the 1987 constitution appropriating funds therefor, and for other purposes”	submit to the HR.			
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)					
TOTAL				2 Hours, 35 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁵	Specific Provision in the Governing Law(s) as Basis ¹⁶	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Loan Application (Pag-ibig and GSIS)	R.A. 8921 – GSIS act of 1997 R.A 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”				

¹⁵ 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

¹⁶ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: APPROVAL OF LOAN APPLICATION (PAG-IBIG and GSIS)					
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. Two (2) Government Issued IDs (2 Photocopies back and front)	R.A. 8921 – GSIS act of 1997	1. Inquire on specific Loan Application and register at the Logbook of ADMINISO Transactions.	R.A. 8921 – GSIS act of 1997 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)	<ul style="list-style-type: none"> ➤ GSIS Website – gsis.com.ph – Downloadable Forms ➤ Paglbig Website – Paglbig Loan Form ➤ ADMINISO, Ground 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)	R.A. 8921 – GSIS act of 1997	10 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	15 Minutes	None
TOTAL				30 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁷	Specific Provision in the Governing Law(s) as Basis ¹⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of Certificate of Payment - Remittances	R.A.10173 "Data Privacy Act of 2012" R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 "Ease of Doing Business"				

¹⁷ 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

¹⁸ Cite section number and quote provision identified in the governing law

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. Secure and accomplish Certificate of Payment-Remittances Form		30 Minutes	None
		2. Wait for the issuance of Certificate of Payment	R.A.10173 "Data Privacy Act of 2012" R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	12 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
TOTAL				45 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁹	Specific Provision in the Governing Law(s) as Basis ²⁰	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of BIR form 2307	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

¹⁹ 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

²⁰ Cite section number and quote provision identified in the governing law

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. Request for BIR Form 2307 and register at the Logbook of ADMINISO Transactions.	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 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
TOTAL				15 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ²¹	Specific Provision in the Governing Law(s) as Basis ²²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of BIR Form 2316	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

²¹ 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

²² Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: ISSUANCE OF BIR FORM 2316					
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. Request for BIR Form 2316 and register at the Logbook of ADMINISO Transactions.	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 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
TOTAL				15 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ²³	Specific Provision in the Governing Law(s) as Basis ²⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Issuance of Daily Time Record for Attendance Monitoring	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

²³ 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

²⁴ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: ISSUANCE OF DAILY TIME RECORD FOR ATTENDANCE MONITORING					
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. 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
TOTAL				40 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ²⁵	Specific Provision in the Governing Law(s) as Basis ²⁶	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Reissuance of Payslip	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

²⁵ 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

²⁶ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: REISSUANCE OF PAYSリップ					
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. Request for reissuance of Payslip and register at the Logbook for ADMINISO Transactions	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 Payslip Request Form at the 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
TOTAL				15 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ²⁷	Specific Provision in the Governing Law(s) as Basis ²⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Request for Gross Pay	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

²⁷ 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

²⁸ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: REQUEST FOR GROSS PAY					
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. Request for Gross Pay and register at the Logbook for ADMINISO Transaction	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
TOTAL				15 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ²⁹	Specific Provision in the Governing Law(s) as Basis ³⁰	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ADMINISTRATIVE SERVICES					
Request for Net Pay	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees ARTA – R.A. 11032 “Ease of Doing Business”	Rule IV, Section 3 Transparency of Transactions and Access to Information			

²⁹ 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

³⁰ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: REQUEST FOR NET PAY					
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. Request for Net Pay and register at the Logbook for ADMINISO Transaction	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
		2. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				15 Minutes	None

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 <i>(student applicant not covered by RA 10931)</i>		Answer the sample questions and take the UAT.		1 Hour <i>(for non-board)</i> 2 Hours <i>(For board programs)</i> 3 Hours <i>(for BS Nursing and Graduate School and Juris Doctor Applicants)</i>	None
		Listen to the announcement of the proctor		5 Minutes	None

		regarding schedule of the test results			
TOTAL				1 hour, 19 Minutes <i>(for non-board)</i> 2 Hours, 19 Minutes <i>(For board programs)</i> 3 Hours, 19 Minutes <i>(for BS Nursing and Graduate Studies and Juris Doctor Applicants)</i>	None

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
Referral Form		Interview and sets an appointment at the Guidance and Testing Center		22 Minutes	None
Call Slip		Attend to the scheduled counseling session and other assessment as required by the Guidance Counselor		1 Hour	None

	RA 9258 "The Guidance and Counseling Act of 2004"	Attend the scheduled follow-up session/s at the Guidance and Testing Center. And accomplish Customer Survey Form		1 Hour, 30 Minutes	None
TOTAL				2 Hours, 53 minutes	None

GOVERNMENT SERVICE: Online 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		
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	RA 9258 "The Guidance and Counseling Act of 2004"	1 Hour	None

		via Video conference or Audio calling thru Facebook messenger.	2004”		
		Attend a series of online counseling sessions.	RA 9258 “The Guidance and Counseling Act of 2004”	1 Hour, 30 Minutes	None
TOTAL				1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	None

GOVERNMENT SERVICE: Issuance of Class Admission Slip					
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	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	
TOTAL				16 Minutes	None

GOVERNMENT SERVICE: Psychological Testing					
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 (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</i>	None

				<i>Immersion</i> 2 Hours, 30 Minutes Psychological Assessment 2 Hours <i>Teaching and Non-Teaching applicant and newly hired</i>	
		Accomplish the Customer Survey Form		1 minute	
TOTAL				1 Hour, 4 Minutes <i>(For OJT/Work Immersion)</i> 2 Hours,34 minutes Psychological Assessment 2 Hours, 4 Minutes <i>(Teaching and Non-Teaching applicant and newly hired)</i>	None

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
TOTAL				21 Minutes	None

GOVERNMENT SERVICE: Guidance Program Evaluation					
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 Guidance Program Evaluation	Student Manual 2019 Edition Guidance Manual 2015 Edition	10 minutes	None

TOTAL	10 minutes	None
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GOVERNMENT SERVICE: ACCEPTANCE OF STUDENT INTERNSHIP

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	
TOTAL				1 Hour, 3 Minutes	None

Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service

- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
CASHIERING OFFICE					
Collection of Fees	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)		
Check Preparation and Disbursement	Government Accounting Manual	Section 8 Checks shall be used for payments of regular expenses.	Accountable Forms		

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Collection of Fees -Tuition Fee, Graduation Fee, CAV, Certifications, Clearance, Statement of Account, Transcript, Good Moral, Reprinting of Identification Card, PE Uniform, Rentals of Stalls and Venues (Gym, Café Honorio, Hostel), Bidding Documents.					
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		
Secure payment form at the concern offices or units corresponding to the type of payment. <ul style="list-style-type: none"> • Registrar's Office- Tuition Fee, Certifications, CAV, TOR • BAC Office- Bidding Document • Auxiliary Services- Rentals of Stalls and venues, PE Uniforms • Guidance Office- Good Moral • OSA/MIS –reprinting of Identification Card. 	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	<ul style="list-style-type: none"> • Verify payment • Receive and ensure the correct amount before processing the issuance of official receipt • Issue official receipt • Fill up the Customer's Satisfaction Survey 		45 Seconds 30 Seconds 30 Seconds 1 Minute	Fees to be determined on the nature of payment

TOTAL	2 Minutes,45 Seconds	
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SERVICE INFORMATION PER GOVERNMENT SERVICE⁴

GOVERNMENT SERVICE: Disbursement of Check							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	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"> ● Authorization letter ● Photo copy of Identification Card of the owner ● Original and photocopy of identification card of the representative If check is intended as payment of expenses incurred by the university, the following should be presented. <ul style="list-style-type: none"> ● Identification Card ● Official Receipt 	Government Accounting Manual	Payment for goods and services rendered by the university <ul style="list-style-type: none"> ● Request the Disbursing Officer for the release of check and present valid ID. ● Present the Identification Card. <i>In case of representative</i> <ul style="list-style-type: none"> a. Authorization letter b. Photocopy of owner's ID c. Original and photocopy of representative's ID ● Issue the corresponding official receipt ● Sign the Disbursement Voucher (received by). ● Fill up the Customer's Satisfaction Survey 		15 Seconds 1 Minute 1 Minute 30 Seconds 1 Minute	None		

TOTAL	2 Minutes, 50 Seconds	
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(1) NAME OF DEPARTMENT/AGENCY/LGU: (Don Honorio Ventura State University)

College/Campus Advising Procedure

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Student Advising Process	“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	

¹ 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

² Cite section number and quote provision identified in the governing law

Student Advising Process

GOVERNMENT SERVICE: Student Advising 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		
Advising Form (3 copies), Student ID (1 original), Transcript of Records/Copy of Grades (1 Copy), Letter of Intent (1 Copy), Customer Survey Form (1 original)	RA 10 687 (UniFast)	1. Secure the Advising form at the Designated Faculty Office of the College	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	2. Submit the accomplished advising form along with the other requirements to the designated enrollment adviser	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	3. Assessment of the submitted requirements and approval of the subjects enrolled and the total number of units of the enrollee	University Students Manual (2019)	5 Minutes	None
	RA 10687 (UniFast)	4.1 Log the client details and transaction type on the provided log sheet and accomplish Customer feedback and survey form 4.2 Secure a Certificate of Registration	University Students Manual (2019)	3 Minutes	None
TOTAL				10 Minutes	None

