



Catanduanes State University

CITIZEN'S CHARTER



FOREWORD

The Catanduanes State University, as a bastion of higher education, stands firm in putting the interest of the public first and foremost, and promoting integrity and accountability in government service. To effectively advocate for a "comprehensive, unified response to eliminating red tape in the government" this University established its service standards known as the Citizen Charter.

This Charter was created to serve as a contract between Catanduanes State University and its clients. Pursuant to Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" this Charter was formulated to guide both frontline service providers and the clients on the services offered and how these services shall be availed.

The Charter is in adherence to its Quality Policy of providing client satisfaction through continual improvement of its quality management system while ensuring excellence in instruction, research and community service for societal development.

"The way we do anything is the way we do everything." Let this Citizen Charter be our beacon of good governance, our way of life in the daily discharge of duties and responsibilities as we endeavor to deliver excellent service for our people.

PATRICK ALAIN T. AZANZA, Ph.D., J.D.
SUC President III



I - Mandate

Pursuant to RA 10229 the Catanduanes State University is mandated to primarily provide advance education, higher technological, professional instruction and training in trade, commerce, fishery, agriculture, Arts and Sciences, Industrial Technology, Nursing, Midwifery, Education, Engineering, Public Administration, Information Technology, and other relevant fields of study.

It is also directed to undertake research and extension services, and provide progressive leadership in its areas of specialization.

II - Vision

A globally-recognized green research University committed to excellent service to the nation.

III - Mission

Foster excellence, holistic and inclusive education attuned to the demands of a diverse world towards the formation of productive and value-laden lives.

IV - Goal

Uphold the tradition of excellence in instruction, research, extension and production geared towards a strong academe-industry interface for societal development.

V - Core Values

- **Social Responsibility** – the University takes part in the collective duty in improving the quality of life in the society.
- **Excellence** – the University commits to high standards in all aspects of its four-fold functions.
- **Commitment** – the University continuously thrives to achieve its vision, mission and goal based on its value system.
- **Respect** – The University honors the rights, beliefs, and dignity of every individual to promote peace and harmony in the community.
- **Integrity** – the University maintains the highest ethical standards and demonstrates honesty, objectivity, and fairness at all times.

VI - Quality Policy

The Catanduanes State University commits to satisfy its clientele and all applicable requirements through the continual improvement of its quality management system processes, ensuring excellence in instruction, research, and community service for societal advancement.

VII. Service Pledge

As public servants, we at the Catanduanes State University firmly commit to uphold the tradition of excellence in its four fold function in an eco-friendly espouse core values of social responsibility, excellence, commitment, respect and integrity at all times; abide by the Code of Conduct for Ethical Standards for Public Servants; deliver all our duties; serve our people and respond to their needs promptly and without bias; and adopt its Quality Policy of continuously improving services to better serve its clients.



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CatSU Main Campus Services



I. External Services



GUIDANCE COUNSELING AND TESTING SERVICES

1. Application for College Entrance Examination

Submission of College Entrance Examination Application Form of college-applicant to Guidance Counseling and Testing Office.

Office:	Guidance Counseling and Testing Office				
Classification:	Simple				
Type of Transaction:	G2C- Government-to-Citizens				
Who may avail:	CatSU College Student-Applicant				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ol style="list-style-type: none"> Graduating Senior High Students <ul style="list-style-type: none"> College Entrance Examination Application Form Individual Student Profile Form Certificate of Good Moral Character Form First Semester Grade (SF10) One (1) long white folder Two (2) Passport size ID pictures Senior High School Graduates <ul style="list-style-type: none"> College Entrance Examination Application Form Individual Student Profile Form Certificate of Good Moral Character Form Second Semester Grade (SF10) One (1) long white folder Two (2) passport size ID pictures Transferee from other HEIs/SUCs <ul style="list-style-type: none"> College Entrance Examination Application Form Individual Student Profile Form Certificate of Good Moral Character Form Updated Transcript of Records One (1) long white folder Two (2) passport size ID pictures 		<p>CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php</p> <p>CatSU Guidance FB Page CatSU Website: https://catsu.edu.ph/gcto/isp/isp.php</p> <p>CatSU Guidance FB Page CatSU Website: https://catsu.edu.ph/gcto/isp/isp.php</p>			
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1	Submit the required documents to the Guidance Counseling and Testing Office and fill-out the Logbook for CEE Applicants	1. Receive the compiled document	None	7 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
2	Wait for the documents to be verified.	2. Verification of documents	None	10 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO



3	Received the College Entrance Examination Permit (CEEP)	3. Print the College Entrance Examination Permit (CEEP)	None	3 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
4	Fill-out the "TIME-FINISHED" in the Logbook for CEE Applicants	4. Ensure that college-applicants fill-out the logbook correctly	None	3 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
TOTAL			None	23 minutes	

2. Conduct of College Entrance Examination

College Entrance Examination (CEE) of verified college-applicant with duly CEE Permit.

Office:	Guidance Counseling and Testing Office				
Classification:	Simple				
Type of Transaction:	G2C- Government-to-Citizens				
Who may avail:	CatSU College Student-Applicant				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. College Entrance Examination (CEE) Permit			Guidance Counseling and Testing Office, CatSU Main Campus		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE	
1	Present the CEE Permit	1. Verify the CEE Permit	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
2	Fill-out the Attendance Sheet for the College Entrance Examination	2. Instruct the college-applicant	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
3	Find their assigned seats	3. Instruct the college-applicant	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
4	Receive the College Entrance Examination materials	4. Distribute the CEE materials	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
5	Listen to the test instructions of the proctor/psychometrician/guidance counselor	5. Discuss the test instructions	None	5 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
6	Fill-out the information in the answer sheet	6. Discuss the test instructions	None	10 minutes	GCTO Staff Guidance Counselor GCT Officer



					GCTO
7	Take the College Entrance Examination	7. Administer the CEE	None	3 hours	GCTO Staff Guidance Counselor GCT Officer GCTO
8	Submit the CEE answer sheet and testing materials	8. Accept the submitted CEE answer sheet and testing materials	None	10 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
TOTAL			None	3 Hours 29 minutes	

3. Psychological Test Administration

Target enrolled students-applicants or employee-applicants in Catanduanes State University take the psychological test

Office:	Guidance Counseling and Testing Office				
Classification:	Simple				
Type of Transaction:	G2C- Government-to-Citizens				
Who may avail:	CatSU College Student-Applicants CatSU Employee-Applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. College Students <ul style="list-style-type: none"> • Certificate of Enrollment • Student ID 2. Employee Applicants <ul style="list-style-type: none"> • List of employee-applicants 			Office of Admissions and Registration Services Corporate Business Operations Human Resource and Management Services		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIB LE	
1	Present the Certificate of Enrolment and/or Student ID; Check the list of employee-applicants	1. Verify the Certificate of Enrolment and/or Student ID; list of employee-applicants	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
2	Fill-out the Attendance Sheet for the Psychological Test	2. Instruct the students; and employee-applicants	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
3	Find their assigned seats	3. Instruct the students; employee-applicants	None	1 minute	Proctor, Psychometrician, Guidance Counselor GCTO
4	Receive the Psychological Test materials	4. Distribute the psychological test materials	None	1 minute	Proctor, Psychometrician,



					Guidance Counselor GCTO
5	Listen to the test instructions of the proctor/psychometrician/guidance counselor	5. Discuss the test instructions	None	5 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
6	Fill-out the information in the answer sheet	6. Discuss the test instructions	None	10 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
7	Take the Psychological Test	7. Administer the Psychological Test	None	120 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
8	Submit the psychological test answer sheet and testing materials	8. Accept the submit the psychological test answer sheet and testing materials	None	10 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
TOTAL			None	2 hours and 29 minutes	

4. Provision of Career Guidance Service

Catanduanes State University provide the career guidance service to Junior and Senior High Schools students of Department of Education- Catanduanes Division Schools.

Office:		Guidance Counseling and Testing Office			
Classification:		Simple			
Type of Transaction:		G2C- Government-to-Citizens			
Who may avail:		Junior and Senior High School Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Endorsement of Career Guidance Activity			Department of Education- Catanduanes Schools Division Office		
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1	Received the Endorsement Letter of Career Guidance Activity	1. Distribute the Endorsement Letter to various DepEd Schools	None	3 minutes	GCTO Staff GCTO
2	Coordinate the actual schedule of Career Guidance	2. Arrange and finalize the schedule	None	1 minute	Guidance Counselor GCT Officer GCTO
3	Fill-out the Career Guidance Attendance Sheet	3. Instruct the students	None	1 minute	Guidance Counselor



					GCT Officer GCTO
4	Attend the Career Guidance Activity	4. Conduct and discuss the topics in Career Guidance	None	45 minutes	Guidance Counselor GCT Officer GCTO
5	Ask questions regarding the topics in Career Guidance	5. Entertain and answer the questions	None	3 minutes	Guidance Counselor GCT Officer GCTO
TOTAL			None	53 minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process

The University recognizes the right of each child to education according to the IRR of the RA 10931, thus the Universal Access to Quality Tertiary Education for Filipino students providing Tertiary Education Subsidy.

The OARS accept enrolment of students who are graduates in the Senior High School (Grade 11 and Grade 12) and those who passed the Alternative Learning System who are eligible for the Tertiary Level.

The OARS ensures to provide fast and efficient enrolment to students, systematized academic records of students and office procedures in full coordination with various departments and colleges through a database management system.

Office:	Office of Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Undergraduate (Incoming and Transferee) Students Graduate (Incoming and Transferee) Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
College (Incoming and Transferee)	
1. Accomplished Student Admission Form (CSU-F-OARS-01)	Office of Admission and Registration Services
2. SF 9 – SHS (Original)	Senior High School where graduated
3. Certificate of Good Moral Character	Previous School attended
4. PSA Birth Certificate (photo copy)	Philippine Statistics Authority
5. Medical/Health Certificate (original)	Government Physician
6. Transfer Credentials (for transferees) <ul style="list-style-type: none"> • Certificate of Transfer • Report of Grades/Transcript of Records • Result of Validation Examination 	Previous School attended Previous School attended Concerned College/Department
7. Three (3) passport-size ID pictures	Photo studio
8. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students)	College Dean/ Department
9. Must have taken and Passed the University Entrance Examination and Qualifying Examination administered by the College.	Guidance and Testing Services College/Program where the students took and passed the examination.
Graduate School	
1. Transfer Credentials (for transferees)	Previous School attended
2. Approved Tentative Enrolment Form (CSU-F-ACAD-02B)	College Dean
3. Three (3) passport size ID picture	Photo Studio
4. Letter of intent with two recommendations from former professors or head of agency	Former Professor/Head of Agency



5. Must have taken and passed the entrance examination (for MA/MS Programs)	Dean, Graduate School
6. Partial or full payment of tuition fees	Cashiering Services

A. UNDERGRADUATE (Incoming and Transferee) Students

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form at the Office of Admission and registration Services (OARS)	1. Provide Student Admission Form	None	2 minutes	<i>In-Charge of Records</i> Respective College
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 minutes	<i>Enrolling Adviser</i> Respective College
3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser.	3. Enrolling Adviser provides two (3) copies of TEF	None	5 minutes	<i>Enrolling Adviser</i> Respective College
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 minutes	<i>Enrolling Adviser</i> Respective College
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 minutes	<i>Enrolling Adviser</i> Respective College
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 minutes	<i>Program Chairperson of College/Dean</i> Respective College
7. For UniFAST Scholars present TEF to the college clerk for posting of courses.	7.1 Tags UniFAST Scholars 7.2 Post courses in the automated system 7.3 Untags Non-UniFAST Scholars		5 minutes	<i>Accounting Services Staff</i> Acctg. Services <i>College Clerk</i> Respective College <i>Accounting Services Staff</i> Acctg. Services



<p>For Non-UniFAST proceed to cashiering Services for partial or full payment of tuition and other school fees.</p>		<p>Tuition Fee PHP 300.00 per unit</p> <p>Medical Fee – PHP 100.00</p> <p>Athletic Fee – PHP 150.00</p> <p>Library Fee – PHP 100.00</p> <p>Student ID Fee – PHP 100.00</p> <p>Handbook Fee – PHP 35.00</p> <p>Maintenance Fee – PHP 200.00</p> <p>Journal Fee – PHP 300.00</p> <p>Audio Visual Development Fee – PHP 50.00</p>	<p>10 minutes</p>	<p>Cashiering Services Staff Cashiering Services</p>
<p>8. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.</p>	<p>8. Print COE and issue class cards</p>	<p>None</p>	<p>6 minutes</p>	<p>OARS Staff OARS</p>



TOTAL	Tuition Fee	UniFAST Scholars: 40 minutes	
	PHP 300.00 per unit	Non-UniFAST Scholars: 45 minutes	
	Medical Fee – PHP 100.00		
	Athletic Fee – PHP 150.00		
	Library Fee – PHP 100.00		
	Student ID Fee – PHP 100.00		
	Handbook Fee – PHP 35.00		
	Maintenance Fee – PHP 200.00		
	Journal Fee – PHP 300.00		
	Audio Visual Development Fee – PHP 50.00		

B. Graduate School (Incoming and Transferee) Students

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form at the Office of Admission and registration Services (OARS)	1. Provide Student Admission Form	None	2 minutes	<i>In-Charge of Records OARS</i>
2. Present credentials to Enrolling Adviser at the Graduate School.	2. Checks and receive credentials	None	2 minutes	<i>Enrolling Adviser Graduate School</i>
3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser.	3. Enrolling Adviser provides three (3) copies of TEF	None	5 minutes	<i>Enrolling Adviser Graduate School</i>
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 minutes	<i>Enrolling Adviser Graduate School</i>
5. Present TEF to Enrolling Adviser for review and signature.	5. Signs TEF	None	5 minutes	<i>Enrolling Adviser Graduate School</i>
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Dean, Graduate School Approves TEF	None	5 minutes	<i>Program Chairperson of Dean, Graduate School</i>
7. Present TEF to the OARS Clerk for posting of Courses	7. Post courses	None	5 minutes	<i>OARS Clerk OARS</i>
8. Pay fees to the Cashiering Clerk	8. Issues Official Receipt	Tuition Fee – PHP 700.00/ 800.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00 Library Fee – PHP 500.00	5 minutes	<i>Cashiering Clerk Cashiering Service</i>



		Student ID Fee – PHP 100.00 Handbook Fee – PHP 35.00 Maintenance Fee – PHP 200.00 Journal Fee – PHP 300.00 Audio Visual Development Fee – PHP 50.00		
9. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	9. Print COE and issue class cards	None	6 minutes	OARS Staff OARS
TOTAL		Tuition Fee – PHP 700.00/ 800.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00 Library Fee – PHP 500.00	45 minutes	



	Student ID Fee – PHP 100.00 Handbook Fee – PHP 35.00 Maintenance Fee – PHP 200.00 Journal Fee – PHP 300.00 Audio Visual Development Fee – PHP 50.00		
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2. Issuance of Certification, Authentication & Verification (CAV) for DFA Purposes

The CAV is issued to Undergraduate and Graduate Students needing this document that states that his/her Official Transcript of Record, Diploma, and Certified True Copy of Summary of RLE (for BSN and Midwifery) are authentic upon verification.