FINANCE MANAGEMENT SERVICES OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Program of Receipts and Expenditures	Republic Act No. 7722		CMO No 20 Series of 2011	2011	

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Program of Receipts and Expenditures					
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 from the DBM		<p>DBM requires the submission of Budget Proposal for Internally Generated Fund-05</p> <p>1. Administrative Officer V prepares the PRE in accordance with the CMO 20, s.2011, policies and guidelines based on the obtained documents to compute the estimated receipts and expenditures for the year in accordance with GAM and UACS</p> <p>1.1. AOV after obtaining copy of documents from these respective offices;</p> <ul style="list-style-type: none"> •Enrollment Projection from the Registrar's Office •Approved Schedule of Fees from the Accounting Dept. •Cash balance for Income 	Online Submission of Budget Proposal Version 2.0 User's Manual	2 Days 2 Hours 25 Minutes	None

		<p>Fund(05-IGF) at the Accounting Office</p> <ul style="list-style-type: none">•Annual Procurement Plan from Property Supply and Management Office and Office of Physical Plant and Facilities•Budget Proposals from different departments and colleges <p>1.2. AOV distributes the receipts and expenditures according on its nature and types of expenditures as per the CMO 20, s.2011.</p> <p>1.3. Prepares the Executive Brief, an attachment to the PRE.</p> <p>1.4. Forwards the PRE to the Budget Officer for checking</p> <p>2. Checking and verification of PRE.</p> <p>2.1. The Budget Officer checks and verifies the composition and computation of the PRE based on all obtained documents from all concerned offices, and by affixing his/her signature, the PRE was checked and verified.</p> <p>2.2. Reviews the Executive Brief in accordance of the PRE.</p>			
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		<p>2.3 Forwards the PRE and Executive Brief to the Director of Finance Management Services Office (FMSO) for review and signing.</p> <p>3.Review of PRE and Executive Brief and signing of PRE.</p> <p>3.1. The Director of FMSO reviews the PRE and Executive Brief, and by affixing his/her signature, the PRE and Executive Brief was reviewed.</p> <p>3.2. The reviewed and signed PRE and Executive Brief will be send back to AOV.</p> <p>4.Forwards the PRE and Executive Brief to the Office of the Vice President for Admin, Finance and to the Executive Vice President for the final review and recommending approval</p> <p>5. Provides the customer/client with DHVSU Customer Survey Form</p> <p>Retrieval and filing of the Customer Survey Form</p>			
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FINANCE MANAGEMENT SERVICES OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Budget Execution Process	National Budget Circular No. 543 October 10, 2012	Circular Letter No.2022-14 October 28, 2022		2012	

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Budget Execution 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		
National Expenditure Program (NEP)	DBM website	<p>DBM requires online data entry and submission of Budget Execution Documents</p> <p>1. Shall prepare the budget execution based on the National Expenditure Program and accomplishing the following forms:</p> <p>a. BED 1 – Financial Plan</p> <p>b. BED 3 – Monthly Disbursement Program</p> <p>Note: BED 1 shall be prepared by the Budget Officer</p> <p>BED 3 shall be prepared by the Budget Officer</p>	Circular Letter No. 2023-1	7 Days, 1 Hour and 25 Minutes	None

		<p>1.1 Shall encode the excel file of BEDs to the Unified Reporting System (URS)</p> <p>2. Shall print the online generated reports of BEDs</p> <p>2.1 Affixes his/her initials to the budget execution documents</p> <p>2.2 Forward the online generated report of BEDs to the BEDs to the Budget Officer</p> <p>3. Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)</p> <p>3.1 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.</p> <p>3.2 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review</p> <p>4. Review and verifies the online</p>			
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		<p>generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)</p> <p>4.1 Affixes his/her signatures to the online generated reports of BEDs</p> <p>However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction.</p> <p>4.2 Forward the said forms back to the Administrative Assistant VI</p> <p>5. Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM</p> <p>5.1 Signed BEDs shall be submitted to DBM for review and release of NCA</p> <p><i>Note: Obligation of allotment shall start upon the release of General Appropriations Act (GAA) which can be viewed and downloaded at the DBM website for bidding of</i></p>			
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		<p><i>infrastructure shall start upon the release of National Expenditure Program (NEP) which can be viewed and downloaded at the DBM website for Disbursement and payment of expenses shall start upon issuance of the Notice of Cash Allocations(NCA)</i></p> <p>6.Provides the customer/client with DHVSU Customer Survey Form.</p> <p>Retrieval and filing of the Customer Survey Form</p>			
TOTAL				7 Days, 1 Hour and 25 Minutes	None

FINANCE MANAGEMENT SERVICES OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Financial Accountability Report	General Provisions	COA-DBM Joint Circular No. 2013-1	UACS GAM		

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Financial Accountability Report					
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. General Provision of the Annual General Appropriations Act (GAA)	Joint Circular No. 2019-1	<p>DBM requires online data entry and submission of Financial Accountability Report</p> <p>1. Prepares the excel file of the FAR with its corresponding account, amounts and UACS codes in the Approved Budget / Authorized Appropriation column of the report using the SAOB as basis</p> <p>1.1 Encodes adjustments for realignments /augmentation if any</p> <p>2. Encodes the amount of obligations incurred for the quarter and reconcile with the Accounting Office</p> <p>2.1 Gets a copy of the total</p>	Circular Letter No. 2016-11	2 Days 7 Hours 35 Minutes	None

		<p>amount of quarterly disbursements from the accounting office and encode it to the FAR</p> <p>2.2 Extracts the balances of Unobligated Allotment by deducting the obligations from the approved allotment</p> <p>2.3 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office</p> <p>3. Checks the footings and balances of the amounts before forwarding to the Budget Officer</p> <p>3.1 Prints and forwards the prepared FAR to the Budget Officer for checking and signature</p> <p>4. Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents</p> <p>4.1 Affixes his/her signature in the certified correct portion of the FAR However, if found incorrect and not in conformance with the</p>			
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		<p>supporting documents, it will be returned to the officer in charge for correction</p> <p>4.2 Forwards the FAR to the Accounting Office for signature by the accountant</p> <p>5. Reviews the FAR and all its supporting documents</p> <p>5.1 Signs in the recommending approval portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction</p> <p>5.2 Forwards the FAR back to the Designated Administrative Assistant VI</p> <p>6. Logs in into the URS of DBM website by using the username and password of the designated staff to access the system</p> <p>6.1 Encodes in the department, agency, budget year, status, FAR type etc</p> <p>6.2 Encodes the excel file of FAR</p>			
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		<p>in the System Checks the accounts and amounts encoded in the system</p> <p>6.3 Performs series of saving the report from “pending” status to “submitted” status for the report/s to be viewed as “SUBMITTED” by DBM (except for Trust Receipts-07)</p> <p>7. Prints hard copies of the report/s encoded in the system Forwards the printed copies for signature, to the Budget Officer, Accountant, Director of FMSO and the President for final approval (except for Trust Receipts- 07)</p> <p>8. Prepares transmittal letter and submit the printed copies of the reports to DBM</p> <p>9. Provides the customer/client with DHVSU Customer Survey Form</p> <p>Retrieval and filing of the Customer Survey Form</p>			
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(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
GENERAL SERVICES					
Procedure for Minor Repair and Maintenance of Classrooms/Office	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)	

¹ 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

² Cite section number and quote provision identified in the governing law

OPPF- Grounds Improvement and Maintenance Unit
 Minor Repair and Maintenance of Classroom/Offices

GOVERNMENT SERVICE: Procedure for minor repair and maintenance of classrooms/office					
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. Repair and Maintenance					
1. Request Letter	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. The requesting unit creates a request letter addressed to the OPPF Director	University Operations Manual	2 Minutes	None
2. Logbook		2. Ask the client to log in to the logbook for record purposes and contact tracing	ISO 9001:2015 QMS: OPERATIONAL PROCEDURES	1 Minute	None
3. Request Letter	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	3. Submit the request letter outlining the repair needs to the GIMU Office	University Operations Manual	2 Minutes	None
		4. The supervisor instructs the concerned staff (carpenter, mason, plumber, and electrician)		10 Minutes	None

		<p>5. Maintenance staff conducts the pre-repair inspection</p> <p>5.1 The supervisor schedules the work repair depending on the availability of the utility and the materials</p>		2 Hours	None
Repair and Improvement Inspection Form		<p>6. The requesting unit allows access to the maintenance team as required</p> <p>6.1. The maintenance team completed the repair work according to the scheduled timeline</p> <p>6.2 Prepare and submit the Accomplishment Report to the requesting unit</p>		4 Hours, 2 Minutes	None
Repair and Improvement Inspection Form		<p>7. The requesting unit acknowledges the Accomplishment Report upon completion of the repair</p> <p>7.1 The maintenance team, supervisor and Director signed, attested, and approved the Accomplishment Report</p>		5 Minutes	None
TOTAL				6 Hours, 22 Minutes	
2. Janitorial Services					

1. Request Letter	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Service	1. The requesting unit creates a request letter addressed to the OPPF Director	University Operations Manual	2 Minutes	None
2. Memorandum	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Service s	1. The OPPF Director creates the memo of concern utility for his/her assigned area of responsibility 1.1 Signs the memo	University Operations Manual	15 Minutes	None
		2. GIMU staff submits memo to designated offices for approval 2.1 Receive the approved memo and ensure that it was duly signed by the signatories 2.2 Release approved memo to the personnel involved 2.3 Provide the Department Head with a copy of the approved memo 2. 4 File a copy of the memo		2 Days	None
		3. Instruct concern utility for his/her area of responsibility		5 Minutes	None
TOTAL				2 Days, 22 Minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