Office:	Office of Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Former Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for CAV Form/Transaction Slip (CSU-F-OARS-10)	Office of Admission and Registration Services
2. Official Receipt of payment of CAV fees.	Cashiering Services
3. Two (2) 2x2 ID pictures with white background	Photo Studio printed
4. Two (2) documentary stamps	Office of Admission and Registration Services
5. Original and photocopy of Diploma	Office of Admission and Registration Services
6. Official and photocopy of Official Transcript of Records	Office of Admission and Registration Services
7. Certified True Copy of Summary of RLE for BSN and Midwifery Graduates	College of Health and Sciences Dean's Office
8. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency	Office of Admission and Registration Services



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach OARS staff and request for a Transaction Slip.	1. Provide Transaction Slip	None	2 minutes	<i>OARS Staff</i> OARS
2. Accomplish Transaction Slip and pay prescribed fees at Cashiering Services to obtain an Official Receipt	2. Issue Official Receipt	PHP 150.00	5 minutes	<i>Cashiering Clerk</i> Cashiering Services
3. Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff.	3.1. Receive Official Receipt and other requirements	None	2 minutes	<i>OARS Staff</i> (Receiving and Releasing Window) OARS
	3.2. Review and verify the submitted documents if authenticity is questionable or if client failed to present original credentials, file/record is retrieved from the archives	None	1 hour	<i>Registrar III</i> OARS
4. Wait for the issuance of claim stub and for the schedule date of release <i>NOTE: CAVs are expected to be available at the DFA 10 days after application.</i>	4.1. Provide Claim Stub	None	2 minutes	<i>Registrar III; OARS Staff</i> OARS
	4.2. Prepare, encode and print CAV, with Transmittal Letter and Master List of documents	None	Within 5 days	<i>Registrar III</i> OARS
	4.3. Documents are forwarded to DFA via courier	None	Depends on Courier Services	<i>Registrar III</i> OARS
TOTAL		PHP 150.00	5 days, 1 hour, 11 minutes	



3. Issuance/Re-issuance of Student Credentials & Certifications

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) is issued to students and graduates needing these credentials that he/she is cleared of accountabilities and are issued to reflect their graduation for a certain Academic Year.

The OARS prepare and issue Official Transcript of Records, Diploma, and Certification for a **second copy** that may be needed in the professional advancement of graduates.

Office:	Office of Admission and Registration Services	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Former Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Student Clearance Form (CSU-F-ACAD-14A) for OTR/Transfer Credentials/Certifications	Office of Admission and Registration Services	
2. Affidavit of Loss (for Lost Transfer Credentials)	Law Practitioner	
3. One (1) passport-size ID picture for OTR	Photo Studio	
4. Two (2) documentary stamps (for OTR and Certifications)	Office of Admission and Registration Services	
5. Official Receipt of payment of fees for requested credentials	Cashiering Services	
6. Authenticated PSA Birth Certificate (photocopy)	PSA Office	
7. Authorization Letter and proof of identification	From credentials owner; ID Card of authorized person	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip.	1. OARS Staff provide Clearance Form & Transaction Slip	None	5 minutes	OARS Staff (Receiving and Releasing Window) OARS
2. Accomplished Clearance Form.	2. Respective signatories to sign and approve clearance	None	Depends on the availability if the respective signatories	College Librarian In-Charge; Accounting Services Representative; Director of Students Services; Dormitory Representative; OARS Records In-Charge; College Dean; Registrar III Respective Offices



3. Pay required fees at the Cashiering Services	3. Issue Official Receipt	OTR Fee – Php 100.00/ Sheet; Diploma Fee – Php 100.00; Scan Fee – Php 20.00; Documentary Stamp Fee – Php 30.00	5 minutes	<i>Cashiering Clerk</i> Cashiering Services
4. Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of payment for prescribed fees to the OARS Staff In-Charge	4. Accept Approved Student Clearance, Transaction Slip and Official Receipts	None	2 minutes	<i>OARS Staff (Receiving and Releasing Window)</i> OARS <i>OARS Records In-Charge and Registrar III</i> OARS
5. Wait for the release of claim stub.	5.1. Release Claim Stub	None	3 minutes	<i>OARS Staff (Receiving and Releasing Window)</i> OARS
	5.2. Prepare the credentials/ certifications requested: a) Official Transcript of records b) Diploma c) Certification	None	2 hours 2 hours 1 hour	<i>OARS Staff</i> OARS
	5.3. Review Credentials/ Certifications for possible errors and omissions: a) Official Transcript of Records b) Diploma c) Certification	None	3 hours 1 hour 3 hours	<i>Registrar III</i> OARS



	5.4. Approve and sign the credentials/certifications	None	10 minutes	<i>Registrar III; College Dean; SUC President III Respective Offices</i>
6. Claim requested credentials from the OARS on the scheduled date indicated in the claim stub	9. OARS Staff release the credentials	None	In adherence to the directive of the ARTA, processing and releasing of documents are shortened to: <ul style="list-style-type: none"> • Credentials – within 5 days • Certifications – within 3 days 	<i>OARS Staff (Receiving and Releasing Window) OARS</i>
TOTAL		None	Transcript of Records – 5 days, 5 hours, 20 minutes Diploma – 5 days, 4 hours, 20 minutes Diploma – 3 days, 4 hours, 20 minutes	



CASHIERING SERVICES

1. Collection of Payment and Issuance of Official Receipt

This includes payments of cash in lieu of bidding process, gate pass, and rental of space for CBO spaces and other fees paid by stakeholders.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C) Government-to-Business (G2B)			
Who may avail:	Outside Creditors and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card (ID)			Client	
2. Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees)			Colleges/Servicing Unit/Office	
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Present the needed requirement to the Collecting Officer for review and verification	1. Input data on the system	None	30 seconds	<i>Collection Officer or Cash Clerk</i> Cashiering Services
2. Pay the amount indicated in the assessment form/order of payment slip.	2. Receive cash as payment	Auditorium/ Gym Rental -₱18,000/day Stall Rental (payment varies) Commercial Building Rental ₱84,700.00 Commercial Building Rental - LBP ₱165,000.00 Bidding Proceeds (payment varies) Gate Pass ₱50.00 Water Bill/ Electric Bill (payment varies)	1 minute	<i>Collection Officer or Cash Clerk</i> Cashiering Services



		IGP-Poultry, Livestock (payment varies) and other related fees		
3. Wait until your transaction has been generated on the system and while the Official Receipt is being printed.	3. Issue the Official Receipt	None		<i>Collection Officer or Cash Clerk</i> Cashiering Services
4. Receive and review the Official Receipt and count the change (if there is any) before leaving the counter	4. Ask the client if the printed O.R. and the change (if there is any) is correct, before he/she leaves the counter	None	30 seconds	<i>Administrative Aide VI (Cash Clerk)</i> Cashiering Services
TOTAL		Please see attached Schedule of Fees and Charges	2 Minutes	

SCHEDULE OF FEES AND CHARGES

SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	700/unit
	Doctoral Degree	800/unit
	Undergraduate	300/unit
MEDICAL AND DENTAL	Master's Degree Doctoral Degree Undergraduate	100
LIBRARY FEE	Master's Degree	500/term
	Doctoral Degree	500/term
	Undergraduate	100
LIBRARY CARD		100
ATHLETIC FEE		150
HANDBOOK FEE		35
MAINTENANCE FEE		200
JOURNAL FEE		300
AUDIO VISUAL DEVELOPMENT FEE		50
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students