1. **NAME OF DEPARTMENT/AGENCY/LGU:** (Don Honorio Ventura State University)
GRADUATE SCHOOL

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
DHVSU Graduate School					
Enrollment Procedure	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Article II sec 3	Student's Manual/ Handbook	2019 (Referring to the Manual)	

¹ 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

² Cite section number and quote provision identified in the governing law

KNOWLEDGE MANAGEMENT AND INNOVATION OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Submission of Intellectual Property Applications/Claims	RA 8293, Intellectual Property Code of the Philippines	Chapter 4, Sec. 32 (Patent Application); Chapter 12, Sec. 108 (Utility Model); Chapter 13, Sec. 112 (Industrial Design); Part 3, sec. 121 (Trademarks); Part 4, Sec. 171 (Copyright)	KMIO Manual: IP Policy of the University DHVSU QMS Manual: ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001) University Research Manual	2024 2021 2019 (University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019)	2018 University Manual

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Submission of Applications for Patent Claims					
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		
Accomplished Application Form; Patent Claim Draft; Abstract; and Claim Drawings (if any)	RA 8293, Chapter 4, Sec. 32	Submit the Accomplished Application Form with attachments: Patent Claim Draft; Abstract; and Claim Drawings (if any)	ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001)	5 Minutes	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE: Submission of Applications for Utility Model Claims					
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		
Accomplished Application Form; Abstract and Claim Drawings	RA 8293, Chapter 4, Sec. 32	Submit the Accomplished Application Form with attachments: Aabstract and Claim Drawings	ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001)	5 Minutes	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE: Submission of Applications for Industrial Design Claims					
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		
Accomplished Application Form and Claim Drawings with Description	RA 8293, Chapter 4, Sec. 32	Submit the Accomplished Application Form and Claim Drawings	ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001)	5 Minutes	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE: Submission of Applications for Trademarks					
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		
Accomplished Application Form and Design of the Mark	RA 8293, Chapter 4, Sec. 32	Submit the Accomplished Application Form and Design of the Mark	ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001)	5 Minutes	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE: Submission of Applications for Copyrights					
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		
Accomplished Application Form; Notarized deed of assignment; Notarized affidavit of ownership; Photocopy of the Identification card of the author/s; and Authenticated contract of employment of author/s.	RA 8293, Chapter 4, Sec. 32	Submit the Accomplished Application Form with attachments: Notarized deed of assignment; Notarized affidavit of ownership; Photocopy of the Identification card of the author/s; and Authenticated contract of employment of author/s	ISO Procedures, IPO Unit (DHVSU-QSP-UIPO-001)	5 Minutes	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
LABORATORY HIGH SCHOOL					
Student Disciplinary Action	DO 40 s. 2012	Part III Section 7-11 Part IV Section 12-13 Part V Section 15-16	Student Manual/Handbook	2018 (Referring to the Student Manual)	

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² Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: Student Disciplinary Action					
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		
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
TOTAL				1 Hours, 40 Minutes	None

LIBRARY SERVICES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Application for New Library Card Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Borrowing and Returning of Printed Library Resources Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Baggage Area Procedure	CMO 22 S. 2021 Minimum Requirements	Section 2 F The Librarian shall	Library Manual BOR Resolution	2023 Referring to the	

¹ 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

² Cite section number and quote provision identified in the governing law

	for Libraries of Higher Education Institutions Common to All Programs	formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.		Revised Library Manual	
Lost Library Card Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Interlibrary Request Letter Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Use of Audio-Visual Room Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Use of Discussion Room Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	

Signing of Clearance Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Submission of Thesis/Dissertation Procedure	CMO 22 S. 2021 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	2023 Referring to the Revised Library Manual	
Online Services Procedure	CMO 22 S. 2021 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	DHVSU QMS Procedure	2023 Referring to the Revised Library Manual	
Selection of Library Collection Procedure	CMO 22 S. 2021 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	DHVSU QMS Procedure	2023 Referring to the Revised Library Manual	

GOVERNMENT SERVICE: Application for New Library Card Procedure (Students)					
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 Get and fills up Library Card Form (LCF)/ Get and fills up Library Card Form (LCF)	Library Manual	1 minute	None
Passport size picture (1.5 x 1.5)		Submits Library Card Form (LCF) to library staff together with the COR or Valid ID/ Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1passport size picture <ul style="list-style-type: none"> - Type and print a new library card - Barcode the library card - Signs newly processed Library Card of students 		2 minutes 6 minutes 1 minute	None
		Receives library card/Releases Library Card Accomplishes Receiving Log Sheet for Students and Customer Survey Form/ Provides Receiving Log Sheet for Students and Customer Survey Form		1 minute	None
TOTAL				11 minutes	None
GOVERNMENT SERVICE: Application for New Library Card Procedure (Students)					
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		
DHVSU ID 2 pcs. 1 x 1 picture	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Faculty Log Sheet Get and fills up Library Card Form and Library Card for DHVSU Employees/ Gives Library Card Form and Library Card for DHVSU Employees Submit filled up forms to staff together with the personnel's 1x1 picture/ Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	Library Manual	3 minutes	None
		Receive library card/ Paste 1x1 picture to library card. Returns 1 copy of library card to employee Releases Library Card		2 minutes	None
		Accomplishes Receiving Log Sheet for Employees. Answers the Client Satisfactory Survey form in the designated Client Satisfactions Survey drop box/ Provides Receiving Log Sheet for Employees and Client Satisfactory Survey Form		1 minute	None
TOTAL				6 minutes	None

GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (Students)					
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		
Library Card	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her library card/ Verifies Student Library Card Gets Request form for borrowing materials/ Provides Request form for borrowing library materials	Library Manual	10 second	None
		Browses card catalog/OPAC. Find book/s needed from the list. Fills out request form for borrowing of library materials. Proceeds to the book shelves to get the desired library resources. Presents, fills out the book card, and surrenders the library card/ Receives book card and library card. Files book card. Returns Library card to students/s. Gives the book/s		5 minutes	None
		Accomplishes and submits Client Satisfaction Survey Form Drops Client Satisfaction Survey Form in the designated drop box/ Provides a Client Satisfaction Survey Form		2 minutes	None
TOTAL				7 minutes,10 seconds	None
Book/s to be returned		Presents library card together with the books/s borrowed/ Scans books for any damaged.		3 minutes	None

		Checks in-book. Returns book card inside the book. Releases Library card			
		Claims library card and accomplishes customer survey form/ Provides Client Satisfaction Survey Form		1 minute	None
TOTAL				4 minutes	None

GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (DHVSU Employees)					
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		
Library Card	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Gets request form in borrowing library materials. Browses card catalog/OPAC. Finds book/s needed from the list. Proceeds to the book shelves to get the desired library resources. Presents, fills out the book card and surrenders the Library Card/ Release request form in borrowing library materials. Receives book card and library card. Files book card. Returns Library Card to employee.	Library Manual	5 minutes	None
		Receives book/s Accomplishes and submits Client Satisfaction Survey Form in the designated drop box/ Provides Client Satisfaction Survey Form		1 minute	None
TOTAL				6 minutes	None

Book/s to be returned		Present the library card together with the book/s borrowed/ Scans books for any damaged. Checks in-book. Returns book card inside the book		3 minutes	None
		Accepts Library Card and fills in Client Satisfaction Survey Form Drops Client Satisfaction Survey form in the designated drop box/ Releases Library Card and Client Satisfaction Survey Form		1 minute	None
TOTAL				4 minutes	None

GOVERNMENT SERVICE: Baggage Area Procedure (Students)					
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
Library Card	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Present Library Card (Students) Logs in to library log sheet. Proceeds to the baggage area. Remove valuables from bag. Surrender bag. Claims baggage number/ Checks library card of students. Puts bag on baggage area shelf. Provides baggage area number	Library Manual	1 minute	None
Baggage number		Log in Visitor's Log sheet (Outside Researcher). Presents referral letter with valid I.D. Proceeds to the baggage area. Removes valuables from bag. Surrenders bag together with I.D. Claims baggage number/ Instruct students to remove valuables from his/her bag. Receives student's		2 minutes,30 seconds	None

		bag and places bag in baggage area shelf. Provides baggage area number			
		Presents baggage number (Students). Gets bag. Receives and accomplished Client Satisfaction Survey form and drop on designated box/ Gets Baggage number. Releases bags from baggage area. Gives Client Satisfaction Survey Form.		1 minute	None
		Accomplish customer survey form		1 minute	None
TOTAL				5 minutes, 30 seconds	None

GOVERNMENT SERVICE: Lost 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		
Valid ID Passport size picture (1.5 x 1.5)	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Get lost card form. Fills up form. Submits to library staff together with one (1) passport-size picture and Affidavit of Lost/ Receives lost library card form with Affidavit of Lost and passport-size picture. Process new library card: -Types and prints new library card - Barcode new library card Signs newly processed library card/s of students. Releases signed library card to the Librarian/library staff. Receives signed library card. Releases library card to students.	Library Manual	8 minutes	None
		Receives library card, signs in receiving log sheet, and fills in customer form. Drops Client Satisfaction Survey form in the designated drop		1 minute	None

		box/ Provide Client Satisfaction Survey form and accomplishes releasing log sheet			
TOTAL				9 minutes	None

GOVERNMENT SERVICE: Interlibrary Request Letter Procedure (Students & Employees)

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		
Library Card	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Makes intention to get a letter for interlibrary loan. Secures and fills up Interlibrary Form. Submits form to library staff. Brings bond paper/s for printing of letter/s / Receives form together with the bond paper/s. Encodes requested letter on the specified letter template. Gives Interlibrary Request Letter Form. Hands-over letter request to Director of Library Services/Campus Librarian for signing. Receives and signs interlibrary loan letter. Turn over signed letter to library staff.	Library Manual	5 minutes	None
		Receives interlibrary letter, signs in releasing log sheet, and fills in customer survey form. Drops Client Satisfaction Survey Form in the designated drop box/. Accepts and releases signed interlibrary letter, releasing log sheet, and Client Satisfaction Survey form		2 minutes	None
TOTAL				7 minutes	None

GOVERNMENT SERVICE: Use of Audio-Visual Room (Students and Employees)

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	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Employee Gets Request form for Audio Visual Room use. Fill in the form. Surrenders form and request letter to library staff-in-charge Student Gets request form for AVR use. Fills in form and presents request letter. Brings form to faculty in charge to be signed. Surrenders form with the signature of faculty to library staff-in-charge. / Receives AVR Request form and letter. Check AVR schedule for availability. Inform the Director. Approved date availability	Library Manual	4 minutes	None
		Receives and fills in customer survey form. Drops Client Satisfaction Survey Form in the designated drop box. / Releases Client Satisfaction Survey Form		1 minute	None
Total				5 minutes	None

GOVERNMENT SERVICE: Use of Discussion Room (Students and Employees)					
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	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	<p>Employee Submit a request letter. Gets Request form for Discussion and Audio Visual Room Reservation form. Fill in the form. Submit form to the librarian/library staff.</p> <p>Student Gets request form for DR use. Fills in form and presents request letter. Brings form to faculty in charge to be signed. Surrenders form with the signature of faculty to library staff-in-charge. /</p> <p>Receives Discussion Room Request form. Check the discussion room schedule for availability. Approved and log discussion room request. Coordinate schedule to assigned Librarian (2nd floor and 3rd floor).</p>	Library Manual	4 minutes	None
		Receives and fills in customer survey form. Drops Client Satisfaction Survey Form in the designated drop box. / Releases Client Satisfaction Survey Form		1 minute	None
Total				5 minutes	None

GOVERNMENT SERVICE: Signing of Clearance Procedure (Students)					
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		
Library Card and Students Clearance	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet. Presents library card and clearance / Receives library card and clearance. Check list of students with overdue. If the students has no record of unreturned materials, staff signs the clearance. If the student has unreturned book, staff will instruct student to return first the book before the clearance will be signed. Stamps the facsimile signature of the director of Library Services. Han-overs library card, and clearance.	Library Manual	3 minutes	None
		Receives clearance and Library card. Accomplishes Client Satisfaction Survey Form and drops in the drop box. / Provides Client Satisfaction Survey form		2 minutes	None
Total				5 minutes	None

GOVERNMENT SERVICE: Signing of Clearance Procedure (Employees)					
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		
Library Card and Employees Clearance	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Employee Log Sheet. Presents library card and clearance to Campus Librarian/Librarians / Receives library card and clearance. Check library card of DHVSU Employee's library in the Filing tray. If there are no borrowed books, Campus librarian/librarian countersigned the clearance. If the DHVSU Employee has unreturned book, librarian will instruct the employee to return the book/s first before the clearance will be countersigned.	Library Manual	3 minutes	None
		Presents clearance to Director of Library Services /Check and signs DHVSU Employee's clearance. Releases clearance.		1 minute	
		Receives clearance and Library card. Accomplishes Client Satisfaction Survey Form and drops in the drop box. / Provides Client Satisfaction Survey form		1 minute	None
Total				5 minutes	None

GOVERNMENT SERVICE: Submission of Thesis/Dissertation 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		
Thesis/Dissertation Copy	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in respective Log Sheet. Accomplishes Thesis/Dissertation Receiving Log Sheet. Gives the copy of thesis/dissertation copy to librarian/library staff. Drop and leave donated thesis in the Book Drop Box / Receives and signs the receiving copy of the Thesis/dissertation. Returns the signed receiving copy to student/employee.	Library Manual	4 minutes	None
		Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box / Hand-overs Client Satisfaction Survey Form		1 minute	None
Total				5 minutes	None

GOVERNMENT SERVICE: Online Services Procedure (Book Inquiry)					
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		
Online Services	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries. / Answers inquiries raised in Facebook messenger and email. Check book collection related to inquiry. Screen captures of scans table of contents. Sends table of contents document	Library Manual	5 minutes	None
		Selects a chapter or topics relevant to their needed information and send back the page number or topic needed / Scans or screen captures the chosen pages needed and sends back to the clientele.		5 minutes	None
		Accomplishes and submits Client Satisfaction survey form / Send Client Satisfaction survey form via google form		1 minute	None
Total				11 minutes	None

GOVERNMENT SERVICE: Online Services Procedure (Appointment Schedule)					
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		
Online Services	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries / Release auto message regarding details of the visit. Checks availability of preferred date of the clientele. Informs clientele on the availability of requested date.	Library Manual	10 seconds	None
		Fills up the sent auto message / Checks availability of preferred date of the clientele. Informs clientele on the availability of the requested date. Schedules and marks the date of visit. Sends Client Satisfaction survey form (google form)		2 minutes	None
		Accomplishes and submits customer survey form (in google form)/ Plots approved schedules for monitoring.		1 minute	None
Total				3 minutes, 10 seconds	None

GOVERNMENT SERVICE: Online Services Procedure (Electronic Resources & Thesis and Dissertation)					
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		
Online Services	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries / Release auto message. Send tab to be selected for Electronic Resources and Thesis/dissertation	Library Manual	10 seconds	None
		Selects the needed material. Clicks tab for Client Satisfaction Survey Form. Accomplishes and submit Client Satisfaction survey form / Provides links on the desired subject. Sends Client Satisfaction survey form (google form)		1 minute	None
Total				1 minute, 10 seconds	None

GOVERNMENT SERVICE: Selection of Library Resources 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		
Request for the acquisition of library materials	CMO 22 S. 2021 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Fills out the request form for the acquisition of library resources. Submits accomplished request form / Provides request form for the acquisition of library resources to Deans/Directors/Chairpersons/Faculty 1.1. Collates request form for acquisition of library resources 1.2. Evaluates requested library resources based on the criteria for selection and acquisition	Library Manual	3 minutes	None
		Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box / Provides Client Satisfaction survey form.		1 minute	None
Total				4 minutes	None

MANAGEMENT INFORMATION SYSTEM

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Technical Assistance	Cybercrime Prevention Act of 2012 (R.A. 10175)		University Manual ISO Manual		
ID Printing (New Students, New Employees, and Replacement of ID)	Public Schools of the Future in Technology (PSOFT) Act (House Bill No. 10329)		Student Manual Employee Manual ISO Manual		
University's Official Website or Social Media Accounts Posting	Universal Access to Quality Tertiary Education Act (R.A. 10931)		Citizen's Charter		
Request for University Data, Information, Records, or Documents	Data Privacy Act of 2012 (R.A. 10173)		Citizen's Charter University Manual		
Request for Approval of Posting of Publication Materials	Freedom of Information Bill (Executive Order No. 02 s.2016)		Citizen's Charter University Manual		

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT 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		
Technical Assistance	R.A. 10931	<ol style="list-style-type: none"> 1. Create ticket from the MIS Technical Assistance Google Form 2. Kindly wait for the reply for the instructions of the personnel 3. Accepts the restored software and accomplishes Customer Satisfaction Rating Form 		1 Day, 6 Minutes (may still vary depending on various reasons)	None
TOTAL				1 Day, 6 Minutes	None
ID Printing (New Students)	R.A. 10931	<ol style="list-style-type: none"> 1. Upload photo, affix e-signature, and edit student information 2. Validate information before printing 3. Wait for the ID card, ID case 		18 Minutes	None

		and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form			
TOTAL				18 Minutes	None
ID Printing (ID Replacement for Students)	R.A. 10931	<ol style="list-style-type: none"> 1. For loss id, proceed to Office of Student Affairs to report the loss/replacement of ID 2. Present receipt and ID Profiling Form to the MIS Personnel 3. Upload updated photo, affix e-signature and edit information 4. Validate information before printing 5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form 		14 Minutes	None
TOTAL				14 Minutes	None
ID Printing (Employees)	R.A. 10931	<ol style="list-style-type: none"> 1. Go to the Administrative Services Office and secure ID Profiling Form 2. Present Employee ID Profiling Form to the MIS Personnel 3. Prepare for photo capturing and affix e-signature 4. Validate information before printing 		14 Minutes	None