TRANSCRIPT OF RECORD FEE		100/sheet
HONORABLE DISMISSAL FEE		50
DIPLOMA FEE		150
SCAN FEE		20
GRADUATION FEE		Depends on the number of students
RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA		150/page
RE-ISSUANCE OF CERTIFICATE OF ENROLLMENT (COE)		20
PENALTY OF LATE ENROLMENT		50/day
REMOVAL FEE	Master's Degree	100/subject
	Undergraduate	30/subject
ID FEE (Alumni and Freshmen)		120
ADDING/CHANGING/DROPPING OF SUBJECTS		30/subject
CERTIFICATION FEE	Master's Degree	50
	Undergraduate	30
AUTHENTICATION FEE		5/page
THESIS FEE		700
MICROSOFT TESTING FEE		1,300
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150/page
RENTAL OF CATSU AUDITORIUM		18,000
REFUNDABLE DEPOSIT (CATSU AUDITORIUM)		3,000
GATE PASS	Students/Employee	50
	Non-Employee	50
DORMITORY	Ladies' Dormitory	1,000/monthly
	Men's Dormitory	1,000/monthly

2. Disbursement of Cash

Disbursement of cash benefits to employees who were separated from the agency through retirement, transfer, resignation or end-of-contract. This includes; Collective Negotiation Agreement benefits, Productivity Enhancement Incentives, Mid-year bonus, Year-end Bonus, etc.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C) Government-to-Businesses (G2B)			
Who may avail:	Outside Creditors and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (ID)		Client		
2. Authorization Letter and Proof of Identification (if claimant is not the direct client)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
2. Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services
3. Receives and count the cash before leaving the counter	3. Sees to it the amount if given to the client is correct	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
TOTAL		None	5 Minutes	

3. Disbursement of Check

This includes payments for goods delivered to the University by outside creditors and services rendered like FICELCO, ARDCI and PLDT bills.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C) Government-to-Businesses (G2B)			
Who may avail:	Outside Creditors and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card (ID)			Client	
2. Authorization Letter and Proof of Identification (if claimant is not the direct client)			Client	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter (if needed)	1. Verify the validity of the ID/Authorization Letter	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
2. Sign the Disbursement Voucher and the Columnar Book	2. Sees to it that the Disbursement Voucher and Columnar Book was signed	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services
3. Receive and review the Check for errors (if there is any) before leaving the counter <i>Note: Official Receipt is issued as a proof of payment for the goods and services rendered</i>	3. Issue the Check and receive the Official Receipt	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
TOTAL		None	5 Minutes	



LIBRARY SERVICES

1. Registration for Library Access and Circulation Service for Non-CatSU Users

The CatSU University Library accepts visitors/non-CatSU researchers including students from other schools; government and private researchers

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Non-CatSU Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral or request letter from the Dean/Chief Librarian/Head of Office of your school (1 original copy) containing the following: a. Name of School b. Name of Researcher c. Topic of Research		Dean/Chief Librarian/Research Adviser of School/College/University Head of Office of Sending Agency		
2. Valid ID with picture		Requesting Party		
3. Official Receipt of payment for Library Research Fee		Cashiering Services		
<p><i>Note: 1. Non-CatSU researchers are allowed to use the University Library for research purposes but are not allowed to bring books outside the library or for home use.</i></p> <p><i>1. Only a maximum of 5 outside researchers are allowed in a day.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral/request letter	1.1. Verify identity of client and validity of ID and referral/request letter.	None	3 minutes	<i>Library Staff</i> Library Services
	1.2. Review and approve the referral request.	None	5 minutes	<i>Library Supervisor</i> Library Services
2. Present approved letter request and pay Library Research Fee	2. Process payment and issue Official Receipt	Library Research Fee – PHP 100/day	5 minutes	<i>Cashiering Clerk</i> Cashiering Services
3. Accomplish Library Information Sheet. Present along with Official Receipt and approved letter request	3.1. Receive Official Receipt, approved letter request, accomplished Library Information Sheet.	None	5 minutes	<i>Library Staff,</i> Library Services



	3.2. Encode temporary ID/library permit with client's information and validity date. File Library Information Sheet and letter request.	None	2 minutes	<i>Library Staff, Library Services</i>
4. Receive temporary ID / permit	4. Issue temporary ID.	None	2 minutes	<i>Library Staff, Library Services</i>
TOTAL		Library Research Fee – PHP 100/day	22 Minutes	

Checking-out (Borrowing) of books

1. Search for location and availability of books/periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf	1. Assures the availability of access to users	None	5 minutes	<i>Library Staff Circulation Desk Library Sections</i>
2. Hand in book to be borrowed along with accomplished book card, valid ID and temporary ID	2.1. Receive book, accomplished book card, valid ID and temporary ID.	None	1 minute	<i>Library Staff Circulation Desk Library Sections</i>
	2.2. Stamp due date and counter sign Due Date Slip and Book Card. File book cards with the valid ID, and temporary ID.	None	2 minutes	
	2.3. Issue book borrowed.	None	1 minute	
3. Receive book		None	1 minute	
TOTAL		None	10 Minutes	

Checking-in (Returning) of books

1. Present book for return/check-in	1.1. Receive book/s for return.	None	1 minute	<i>Library Staff Circulation Desk Library Sections</i>
	1.2. Verify correctness and completeness of the materials returned against the book cards in the client's file.	None	3 minutes	



2. Receive valid ID and temporary card.	2. Hand over the client's valid ID and temporary card.	None	1 minute	
TOTAL		None	5 Minutes	

2. Request for Use of Facility (Little Theater)

Allows other users/agencies to use the facility (Little Theater) under certain limitations and subject to the approval of the Head of Agency.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Non-CatSU Organizations/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter of request		Requesting Party		
2. Official Receipt of payment of fees		Cashiering Services		
<i>Note: Reservations must be done Monday-Friday, 8:00AM – 5:00PM, at least a week prior to requested date of use.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Little Theater on requested schedule.	1.1 Check availability of facility on requested schedule. Verify requirements of activity being requested. 1.2. Reserve facility for requested dates in the calendar.	None	10 minutes	<i>Administrative Aide/AV Technician</i> Library Services
2. Submit Letter Request to use facility to the Office of the University President for approval.	2.1. Receive Letter Request 2.2. Affix signature by signatories.	None	Depends on the availability of respective signatories	<i>Administrative Aide</i> Office of the University President <i>SUC President III</i> Office of the University President
3. Upon approval of request, pay prescribed fees at the Cashiering Services and obtain an Official Receipt.	3.1. Process payment 3.2. Issue Official Receipt	Little Theater Rental Fee	5 minutes	<i>Cashiering Clerk,</i> Cashiering Services



		- PHP 2,500.00/day		
4. Proceed to the University Library to confirm schedule. Present approved letter request.	4.1. Receive approved letter request. 4.2. Confirm reservation in the schedule.	None	5 minutes	<i>Administrative Aide, Library Services</i>
5. Proceed to the facility on the scheduled date.	5. Set-up facility	None	10 minutes	<i>Administrative Aide, Library Services</i>
TOTAL		Little Theater Rental Fee PHP 2,500.00/day	≥ 30 minutes	

Schedule of Fees	
Facilities	Fees
Little Theater (Airconditioned with Multimedia Facilities) Rental Fee	PHP 2,500.00/day



HUMAN RESOURCE MANAGEMENT SERVICES

1. Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel

The process adheres to the Civil Service Commission's 2017 Omnibus Rules on Appointment and Other Human Resource Action, revised July 2018. It covers filling up of vacant plantilla positions, recruitment, selection, appointment and placement of teaching and non-teaching plantilla personnel. The process starts from the receipt of request for manpower up to the submission of appointment of the appointed employee to the Civil Service Commission for validation.

A. FILLING UP OF VACANT PLANTILLA POSITION

Office:		Human Resource Management Services			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may Avail:		Head of Unit/Office/Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request		Requesting Party			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish and submit letter of request together with supporting documents, if any	1.1 Receive letter of request to fill manpower requirement for immediate sourcing of applicants; forward request to the Unit Head for information and assignment to the responsible personnel	None	7 days	<i>HRMS Personnel</i> HRMS
		1.2 Review Unfilled Positions (CSU-F-HRM-38), check the competency requirements; and prepare the Request for Filling up of Vacant Positions (CSU-F-HRM-17)	None	7 days	<i>HRMS Personnel</i> HRMS
		1.3 Review, verify and sign the form, and endorse to the VP-AFA/Chair, Human Resource Merit Promotion and Selection Board (HRMPSB) for Non-Teaching and the VP-AA/Chair, Faculty Selection Board (FSB) for Teaching	None	7 days	<i>HRMS Officer</i> HRMS



		1.4 Validate and sign the form and forward to the SUC President for approval	None	7 days	Vice President OVP
		1.5 Approve and sign Request for Filling up of Vacant Positions	None	7 days	SUC President Office of the Pres.
		1.6 Prepare Request for Publication (CSC Form No. 9), Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin; and secure signature of approving authority.	None	7 days	HRMS Personnel HRMS
2	Receive copy of Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin	2. Submit Request for Publication to the CSC Field Office; forward Notice of Vacancy to the concerned offices for publication/posting in the University Website, Facebook Page, local radio station and at three conspicuous places in the University, dissemination of Administrative Bulletin through Records Services, for at least ten (10) calendar days	None	7 days	HRMS Personnel HRMS
TOTAL			None	2 months**	

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032

**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."

B. RECRUITMENT AND SELECTION

Office:	Human Resource Management Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All interested applicants



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter;	Applicant
Letter of Intent and Statement of Authenticity & Veracity of Documents Submitted	Human Resource Management Services
Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Services; csc.gov.ph
Certified true copy of Transcript of Records (High School Diploma, Baccalaureate and Post-graduate studies, if applicable);	Academic Institution
Certified true copy of Updated Service Record or Certificate of Employment (if applicable);	Human Resource Management Services; Affiliated Agency
Certified true copy of Certificates of Trainings/Seminars Attended;	Accredited Training Provider/Sponsor
Certified true copy of Certificate of Eligibility/Rating/License ID;	Professional Regulation Commission; Civil Service Commission
Certified true copy of Performance Rating in the last two rating periods (if applicable);	Human Resource Management Services; Affiliated Agency
Photocopy of Latest Appointment (if applicable);	Human Resource Management Services; Affiliated Agency, Civil Service Commission
Other documents relevant to the position applied for.	Requesting Party
NBC 461 Personal Data Sheet (a copy may be secured at the HRMS or CatSU Website) - For teaching/faculty item	Human Resource Management Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit letter of application with supporting documents	1.1 Receive and record application letters and credentials of applicants	None	10 days	HRMS Personnel HRMS
		1.2 Record all Applicant's Profile (CSU-F-HRM-45), consolidate and prepare master list of applicants	None	14 days	HRMS Personnel HRMS
		1.3 Prepare memo/notice of HRMPSB/FSB meeting with prior consultation with the Chair as to availability	None	3 days	HRMS Personnel/ Secretariat HRMS
		1.4 Convene to determine applicants who are qualified or disqualified, set the schedule for aptitude and/or practical exam and interview Note: No qualified applicant, republish/repost item	None	3 days	HRMPSB/FSB Selection Board CatSU Various Offices



		1.5 Prepare Minutes of Meeting to include Summary of Pre-Evaluation of Applicants (CSU-F-HRM-47) and in case of vacant teaching position, endorse applications to the Chair, Institutional Evaluation Committee (IEC) for NBC 461 to determine CCE points/academic rank	None	7 days	HRMS Personnel/ Secretariat HRMS
		1.6 Prepare and send letter of regret / advise for examination via email/text/phone call; and conduct examinations as scheduled by the testing officer	None	5 days	HRMS Personnel HRMS
		1.7 Receive, record and forward the results to the Chair, HRMPSB/FSB for shortlisting of candidates	None	3 days	HRMS Personnel/ Secretariat HRMS
		1.8 Prepare and send letter of regret / advise for interview and demo teaching, in the case of faculty, for shortlisted candidates, via email/text/phone call	None	7 days	HRMS Personnel HRMS
		1.9 Prepare memo/notice of Meeting, conduct interview and demo teaching, in the case of faculty, for shortlisted candidates; and sit en banc to evaluate the documents submitted by candidates.	None	3 days	HRMS Personnel/ Secretariat; Selection Board CatSU Various Offices
		1.10 Tabulate and consolidate the candidates' ratings Potential Assessment (CSU-F-HRM-35), Interview Assessment Form for Non-Teaching (CSU-F-HRM-63), Individual Assessment Form for Entrant (CSU-F-HRM-64a), Individual Assessment Form for Promotion/Transfer (CSU-F-HRM-64b);	None	7 days	HRMS Personnel/ Secretariat HRMS



		For Teaching: Classroom Observation (CSU-F-HRM-61), Interview Scoring Sheet for Faculty (CSU-F-HRM-62)			
		1.11 Prepare HRMPSB Board Resolution (CSU-F-HRM-55); FSB Board Resolution (CSU-F-HRM-56); and Comparative Assessment of HRMPSB (CSU-F-HRM-53)/ FSB (CSU-F-HRM-54)	None	3 days	HRMS Personnel/ Secretariat HRMS
		1.12 Prepare memo/notice of meeting, review, finalize, approve and sign the Comparative Assessment and Board Resolution; and prepare transmittal letter for submission to the SUC President.	None	3 days	HRMS Personnel/ Secretariat; HRMPSB/FSB Selection Board CatSU Various Offices
		1.13 Prepare Minutes of HRMPSB/FSB Meeting; conduct background investigation, as instructed by the Chair, HRMPSB/FSB and Appointing Authority	None	7 days	HRMS Personnel/ Secretariat HRMS
		1.14. Assess the merits of the HRMSPB/FSB evaluation, schedule final interview with the candidate/s and select his/her appointee; send back the documents to the HRMS	None	7 days	SUC President Office of the Pres
		1.15 Prepare and send Letter Advice for Appointment (CSU-F-HRM-91) and/or Letter of Regret to respective candidates thru mail/email/text/phone call/Records Services. Note: Applicant declines, to submit letter of waiver.	None	7 days	HRMS Personnel HRMS
TOTAL			None	3 months**	

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**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request



**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, “Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines”; and Section 29, “The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published.”