		5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form			
TOTAL				14 Minutes	None
ID Printing (ID Replacement for Employees)	R.A. 10931	<ol style="list-style-type: none"> 1. Go to the Administrative Services Office and secure ID Profiling Form and surrender old ID if available 2. Present Employee ID Profiling Form to the MIS Personnel 3. Prepare for photo capturing and affix e-signature 4. Validate information before printing 5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form 		14 Minutes	None
TOTAL				14 Minutes	None
University's Official Website or Social Media Accounts Posting	Data Privacy Act of 2012 (R.A. 10173) Freedom of Information	<ol style="list-style-type: none"> 1. Create a ticket from the MIS Technical Assistance Google Form 2. Wait for the confirmation email about the status of the request 3. Complete the Customer Satisfaction Rating Form 		38 Minutes	None

	Bill (Executive Order No. 02 s.2016)				
TOTAL				38 Minutes	None
Request for University Data, Information, Records, or Documents	Data Privacy Act of 2012 (R.A. 10173) Freedom of Information Bill (Executive Order No. 02 s.2016)	<ol style="list-style-type: none"> 1. Fill out Client Data or Records Request Online Form or directly submit the request letter personally or even email the request to odppi@dhv su.edu.ph and wait for confirmation and instructions. 2. Accomplishes the Data Privacy Request Form 3. Waits for the review of the request. 		9 Minutes	
TOTAL				9 Minutes	None
Request for Approval of Posting of Publication Materials (for DHVSU Employee and Student Clients)	Data Privacy Act of 2012 (R.A. 10173) Freedom of Information Bill (Executive Order No. 02 s.2016)	<ol style="list-style-type: none"> 1. Fill up the logbook. 2. Submit the draft of materials to be posted. 3. Wait for the review of the materials. 4. Receive the approved materials or posting. 5. Accomplish the customer satisfaction survey form. 		10 Minutes	

TOTAL				10 Minutes	None
Request for Approval of Posting of Publication Materials (for Clients outside the University)	Data Privacy Act of 2012 (R.A. 10173) Freedom of Information Bill (Executive Order No. 02 s.2016)	<ol style="list-style-type: none"> 1. Fill up the logbook. 2. Submit the request to the EVP office for approval. 3. Return the approved request to ODPPI and wait for the issuance of DPO clearance 4. Accomplish the customer satisfaction survey form. 		1 Day, 8 Minutes	
TOTAL				1 Day, 8 Minutes	None

OFFICE OF PHYSICAL PLANT AND FACILITIES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Procedure in Processing of Contractor's Payment Request	The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184, Otherwise known as the Government Procurement Reform Act	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects	Billing Documents	2023 2021 2015	

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Procedure in Processing of Contractor's Payment Request					
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	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Receive the approved Letter of Request from the Office of the President	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	30 Minutes	None
Request Letter	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Inform and present the Letter of Request to the Office Director for the approval of preparation of billing documents	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 20181	30 Minutes	None

Request Letter	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Receive the approved Letter of Request from the office staff, documentation section and instruct the assigned engineer to inspect the work accomplished of the contractor upon date receipt of the letter of request	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Hour	None
Inspection Report	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Perform site inspection together with the Contractor or Contractor's Representative to determine the actual work accomplished for the project subject for payment	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 hours	None
Statement of Work Accomplished	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Submit manual Statement of Work Accomplished, SWA to the office staff, Documentation Section for the preparation of billing documents	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 hour	None
Statement of Work Accomplished,	Annex "E" Contract Implementation Guidelines for The	Upon receipt of the manual Statement of Work Accomplished prepared by the Engineer in-charge, the office staff, Documentation	Republic Act 11032 - Ease of Doing Business and	30 minutes	None

Inspection Report, IR, and Certificate of Payment	Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Section will prepare the encoded Statement of Work Accomplished, SWA, Inspection Report, IR, and Certificate of Payment, COP if the billing payment request is for progress billing.	Efficient Government Service Delivery Act of 2018		
Statement of Work Accomplished, Inspection Report, IR, and Certificate of Payment, Request for Final Payment, Certificate of Completion, COC and Certificate of Acceptance	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	If the billing payment request is for final payment, Certificate of Completion, COC and Certificate of Acceptance, COA will be prepared in addition to the billing documents	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	5 minutes	None
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	All billing documents will be printed and submit to the Office Director, OD for evaluation and approval	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	10 minutes	None
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of	Evaluate the billing documents to determine the percent accomplishment for the project subject for payment	Republic Act 11032 - Ease of Doing Business and Efficient	20 minutes	None

	Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184		Government Service Delivery Act of 2018		
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Instruct the office staff, Documentation Section to print final copies of the billing documents	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	10 minutes	None
Statement of Work Accomplished and Certificate of Completion	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Print final copy of billing documents and Inform the Contractor or its representative for signing of Statement of Work Accomplished, SWA and Certificate of Completion, COC (for final payment only)	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 day	None
Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised	For final payment, the office staff, Document Section will provide a list for additional requirements such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	3 days	None

sets of Logbook	Implementing Rules and Regulations of Republic Act No. 9184				
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Route the billing document for signing to; Engineer in-charge, End-user, Office Director, Cluster Vice President and University President	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	30 minutes	None
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	5 minutes	None
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	10 minutes	None

	9184				
Billing Documents	Annex "E" Contract Implementation Guidelines for The Procurement of Infrastructure Projects 5-5.1 of The 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184	File all billing documents copies	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	10 minutes	None
TOTAL				4 Days, 7 Hours, 10 Minutes	None

OFFICE OF PHYSICAL PLANT AND FACILITIES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁴	Specific Provision in the Governing Law(s) as Basis ⁵	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

⁴ 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

⁵ Cite section number and quote provision identified in the governing law

Goods and Services Purchase Process	REPUBLIC ACT 9184 – THE GOVERNMENT PROCUREMENT REFORM ACT	ANNEX D OF REPUBLIC ACT 9184	National Issuance	2003	
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SERVICE INFORMATION PER GOVERNMENT SERVICE⁶

GOVERNMENT SERVICE: Procedure in Goods and Services Purchase			
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
Duly signed request letter	Annex D of Republic Act 9184	5.1 Receive the approved Letter of Request 5.2 Designate a specific Technical Staff for the said project to determine the scope of works.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Day	None
Inspection Report Form	Annex D of Republic Act 9184	5.3 Report the findings relative to the scope of works to the Director.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 Hours	None
Draft Plan	Annex D of Republic Act 9184	5.4 Designate a specific planning staff to do the plan for the said purchase request	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	10 Minutes	None
Complete set of plans	Annex D of Republic Act 9184	5.5 Provide plan for the project and present it to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 Days	None

Complete set of plans	Annex D of Republic Act 9184	5.6 Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Hour	None
Detailed Estimates / Program of Works	Annex D of Republic Act 9184	5.7 Provide estimate cost for the purchase request	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Day	None
Detailed Estimates / Program of Works	Annex D of Republic Act 9184	5.8 Receive and verify the estimated cost for the purchase request	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	30 Minutes	None
Complete Detailed Plan, Program of Works	Annex D of Republic Act 9184	5.9. Present the approved plan and estimated cost to the end user to do the purchase request for approval to supply and procurement office, Finance and Head of Hope.	Republic Act 11032 - Ease of Doing Business and Efficient Government	1 Hour	None

		Service Delivery Act of 2018		
TOTAL			4 days, 4 hours, 40 minutes	

OFFICE OF PHYSICAL PLANT AND FACILITIES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

⁷ 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

⁸ Cite section number and quote provision identified in the governing law

Repair and Improvement Process (Public Bidding)	PRESIDENTIAL DECREE (P.D.) NO. 1096 – NATIONAL BUILDING CODE OF THE PHILIPPINES REPUBLIC ACT 9184 – THE GOVERNMENT PROCUREMENT REFORM ACT	PRESIDENTIAL DECREE (P.D.) NO. 1096, s.1977 – NATIONAL BUILDING CODE OF THE PHILIPPINES ADOPTING A NATIONAL BUILDING CODE OF THE PHILIPPINES (NBCP) THEREBY REVISING REPUBLIC ACT NUMBERED SIXTY-FIVE HUNDRED FORTY-ONE (R.A. NO. 6541) ANNEX E OF REPUBLIC ACT 9184 - Contract Implementation Guidelines for the Procurement of Infrastructure Projects	National Issuance	1977	
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SERVICE INFORMATION PER GOVERNMENT SERVICE⁹

GOVERNMENT SERVICE: Procedure in securing occupancy permit			
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
Duly signed request letter	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.1 Receive the approved Letter of Request 5.2 Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year. 5.3 Designate a specific Technical Staff for the said project to determine the scope of works.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Day	None
Inspection Report Form	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.4 Report the findings relative to the scope of works to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 Hours	None
Draft Plan	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.5 Prepare draft plan and forward it to the Draftsman	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 Hour	None
Complete set of plans	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.6 Provide plan for the project and present it to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 Days	None
Complete set of plans	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.7 Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Hour	None

Detailed Estimates / Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.8 Prepare the Program of Works, ABC, Bar Chart and Specification then forward it to the Director.	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	3 Days	None
Complete set of plans, Detailed Estimates / Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.9 Receive and verify the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	30 Minutes	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.10 Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications. 5.11 Provide Soft copy of the plan through CD	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Hour	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.12 Forward print out of Program of Works, ABC, Bar Chart and Specifications to head of HOPE for signing.	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Hour	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.13 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for checking.	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	3 Hours	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential	5.14 Get the Checked POW, ABC, Bar Chart and Specification to DPWH for final editing.	Annex E of RA 9184 – Contract Implementation	3 Hours	None