C. APPOINTMENT AND PLACEMENT

Office:	Human Resource Management Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All qualified candidate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Services; csc.gov.ph
Professional License (PRC, etc.)	Professional Regulation Commission; Civil Service Commission
Certificate of Board Rating	Human Resource Management Services
Certificate of Good Standing	Professional Regulation Commission
Certificate of Eligibility (CSC)	Professional Regulation Commission; Civil Service Commission
Medical Certificate (CS Form No. 211, rev. 2017)	Licensed Government Physician, Clinic, Hospital
Neuro-Psychiatric Examination Results	Accredited Diagnostic Center, Clinic, Hospital
Blood Test	Accredited Diagnostic Center, Clinic, Hospital
Urinalysis	Accredited Diagnostic Center, Clinic, Hospital
Chest X-ray	Accredited Diagnostic Center, Clinic, Hospital
Drug Test	Accredited Diagnostic Center, Clinic, Hospital
PSA Birth Certificate	Philippine Statistics Authority
Marriage Contract	Philippine Statistics Authority
NBI Clearance	National Bureau of Investigation
Agency Clearance from Work-Related, Money and Property Accountabilities (if employed from other government agency)	Human Resource Management Services, Affiliated Agency
Performance Rating for the last two (2) rating period, if applicable	Human Resource Management Services, Affiliated Agency
Transcript of Records (TOR) authenticated by the Registrar (Bachelor’s and Post Graduate Studies, if applicable)	Academic Institution
Statement of Assets, Liabilities and Net-worth (SALN), revised 2015	Human Resource Management Services, Affiliated Agency, csc.gov.ph
Approved Request for Transfer, if applicable	Agency Head, Affiliated Agency
Service Record, (if employed from other government agency)	Human Resource Management Services, Affiliated Agency
CSC Appointment/s, if applicable	Human Resource Management Services, Affiliated Agency; Civil Service Commission
Written consent of voluntary demotion, if applicable	Applicant



Latest copy of Notice of Salary Adjustment, if applicable		Human Resource Management Services, Affiliated Agency			
Certification of Last Salary Received, if applicable		Human Resource Management Services, Affiliated Agency			
Certification of Balance of Leave Credits, if applicable		Human Resource Management Services, Affiliated Agency			
Certification of Salary Deductions, if applicable		Human Resource Management Services, Affiliated Agency			
BIR Certificate of Compensation Payment/Tax Withheld (F-2316)		Accounting Services, Affiliated Agency; Bureau of Internal Revenue			
Folder (Size: Long; Color: Blue) with fastener		Applicant			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit accurate and complete documentary requirements	1.1 Prepare appointment papers of the appointee upon compliance of all documentary requirements.	None	7 days	<i>HRMS Personnel</i> HRMS
		1.2 Review and certify accuracy, veracity and completeness of appointment paper and supporting documents.	None	7 days	<i>HRMS Officer</i> HRMS
		1.3 Validate and sign appointment paper, and endorse to SUC President	None	3 days	<i>HRMPSB/FSB</i> <i>Selection Board</i> <i>Chairperson</i> CatSU Various Offices
		1.4 Act on the appointment paper. Appointment with SG 18 and below are signed; appointment with SG 19 and above are scheduled for Administrative Council Meeting, for endorsement to and approval by the Board of Regents (BOR)	None	21 days	<i>SUC President</i> Office of the Pres.
		1.5 Take Oath of Office (CS Form No. 32) before the SUC President or Authorized Representative and report to immediate supervisor	None	7 days	<i>Appointee, SUC</i> <i>President</i> Office of the Pres.
		1.6 Certify appointee's Assumption to Duty (CS Form No. 4) to record his/her first day of service, and Position Description Form (DBM-CSC Form No. 1)	None	3 days	<i>Unit Head/</i> <i>Immediate</i> <i>Supervisor</i> Respective Office
2	Receive copy of appointment	2.1 Receive duly signed Oath of Office, Certification of Assumption to Duty, Position Description Form;	None	3 days	<i>HRMS Personnel</i> HRMS



		conduct on-boarding and release appointee's copy of his/her appointment paper			
		2.2 Prepare/update the 201 Personnel Files, supporting documents to and Report on Appointments Issued (RAI) (CS Form No. 2) for submission to the CSC Field Office	None	7 days	HRMS Personnel HRMS
		2.3 Prepare Notice of Appointment/Promotion (CSU-F-HRM-80), review and secure signature of unit head, and post in the HRMS Bulletin	None	3 days	HRMS Personnel HRMS
TOTAL			None	2 months**	

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**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."

2. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for copies of their 201 Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

Office:	Human Resource Management Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may Avail:	Inactive/separated CatSU employee or any requesting party as it pertains to his/her personnel records; Courts and other Administrative Bodies with quasi-judicial investigative functions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form (CSU-F-HRM-19)	Human Resource Management Services
Official Receipt of Payment	Cashiering Services
Valid identification card	Requesting Party



Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative					
CLIENT STEPS		AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid Identification Card/ Letter of authorization	1. Validate identity of the client and the authenticity of the authorization letter	None	30 minutes	HRMS Personnel HRMS
2	Accomplish and submit request form	2.1 Receive accomplished request and evaluate completeness of information	None	30 minutes	HRMS Personnel HRMS
		2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 hour	HRMS Personnel HRMS
		2.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document	None	8 hours	HRMS Personnel HRMS
		2.4 Review, sign, secure approval of the authorized signatory	None	4 hours	HRMS Officer HRMS
		2.5 Advise client to pay Certification/ Authentication Fee at the Cashiering Services	None	30 minutes	HRMS Personnel HRMS
3	Pay the corresponding fee at the Cashiering Services	3. Process payment and issue Official Receipt	PHP30.00/ document PHP5.00/page, authentication	30 minutes	Cashiering Personnel Cashiering Services
4	Receive the documents requested	4.1 Receive proof of payment	None	30 minutes	HRMS Personnel HRMS
		4.2 Release the requested	None	30 minutes	HRMS Personnel HRMS



		document and have the client sign in the logbook			
		TOTAL	PHP30.00/ document	2 work days**	
			PHP5.00/page, authentication		

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032

**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

3. Processing of Request for Employment Verification

Any requesting party may request for employment verification of CatSU employees (current and separated), subject to the guidelines and other conditions that the government and the University may prescribe.

a. Walk-In

Office:		Human Resource Management Services			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government, G2B – Government to Business			
Who may Avail:		Government Institutions, BPOs, Financial Institutions, Non-Government Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Form (CSU-F-HRM-19)		Human Resource Management Services			
Letter of Request		Requesting Party			
Valid identification card					
Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid Identification Card/ Letter of authorization	1. Validate identity of the client and the authenticity of the authorization letter	None	15 minutes	HRMS Personnel HRMS
2	Accomplish and submit request form	2.1 Receive accomplished request and evaluate completeness of information	None	15 minutes	HRMS Personnel HRMS
		2.2 Forward the request form and supporting documents to the Unit Head for information and	None	1 hour	HRMS Personnel HRMS



		assignment to the responsible personnel			
		2.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	4 hours	HRMS Personnel HRMS
		2.4 Review, sign, secure approval of the authorized signatory	None	2 hours	HRMS Officer
3	Receive the documents/ information requested	3. Release the requested document and have the client sign in the logbook	None	30 minutes	HRMS Personnel HRMS
TOTAL			None	1 work day**	

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032

**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

b. Online

Office:		Human Resource Management Services			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government, G2B – Government to Business			
Who may Avail:		Government Institutions, BPOs, Financial Institutions, Non-Government Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request		Requesting Party			
Valid identification card					
Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit thru email the following: a. letter of request b. Valid Identification Card c. Letter of authorization	1. Receive and acknowledge email	None	4 hours	HRMS Personnel HRMS
		1.2 Forward the request to the Unit Head for information and assignment to	None	4 hours	HRMS Personnel HRMS



		the responsible personnel			
		1.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	8 hours	<i>HRMS Personnel</i> HRMS
		1.4 Review, sign, secure approval of the authorized signatory	None	4 hours	<i>HRMS Officer</i> HRMS
2	Receive the reply	2. Send email reply	None	4 hours	<i>HRMS Personnel</i> HRMS
TOTAL			None	3 work day**	

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032

**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request



II. Internal Services



GUIDANCE, COUNSELING AND TESTING SERVICES

1. Provision of Counseling Service

Provide counseling service to enrolled students of Catanduanes State University. Student clients may be classified as walk-in, referred, and counselor initiated.

Office:		Guidance Counseling and Testing Office			
Classification:		Simple			
Type of Transaction:		G2C- Government-to-Citizens			
Who may avail:		CatSU College Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Walk-In Clients <ul style="list-style-type: none"> Informed Consent 			Guidance Counseling and Testing Office		
2. Referred Clients <ul style="list-style-type: none"> Referral Form 			Guidance Counseling and Testing Office		
3. Counselor's Initiated Clients <ul style="list-style-type: none"> Call Slip Informed Consent 			Guidance Counseling and Testing Office		
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1	Present the Student ID	1. Verify the Student ID	None	1 minute	<i>GCTO Staff</i> GCTO
2	Fill-out the Students' Logbook	2. Instruct the students	None	1 minute	<i>GCTO Staff</i>
3	Fill-out the Counseling Informed Consent	3. Provide the Counseling Informed Consent	None	3 minutes	<i>Guidance Counselor</i> GCT Officer GCTO
4	Submit the Counseling Informed Consent	4. Discuss the content of the Counseling Informed Consent	None	3 minutes	<i>Guidance Counselor</i> GCT Officer GCTO
5	Answer the Intake Interview	5. Ask the questions in Intake Interview Form	None	60 minutes	<i>Guidance Counselor</i> GCT Officer GCTO
6	Attend and participate in the initial counseling session to assess the client	6. Conduct the counseling session and assess the client	None	60 minutes	<i>Guidance Counselor</i> GCT Officer GCTO
7	When case do not require further intervention and management, receive and sign terminal report of the case	7. Discuss the terminal report	None	5 minutes	<i>Guidance Counselor</i> GCT Officer GCTO



8	When case require further intervention and management from other professionals, receive, fill-out and sign the Referral to Network Institutions Form.	8. Discuss the Referral to Network Institutions Form	None	10 minutes	Guidance Counselor GCT Officer GCTO
9	When case require further counseling intervention and management, proceed for counseling proper.	9. Identify the counseling goals, prepare for counseling intervention plan	None	30 minutes	GCTO Staff Guidance Counselor GCT Officer GCTO
10	Identify and agree with the counseling goals and counseling intervention plan	10. Finalize the counseling goals and counseling intervention plan	None	10 minutes	Guidance Counselor GCT Officer GCTO
11	Schedule for the next counseling schedule	11. Confirm the counseling appointment	None	3 minutes	Guidance Counselor GCT Officer GCTO
12	Attend the counseling session	12. Evaluate the counseling goals if it is achieved	None	30 minutes	Guidance Counselor GCT Officer GCTO
13	If the counseling goals were achieved, prepare for the Termination Report	13. Prepare the Termination Report	None	30 minutes	Guidance Counselor GCT Officer GCTO
14	Sign the Termination Report Form	14. Discuss and sign the Termination Report	None	15 minutes	Guidance Counselor GCT Officer GCTO
TOTAL			None	4 hours and 21 minutes	

2. Provision of Information and Orientation Service

Catanduanes State University (CatSU) Guidance Counseling and Testing Office provide information and orientation CatSU students.

Office:	Guidance Counseling and Testing Office				
Classification:	Complex				
Type of Transaction:	G2C- Government-to-Citizens				
Who may avail:	CatSU Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Student ID			Corporate Business Operations		
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1	Received the communication on <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	1. Distribute the communication to College Deans	None	60 minutes	GCTO Staff GCTO
2	Fill-out the <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	2. Conduct the <i>Pagtalubo</i> Growth and	None	25 minutes	GCTO Staff GCTO



		Wellness Needs Assessment Survey			<i>Designated Guidance Facilitator</i> Respective College
3	Submit the answered <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	3. Collect the answered <i>Pagtalubo</i> Growth and Wellness Needs Assessment Survey	None	5 minutes	<i>GCTO Staff</i> <i>GCTO</i> <i>Designated Guidance Facilitator</i> Respective College
4	Wait for the schedule of <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	4. Summarize the survey result; propose the necessary documents; and, prepare the schedule and other logistics needed for the seminar/webinar	None	40 hours	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
5	Received the information regarding the schedule of the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	5. Posting of information on the social media; coordinate with the College Deans	None	60 minutes	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
6	Fill-out the Attendance Sheet for <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	6. Instruct the student-attendees	None	2 minutes	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
7	Attend and participate in <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	7. Facilitate and discuss the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	None	3 hours	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
8	Evaluate the <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	8. Distribute the Evaluation Form	None	5 minutes	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
9	Submit the Evaluation Form of <i>Pagtalubo</i> Growth and Wellness Seminar/Webinar	9. Collect the Evaluation Form	None	5 minutes	<i>GCTO Staff</i> <i>Guidance Counselor</i> <i>GCT Officer</i> <i>GCTO</i>
TOTAL			None	5 days, 5 hours, 42 minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment And Registration Process

The University recognizes the right of each child to education according to the IRR of the RA 10931, thus the Universal Access to Quality Tertiary Education for Filipino students providing Tertiary Education Subsidy.

The OARS accept enrolment of students who are graduates in the Senior High School (Grade 11 and Grade 12) and those who passed the Alternative Learning System who are eligible for the Tertiary Level.

The OARS accepts Enrolment of returning students who would continue their studies and be able to graduate and earn a baccalaureate degree or certificate from a Ladderized Program.

The University caters to the demand of Student professional in the province and neighboring municipalities/cities for a Doctoral and Masteral Degree of their specialized field, who are graduates of the Catanduanes State University.

Office:	Office of Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Continuing Undergraduate Students Continuing Graduate Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Continuing Undergraduate Students	
1. Accomplished Student Admission Form (CSU-F-OARS-01)	Office of Admission and Registration Services
2. Summary of Grades for the past semester (CSU-F-ACAD-03)	College/Department/Faculty
3. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students)	College/Department
Continuing Graduate Students	
1. Transcript of Records	Authenticated Photo copy of TOR
2. Approved Tentative Enrolment Form (CSU-F-ACAD-02B)	College Dean
3. Three (3) passport size ID picture	Photo Studio
4. Letter of intent with two recommendations from former professors or head of agency	Former Professor/Head of Agency
5. Must have taken and passed the entrance examination (for MA/MS Programs)	Dean, Graduate School
6. Partial or full payment of tuition fees	Cashiering Services

A. Continuing Undergraduate Students

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form at the Office of Admission and	1. Provide Student Admission Form	None	2 minutes	<i>In-Charge of Records</i> Respective College



registration Services (OARS)				
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 minutes	<i>Enrolling Adviser Respective College</i>
3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser.	3. Enrolling Adviser provides two (3) copies of TEF	None	5 minutes	<i>Enrolling Adviser Respective College</i>
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 minutes	<i>Enrolling Adviser Respective College</i>
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 minutes	<i>Enrolling Adviser Respective College</i>
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 minutes	<i>Program Chairperson of College/Dean Respective College</i>
7. For UniFAST Scholars present TEF to the college clerk for posting of courses.	7.1 Tags UniFAST Scholars 7.2 Post courses in the automated system 7.3 Untags Non-UniFAST Scholars		5 minutes	<i>Accounting Services Staff Acctg. Services College Clerk Respective College Accounting Services Staff Acctg. Services</i>
For Non-UniFAST proceed to cashiering Services for partial or full payment of tuition and other school fees.		Tuition Fee PHP 300.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00	10 minutes	<i>Cashiering Services Staff Cashiering Services</i>