	Decree No. 1096, s.1977		Guidelines for the Procurement of Infrastructure Projects		
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.15 Edit Program of Works, ABC, Bar Chart and Specification checked by DPWH	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Day	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.16 Receive and Finalized the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Hour	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.17 Produce print out of Program of Works, ABC, Bar Chart and Specifications. 5.18 Provide Soft copy of the plan through CD	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	2 Hours	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.19 Forward print out of Program of Works, ABC, Bar Chart and Specifications to the head of HOPE for signing.	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects	1 Hour	None
Complete Detailed Plan, Program of Works and Specifications	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.20 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for bidding	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of	3 Hours	None

			Infrastructure Projects		
	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.21 Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	Annex E of RA 9184 – Contract Implementation Guidelines for the Procurement of Infrastructure Projects		None
TOTAL				9 Days, 3 Hours, 30 Minutes	

OFFICE OF PHYSICAL PLANT AND FACILITIES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁰	Specific Provision in the Governing Law(s) as Basis ¹¹	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

¹⁰ 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

¹¹ Cite section number and quote provision identified in the governing law

Repair and Improvement Process (Small Value Procurement)	PRESIDENTIAL DECREE (P.D.) NO. 1096 – NATIONAL BUILDING CODE OF THE PHILIPPINES	PRESIDENTIAL DECREE (P.D.) NO. 1096, s.1977 – NATIONAL BUILDING CODE OF THE PHILIPPINES ADOPTING A NATIONAL BUILDING CODE OF THE PHILIPPINES (NBCP) THEREBY REVISING REPUBLIC ACT NUMBERED SIXTY-FIVE HUNDRED FORTY-ONE (R.A. NO. 6541)	National Issuance	1977	
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SERVICE INFORMATION PER GOVERNMENT SERVICE¹²

GOVERNMENT SERVICE: Procedure in Repair and Improvement Process (Small Value Procurement)			
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
Duly signed request letter	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.1 Receive the approved Letter of Request 5.2 Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year. 5.3 Designate a specific Technical Staff for the said project to determine the scope of works.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 day	None
Inspection Report Form	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.4 Report the findings relative to the scope of works to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 hours	None
Draft Plan	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.5 Prepare draft plan and forward it to the Draftsman	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 hour	None
Complete set of plans	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.6 Provide plan for the project and present it to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 days	None
Complete set of plans	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.7 Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 hour	None

Detailed Estimates / Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.8 Estimate the cost and do the Program of Works then forward it to the Director	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	2 days	None
Detailed Estimates / Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.9 Receive and verify the estimated cost submitted by the Office Staff	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	30 minutes	None
Complete Detailed Plan, Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.11 Produce the initial print out of the estimated cost. 5.12 Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018	1 hour	None
Complete Detailed Plan, Program of Works	Chapter 1, Section 104(c) of Presidential Decree No. 1096, s.1977	5.13 Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018		None
TOTAL				5 Days, 5 Hours, 30 Minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

OCCUPATIONAL SAFETY AND HEALTH OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Disaster Preparedness 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>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>National Disaster Risk Reduction and Management Plan (NDRRMP)</p> <p>2011-2028</p>	September 27, 2010	

¹ 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

² Cite section number and quote provision identified in the governing law

	<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, Appropriating Funds Therefor And For Other Purposes.</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>			
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OCCUPATIONAL SAFETY AND HEALTH OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)³	Specific Provision in the Governing Law(s) as Basis⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
2. Request for OSH Training: Inter-Unit Collaboration for Disaster Resilience, Workplace Safety, and Health Education Training Program	REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and provides penalties for Violations	SEC. 16. Safety and Health Training. - (a) All safety and health personnel shall undergo mandatory training on basic occupational	National Disaster Risk Reduction and Management Plan (NDRRMP) 2011-2028	This Circular shall take effect fifteen (15) days after its publication in a newspaper of general	

³ 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

⁴ Cite section number and quote provision identified in the governing law

	<p>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, institutionalizes the</p>	<p>safety and health for safety officers as prescribed by the DOLE. (b) All workers shall undergo the mandatory eight (8) hour safety and health seminar as required by the DOLE, which shall include a portion on joint employer-employee orientation.</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,</p>	<p>Rule 1030 Training and accreditation of personnel on occupational safety and health.</p>	<p>circulation. Quezon City, 4 March 2020.</p> <p>December 18, 2001</p> <p>September 27, 2010</p>	
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	<p>National Disaster Risk Reduction and Management Plan, Appropriating Funds Therefor And For Other Purposes.</p>	<p>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</p>			
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		impacts;			
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GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁵	Specific Provision in the Governing Law(s) as Basis ⁶	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
3. Reporting of the Workplace Hazard Identified	JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020	WHEREAS, Paragraph 2, Section 3, Article XIII of the 1987 Constitution guarantees the rights of all workers to decent and humane conditions of work. Executive Order No. 102, series of 1999, dated May	Civil Service Commission, Department of Health, Department of Labor and Employment, 2020.	This Circular shall take effect fifteen (15) days after its publication in a newspaper of general circulation. Quezon City, 4 March 2020.	

⁵ 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

⁶ Cite section number and quote provision identified in the governing law

		<p>24, 1999, mandates the Department of Health to promote the well-being of every Filipino; prevent and control diseases among populations at risk; protect individuals, families and communities exposed to hazards and risks that could affect their health; and treat, manage, and rehabilitate individuals affected by disease and disability.</p> <p>V. Provision for Reasonable Working Conditions.</p>			
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		<p>Building construction and maintenance, space requirements, walk way surface, floor and wall openings, stairs, window openings, fixed ladders, among others, must conform to the provisions of Rule 1060 of the OSH Standard.</p> <p>Building premises shall have adequate fire, emergency, or danger signs, Globally Harmonized System (GHS) pictograms and safety</p>			
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	<p>REPUBLIC ACT No. 11058 is an Act Strengthening Compliance with Occupational Safety and Health Standards and provides penalties for Violations Thereof</p>	<p>instructions of standard colors and sizes are always visible, in accordance with the “Standard colors of signs for safety instruction and warnings in building premises”</p> <p>SEC. 6. Workers' Right to Refuse Unsafe Work. - The worker has the right of refusal to work without any threat or reprisal from the employer if, as determined by the DOLE, an imminent danger situation exists in the workplace that</p>			
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		may result in illness, injury, or death, and corrective actions to eliminate the danger have not been taken by the employer.			
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OCCUPATIONAL SAFETY AND HEALTH OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE					
4. Reporting Workplace Incident	REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health	SEC. 7. Workers' Right to Report Accidents. - Workers and their representatives shall have the right to report accidents, dangerous	Civil Service Commission Department of Health Department of Labor and Employment 2020	This Circular shall take effect fifteen (15) days after its publication in a newspaper of general	

⁷ 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

⁸ Cite section number and quote provision identified in the governing law

	<p>Standards and Providing Penalties for Violations Thereof</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>	<p>occurrences, and hazards to the employer, the DOLE), and other concerned government agencies exercising jurisdiction as the competent authority in the specific industry or economic activity.</p> <p>Occupational Safety and Health Program (a) Minimum OSH Programs such as, but not limited to the following, shall be established: a. 1 Occupational Accident and Illness Prevention Program, a. 2) Medical Services Assistance and Rehabilitation Program</p>		<p>circulation. Quezon City, 4 March 2020.</p>	
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		<p>a. 3. Occupational Accident and Illness Surveillance Program</p> <p>b. a. 4) Information and Education Campaign Program</p> <p>(2) Emergency Preparedness</p> <p>A Risk Reduction Management System, a Crisis Management Plan, and a Contingency Program in emergency situation within the agency must be established as provided for by the Philippine Disaster Risk Reduction and</p>			
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		<p>Management Act of 2010.</p> <p>3) Occupational Safety and Health Program</p> <p>(a) Minimum OSH Programs, such as but not limited to the following,</p> <p>shall be established:</p> <p>a. Occupational Accident</p> <p>2nd Illness Prevention Program</p> <p>a. Medical Services Assistance</p> <p>3rd Rehabilitation Program</p> <p>a. Occupational Accident and Illness Surveillance</p>			
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		Program a. Information and Education Campaign Program			
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OCCUPATIONAL SAFETY AND HEALTH OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)⁹	Specific Provision in the Governing Law(s) as Basis¹⁰	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

⁹ 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

¹⁰ Cite section number and quote provision identified in the governing law

		<p>as the focal person of the agency in the implementation of programs to eliminate hazards in the workplace and to correct and/ or amend risky and/ or unsafe work practices; (3) Serve as Secretary to the Safety and Health Committee, and as such he/she shall: (a) Notify members of the meetings (b) Prepare minutes of the meeting (c) Submit to the head of agency a report of the activities of the Committee, including the recommendations made thereof; (4) Report on the occurrence of accidents; and (5) Coordinate all</p>			
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		safety and health training programs for the agency management and employees.			
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OCCUPATIONAL SAFETY AND HEALTH OFFICE

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹¹	Specific Provision in the Governing Law(s) as Basis ¹²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE					
6. Distribution and Release of Safety and Health Requested Supplies	REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations	SEC. 10. Safety in the Use of Equipment. - In relation to the use of equipment, the employer, contractor, or subcontractor, if any, must comply with the DOLE requirements in	GAM, COA Circular 2022-2024	2022	

¹¹ 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

¹² Cite section number and quote provision identified in the governing law

	Thereof	the different phases of the company or project operation, including transportation to and from the establishment, project site, or place where work is being undertaken.			
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OCCUPATIONAL SAFETY AND HEALTH OFFICE
Internal Services

1. Disaster Preparedness Capacity Building Training

GOVERNMENT SERVICE: Disaster Preparedness Capacity Building 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		
Approved Letter of Permission.	University code 2021	Seeks permission from the President	University Manual 2010	10 Minutes	None
Communication letters	University	Self-preparation physically and	University code	30 Minutes	None

	code 2021	mentally Prepares the necessary communication letters, materials needed for training, PowerPoint lectures manuals and other documents.	2021		
Reservation form for the venue. necessary materials	University code 2021	Settles the training venue/room and prepares all necessary materials and facilities.	University code 2021	15 Minutes	None
Waiver form	University code 2021	Secures waiver from the participants and files it.	University code 2021	5 Minutes	None
Lecture kit	University code 2021	Conduct the 3-day training (face-to-face)	University code 2021	3 Days	None
Evaluation form	University code 2021	Evaluates of the training program and speakers	University code 2021	5 Minutes	None
TOTAL				3 Days, 1 Hour, 5 Minutes	None

2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resilience, Workplace Safety, and Health Education Training Program

GOVERNMENT SERVICE: Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program					
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		
Letter of permission	University Manual 2010	1. Prepare a request letter for a training or seminar addressed to the President. Give the approved request letter to the OSHO.	University Manual 2010	5 Minutes	None

Checklist every procedure included in the training	University Code 2021.	Wait for the evaluation result, keep the line of communication, and be ready to answer queries	University Code 2021.	20 Minutes	None
	University Code 2021	Receive the confirmation, including the date of the training and needed materials	University Code 2021	5 Minutes	None
Reservation form from the Auxiliary Department.	University Code 2021.	The representative may also coordinate with the OSHO secretary to settle the venue	University Code 2021	5 Minutes	None
Accident waiver and release of liability form	University Code 2021	Accomplishes the Accident Waiver and Release of Liability form	University Code 2021.	5 Minutes	None
Attendance sheet of the participants 3.Attendance sheet of the Trainers 4.Pre-evaluation training form Post-evaluation training form Certificate of completion and participation	University Code 2021.	Attend the seminar or training	University Code 2021,	8 Hours	None
Trainer evaluation form		Receives the evaluation and perform post-conference		30 Minutes	

TOTAL	1 Day,1 Hour, 10 Minutes	None
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3. Reporting of the Workplace Hazard Identified

GOVERNMENT SERVICE: Reporting of the Workplace Hazard Identified					
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		
Hazard Identification Form	REPUBLIC ACT NO. 1105 8 JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020	1. Visits the OSHO Office to submit the accomplished report /HIF Or Send the accomplished report (accomplished HIF) via the OSHO email address. The HIF must be properly accomplished with the following: <i>(HIF is available per the Office</i>	REPUBLIC ACT No. 11058 BCP 2021, REPUBLIC ACT NO. 1105 8	10 Minutes	None

		<p><i>Focal person): the Kind of workplace hazard identified, including the exact location, date, and time.</i></p> <p>* the risk associated with the observed hazard and who may be affected</p> <p>* action has been done initially to control the hazards,if any.</p> <p>The form must be signed by the immediate superior to sign the report and with attachment of a photo of the hazard. The HIF.</p>	<p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>		
Hazard Identification Form	REPUBLIC ACT NO. 1105 8	Wait for appropriate action for the appropriate correction	<p>University Code 2021.</p> <p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>	9 Minutes	None
Hazard Identification Form	JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020	Gets a copy of the submitted report will be received copy	<p>University Code 2021.</p> <p>BCP 2021,</p> <p>REPUBLIC ACT</p>	1 Minute	None

			NO. 1105 8 JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020		
TOTAL				20 Minutes	None

4. Reporting Workplace Incident

GOVERNMENT SERVICE: Reporting Workplace Incidents					
The					
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		
Incident Report Form (IRF)	REPUBLIC ACT NO. 1105 8 JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020	1. Visits the OSHO Office and submitted to the incident that happened Provide necessary information	University Code 2021. REPUBLIC ACT NO. 1105 8 JOINT MEMORANDUM	10 Minutes	None

			<p>CIRCULAR NO. 1, s. 2020</p> <p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>		
Incident Report Form (IRF)	<p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>	<p>1. Describes the incident</p> <p>Provide a sketch or photo as evidence</p> <p>Provide the names of any witnesses, their designations, and contact number/s</p>	<p>University Code 2021.</p> <p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>	5 Minutes	None
Incident Report Form (IRF)	<p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM CIRCULAR NO. 1, s. 2020</p>	<p>Wait for appropriate investigation, endorsement, and action.</p>	<p>University Code 2021.</p> <p>REPUBLIC ACT NO. 1105 8</p> <p>JOINT MEMORANDUM</p>	10 Minutes	None

			CIRCULAR NO. 1, s. 2020		
TOTAL				25 Minutes	None

5. Request for Safety Officer Assistance During School Events

GOVERNMENT SERVICE: Request for Safety Officer Assistance During School Events					
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		
Letter of request for assistance with specified details	University Code 2021	Visits the OSHO Office and submit the request letter. Attach the approved letter for the event	University Code 2021	2 Minutes	None
Letter of request for assistance with specified details	University Code 2021	Wait for the evaluation result, keep the line of communication, and be ready to answer queries	University Code 2021	10 Minutes	None

Letter approved by the president to conduct the event	University Code 2021	Receives confirmation via messenger / text message /email	University Code 2021	3 Minutes	None
TOTAL				15 Minutes	None

6. Distribution and Release of Safety and Health Requested Supplies

GOVERNMENT SERVICE: Distribution and Release of Requested Safety and Health Requested Supplies					
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		
Logbook	GAM, COA Circular 2022-2024	Signs in the client logbook	University Code 2021	10 seconds.	None
Requisition and Issue Slip:	GAM, COA Circular 2022-2024	Request the needed safety and health supplies by accomplishing the RIS.	University Code 2021	2 Minutes	None

Requisition and Issue Slip:	GAM, COA Circular 2022-2024	Present the approved Requisition and Issue Slip (RIS)	University Code 2021	20 Seconds	None
Requisition and Issue Slip:	GAM, COA Circular 2022-2024	Received the requested Safety and Health supplies	University Code 2021	7 minutes.	None
Logbook	GAM, COA Circular 2022-2024	Sign in the Distribution and Releasing of Safety and Health Supplies: Sign	University Code 2021	30 Seconds	None
TOTAL				10 Minutes	None

Enrolment for New Students

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Enrolment for New Students	Registrar's Manual CHED Memorandum Order No. 27-s2016		Registrar's Manual (under Registrar's Manual		

¹ 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

² Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: Enrolment for New Students					
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		
Form 138/Copy of Grades of Transferee (1 Original)	For Identification to be attached to the application form	Visit the following link for your specific enrolment schedule: <MIS Office to insert link>	Registrar's Manual	5 Minutes	None
Certificate of Good Moral Character (1 Original)		Go to your respective campuses to submit your enrolment documents.	CHED Memorandum Order No. 27-s2016	10 Minutes	
PSA Birth Certificate (1 original and 1 photocopy)		Proceed to the designated registration counters for the evaluation of the enrollment documents		15 Minutes	
TOTAL				30 Minutes	None

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

Enrolment for Regular Students

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Enrolment for Regular Students / Enrolment for Irregular Students /Transferees/Shifters/ Returnees	Registrar's Manual CHED Memorandum Order No. 27-s2016		Registrar's Manual (under Registrar's Manual		

³ 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

⁴ Cite section number and quote provision identified in the governing law

GOVERNMENT SERVICE: Enrolment for Regular Students						
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			
Letter of Intent	For Identification to be attached to the application form	Require the students to submit the Letter of Intent (LOI).	Registrar's Manual	5 Minutes	None	
		Submit to the Office of the University Registrar (OUR) the list of students with LOI per section	CHED Memorandum Order No. 27-s2016	10 Minutes		
		Record-in-charge of the program shall process the enrolment of the students		15 Minutes		
TOTAL				30 Minutes	None	

GOVERNMENT SERVICE: Enrolment for Irregular Students /Transferees/Shifters/ Returnees						
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			
Academic Program Evaluation, Copy of Grades, Transcript of Records Original Transfer	For Identification to be attached to the application form	Secure an Academic Program Evaluation and Permit to Shift Form from the Office of the University Registrar	Registrar's Manual	5 Minutes	None	

Credential/Honorable Dismissal (for transferees) Letter of Intent (for Returnees)		Proceed to your respective unit and see the dean/ program chair for advising/evaluation Submit the Advising Form to the OUR Record-in-charge of the program shall process the enrolment of the students	CHED Memorandum Order No. 27-s2016	20 Minutes 5 Minutes 15 Minutes	
TOTAL				45 Minutes	None

**Governing Law(s)
(Number and Short**

PLANNING OFFICE (PO)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
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	

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³ for PO's Procedure 1

GOVERNMENT SERVICE: Validates the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.					
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		
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	1.Instruct the client to sign in the logbook. 2.Receive the required documents and check for completeness before forwarding them to the Planning Director. 3.Validate the accuracy and alignment of the success indicators to the agency's targets and strategic directions 4.Record all the comments, suggestions and recommendations on the accomplished forms.	CSC DBM Joint Circular No. 1 s. 2012 E.O. 80 2012 Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012	1 Minute 2 Minutes 5 Minutes 2 Minutes	None
TOTAL				10 Minutes	None

SERVICE INFORMATION PER GOVERNMENT SERVICE⁴ for PO's Procedure 2

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					
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		
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form	Sec 33 Chap 5, Book V of E.O. No.292	1.Instruct the client to sign in the logbook.	CSC DBM Joint Circular No. 1 s. 2012	1 Minute	None
Accomplished Individual Performance and Commitment Review Form	CSC No. 6, s. 2012	2.Receive the required documents and check for completeness before forwarding them to the Planning Director.	E.O. 80 2012	5 Minutes	
	CSC Resolution No.1200481	3.Prepare the evaluation report and provide feedback based on the identified performance/success indicators.	Administrative Order No. 25 dated December 2011	5 Minutes	
		4.Record the individual and office performance rating reflected on the validated documents.	E.O. 80 s. 2012	3 Minutes	
TOTAL				14 Minutes	None

PROPERTY AND SUPPLY MANAGEMENT OFFICE (PSMO)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Request and Issuance of Supplies and Materials	Government Accounting Manual (GAM) National Government Agencies (NGAs) Volume 1 and 2	Chapter 8, Section 16 Procedures in the Requisition and Issue of Inventory Items	SPMS Manual University Manual PSMU Memorandum Series of 2022	2022	

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Request and Issuance of Supplies and Materials					
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		
Properly filled-up and approved Requisition and Issue Slip (RIS)	Government Accounting Manual (GAM) National Government Agencies (NGAs) Volume 1 and 2	<ol style="list-style-type: none"> 1. Submit the properly filled-up and approved RIS 2. Wait for the verification of the availability of requested particulars/ items 3. Wait for the preparation of the available items 4. Receive the requested available particulars/ items 5. Accomplish the "Customer Survey Form" 	Chapter 8, Section 16 Procedures in the Requisition and Issue of Inventory Items	<ol style="list-style-type: none"> 1. 1 minute 2. 2 minutes 3. 4 Minutes or more (depending on the bulk of requested particulars/items) <p>*If bulk releasing, inform the client to return at a particular time for the releasing of the requested available particulars/items</p>	None

				<p>4. 2 Minutes or more (depending on the bulk of requested particulars)</p> <p>5. 1 Minute</p>	
TOTAL				10 Minutes	None

PROPERTY AND SUPPLY MANAGEMENT OFFICE (PSMO)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁴	Specific Provision in the Governing Law(s) as Basis ⁵	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Request and Issuance of Semi-Expendable Property and Property, Plant and Equipment (PPE)	Government Accounting Manual (GAM) National Government Agencies (NGAs) Volume 1 and 2 Circular No. 2022-004 dated January 31, 2022: Guidelines on the Implementation of Section 23 of the General Provisions of Republic Act (RA) No. 11639 also known as the General Appropriations Act (GAA for Fiscal Year (FY) 2022 relative to the increase in the capitalization threshold from P15,000.00 to P50,000.00 (accounted	Chapter 10, Section 45 Procedures in the Recording of Requisition and Issue of PPE Annex B. II Procedures in the Requisition and Issue of Semi-Expendable Property	SPMS Manual University Manual	2022	

⁴ 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

⁵ Cite section number and quote provision identified in the governing law

	as Semi-Expendable Property)				
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SERVICE INFORMATION PER GOVERNMENT SERVICE⁶

GOVERNMENT SERVICE: Request and Issuance of Supplies and Materials						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Properly filled-up and approved Requisition and Issue Slip (RIS)	Government Accounting Manual (GAM) National Government	<ol style="list-style-type: none"> 1. Submit the properly filled-up and approved RIS 2. Wait for the verification of the availability of requested property 3. Wait for the preparation of the 	Chapter 10, Section 45 Procedures in the Recording of Requisition and	<ol style="list-style-type: none"> 1. 1 minute 2. 2 minutes 3. 4 Minutes 	None	

	<p>Agencies (NGAs) Volume 1 and 2</p> <p>Circular No. 2022-004 dated January 31, 2022: Guidelines on the Implementation of Section 23 of the General Provisions of Republic Act (RA) No. 11639 also known as the General Appropriations Act (GAA for Fiscal Year (FY) 2022 relative to the increase in the capitalization threshold from P15,000.00 to P50,000.00 (accounted as Semi-Expendable Property)</p>	<p>accountable document subject for signature of the accountable personnel (Deans/ Directors/ Office Heads/ Unit Heads)</p> <ol style="list-style-type: none"> 4. Wait for the preparation of the available property upon return of the signed accountable document 5. Receive the requested available property 6. Accomplish the "Customer Survey Form" 	<p>Issue of PPE</p> <p>Annex B. II Procedures in the Requisition and Issue of Semi-Expendable Property</p>	<p>or more (depending on the bulk of requested property)</p> <p>*If bulk releasing, inform the client to return at a particular time for the release of the accountable document</p> <ol style="list-style-type: none"> 4. 5 Minutes or more (depending on the bulk of requested property) <p>*If bulk releasing, inform the client to return at a particular</p>	
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				<p>time for the releasing of the requested available property</p> <p>5. 2 Minutes or more (depending on the bulk of requested particulars)</p> <p>6. 1 minute</p>	
TOTAL				15 Minutes	None

1. Special Classes Procedure				
Applies to non-regular graduating students				
Office or Division:		College of Education (COE)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All bonafide students of DHVSU in the College of Education		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Evaluation Form/Certificate of Registration	1	Office of University Registrar	
2	Letter of Intent	2	College of Education, DHVSU, Bacolor, Pampanga	
3	Customer Survey Form	3	College of Education, DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Evaluation	1.1 Evaluates and advices the student regarding his/her petition for special class 1.2 Receives the Letter of Intent 1.3 Issues a Customer Survey Form and request the student to fill out the form	None	15 Minutes	<i>Designated Chairperson</i> College of Education
2. Submission of Requirements	2.1 Receives the accomplished Customer Survey Form and Letter of Intent 2.2 Forward the LOI and the attachments	None	15 Minutes	<i>Administrative Aide 1</i> College of Education
3. Submit and Request for Approval	3.1 Checks the LOI and the attachments 3.2 Signs the LOI and submit	None	13 Minutes	<i>Dean</i> College of Education
TOTAL:		None	43 Minutes	

1. Class Excuse Procedure					
Acquiring and presenting an excuse letter of student-absentee from the class					
Office or Division: College of Education (COE)					
Classification: Simple					
Type of Transaction: G2C					
Who may avail: All bonafide students of DHVSU					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Excuse Letter Form	1	College of Education, DHVSU, Bacolor, Pampanga		
2	Medical Certificate	2	Student of DHVSU		
3	2 valid ID's of parent/guardian (photocopy)	3	Student of DHVSU		
4	Customer Survey Form	4	College of Education, DHVSU, Bacolor, Pampanga		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the ELF (Excuse Letter Form)		1.1. Issues and receives Excuse Letter Form (ELF) and ensures the completeness of the required attachments	None	2 Minutes	<i>Administrative Aide 1</i> College of Education
2. Request for the approval of the designated chairperson		2.1. Affixes signature as recommending approval and forwards the ELF to the College Dean	None	3 Minutes	<i>Designated Chairperson</i> College of Education
3. College Dean		3.1. Hands over the approved/disapproved ELF to the College Secretary and forward it to the student-absentee	None	3 Minutes	<i>Dean and Administrative Aide 1</i> College of Education
4. Signing of Faculty Members		4.1. Signs a duly accomplished excuse letter form of the student upon presentation of pertinent documents/evidences	None	3 Minutes	<i>Faculty Members</i> College of Education
TOTAL:			None	11 Minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

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

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
STUDENT SERVICES					
Enrolment Procedure of Senior High School Students	1. RA 10533-Enhanced Basic Education Act of 2013 2. DO 25 s. 2016-Commencement of Senior High School Enrolment for SY 2016-2017	Section 4 Section 5 Item 1 Item 2 Item 4 Item 7	University Student Manual	2016	

GOVERNMENT SERVICE: Enrolment Procedure of Senior High School Students

¹ 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

² Cite section number and quote provision identified in the governing law

SERVICE INFORMATION: This describes the standard procedure in the enrollment system of the Senior High School students.					
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		
For Grade 11: Original Form 138 Original and 1 Photocopy PSA Birth Certificate (Original and 2 Photocopy) Certificate of Good Moral ((1original and 1 photocopy) 2x2 picture with white background and nametag (2 copies) School ID (original and 2 photocopies) Diploma (Original and 2 photocopies) 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. Submit the required documents for evaluation to the assigned faculty.	RA 10533-Enhanced Basic Education Act of 2013 DO 25 s. 2016 Commencement of Senior High School Enrolment for SY 2016-2017	5 minutes	None
		2. Wait for the validated pre-registration form while accomplishing the feedback form given by the faculty assigned		5 minutes	None
		3. Submit the pre-registration form to the Academic Instruction Chairperson.		4 minutes	None
		4. Proceed to the Office of the Registrar for encoding of section and subjects.		4 minutes	None
		5. Proceed to the Accounting and Cashier's Office for Payment		4 minutes	P8,750 Gr. 11 P8,405 Gr. 12
TOTAL				22 minutes	P8750/ P8,405