		Library Fee – PHP 100.00 Student ID Fee – PHP 100.00 Handbook Fee – PHP 35.00 Maintenance Fee – PHP 200.00 Journal Fee – PHP 300.00 Audio Visual Development Fee – PHP 50.00		
8. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	8. Print COE and issue class cards	None	6 minutes	OARS Staff OARS
TOTAL		Tuition Fee PHP 300.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00	UniFAST Scholars: 40 minutes Non-UniFAST Scholars: 45 minutes	



	Library Fee – PHP 100.00		
	Student ID Fee – PHP 100.00		
	Handbook Fee – PHP 35.00		
	Maintenance Fee – PHP 200.00		
	Journal Fee – PHP 300.00		
	Audio Visual Development Fee – PHP 50.00		

B. Continuing Graduate Students

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form at the Office of Admission and registration Services (OARS)	1. Provide Student Admission Form	None	2 minutes	<i>In-Charge of Records OARS</i>
2. Present credentials to Enrolling Adviser at the Graduate School.	2. Checks and receive credentials	None	2 minutes	<i>Enrolling Adviser Graduate School</i>
3. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser.	3. Enrolling Adviser provides three (3) copies of TEF	None	5 minutes	<i>Enrolling Adviser Graduate School</i>
4. Copy schedules for courses posted at	4. Post schedule of	None	10 minutes	<i>Enrolling Adviser Graduate School</i>



respective advising areas.	courses at Advising Areas			
5. Present TEF to Enrolling Adviser for review and signature.	5. Signs TEF	None	5 minutes	<i>Enrolling Adviser Graduate School</i>
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Dean, Graduate School Approves TEF	None	5 minutes	<i>Program Chairperson of Dean, Graduate School</i>
7. Present TEF to the OARS Clerk for posting of Courses	7. Post courses	None	5 minutes	<i>OARS Clerk OARS</i>
8. Pay fees to the Cashiering Clerk	8. Issues Official Receipt	Tuition Fee – PHP 700.00/ 800.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00 Library Fee – PHP 500.00 Student ID Fee – PHP 100.00 Handbook Fee – PHP 35.00 Maintenance Fee – PHP 200.00 Journal Fee – PHP 300.00	5 minutes	<i>Cashiering Clerk Cashiering Service</i>



		Audio Visual Development Fee – PHP 50.00		
9. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	9. Print COE and issue class cards	None	6 minutes	OARS Staff OARS
TOTAL		Tuition Fee – PHP 700.00/ 800.00 per unit Medical Fee – PHP 100.00 Athletic Fee – PHP 150.00 Library Fee – PHP 500.00 Student ID Fee – PHP 100.00 Handbook Fee – PHP 35.00 Maintenance Fee – PHP 200.00 Journal Fee – PHP 300.00	45 minutes	



	Audio Visual Develop ment Fee – PHP 50.00		
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2. Issuance/Re-Issuance of Student Credentials & Certifications

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) is issued to students and graduates needing these credentials that he/she is cleared of accountabilities and are issued to reflect their graduation for a certain Academic Year.

The OARS prepare and issue student credentials that are essential to their Job and Work as proof of their confirmed degree or any valid purpose.

Office:	Office of Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for the issuance of Student Credentials Form/Transaction Slip (CSU-F-OARS-10)	Office of Admission and Registration Services
2. Approved Student Clearance Form (CSU-F-ACAD-14A) for OTR/Transfer Credentials/Certifications	Office of Admission and Registration Services
3. Affidavit of Loss (for Lost Transfer Credentials)	Law Practitioner
4. One (1) passport-size ID picture for OTR	Photo Studio
5. Two (2) documentary stamps (for OTR and Certifications)	Office of Admission and Registration Services
6. Official Receipt of payment of fees for requested credentials	Cashiering Services
7. Authenticated PSA Birth Certificate (photocopy)	PSA Office
8. Authorization Letter and proof of identification	From credentials owner; ID Card of authorized person

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip.	1. OARS Staff provide Clearance Form & Transaction Slip	None	5 minutes	<i>OARS Staff (Receiving and Releasing Window) OARS</i>



2. Accomplished Clearance Form.	2. Respective signatories to sign and approve clearance	None	Depends on the availability if the respective signatories	<i>College Librarian In-Charge; Accounting Services Representative; Director of Students Services; Dormitory Representative; OARS Records In-Charge; College Dean; Registrar III</i> Respective Offices
3. Pay required fees at the Cashiering Services	3. Issue Official Receipt	OTR Fee – Php 100.00/ Sheet; Diploma Fee – Php 100.00; Scan Fee – Php 20.00; Documentary Stamp Fee – Php 30.00	5 minutes	<i>Cashiering Clerk</i> Cashiering Services
4. Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of payment for prescribed fees to the OARS Staff In-Charge	4. Accept Approved Student Clearance, Transaction Slip and Official Receipts	None	2 minutes	<i>OARS Staff (Receiving and Releasing Window)</i> OARS <i>OARS Records In-Charge and Registrar III</i> OARS
5. Wait for the release of claim stub.	5.1. Release Claim Stub	None	3 minutes	<i>OARS Staff (Receiving and Releasing Window)</i> OARS
	5.2. Prepare the credentials/ certifications requested: d) Official Transcript of records e) Diploma f) Certification	None	2 hours 2 hours 1 hour	<i>OARS Staff</i> OARS



	<p>5.3. Review Credentials/ Certifications for possible errors and omissions:</p> <p>d) Official Transcript of Records</p> <p>e) Diploma</p> <p>f) Certification</p>	None	<p>3 hours</p> <p>1 hour</p> <p>3 hours</p>	<p><i>Registrar III</i> OARS</p>
	5.4. Approve and sign the credentials/ certifications	None	10 minutes	<p><i>Registrar III; College Dean; SUC President III</i> Respective Offices</p>
6. Claim requested credentials from the OARS on the scheduled date indicated in the claim stub	9. OARS Staff release the credentials	None	<p>In adherence to the directive of the ARTA, processing and releasing of documents are shortened to:</p> <ul style="list-style-type: none"> • Credentials – within 5 days • Certifications – within 3 days 	<p><i>OARS Staff (Receiving and Releasing Window)</i> OARS</p>
TOTAL		<p>OTR Fee – Php 100.00/ Sheet;</p> <p>Diploma Fee – Php 100.00;</p> <p>Scan Fee – Php 20.00;</p> <p>Documentary Stamp Fee – Php 30.00</p>	<p>Transcript of Records – 5 days, 5 hours, 20 minutes</p> <p>Diploma – 5 days, 4 hours, 20 minutes</p> <p>Diploma – 3 days, 4 hours, 20 minutes</p>	



3. Processing of Application for Graduation

The Application for Graduation Form is issued to graduating students that have to be evaluated by the Registrar of the University, for presentation and confirmation to the Academic Council and the Board of the Regents, with the corresponding Notation from CHED.

To process the application for graduation of the undergraduate/graduate students for the Academic Year.

Office:	Office of Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Undergraduate and Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UNDERGRADUATE	
1. Approved Application for Graduation Form (CSU-F-ACAD-14)	Office of Admission and Registration Services
2. Approved Evaluation of Grades Earned Form (CSU-F-ACAD-14)	College Dean
3. Approved Student Clearance Form (CSU-F-OARS-14A)	Office of Admission and Registration Services
GRADUATE	
1. Approved Application for Graduation Form (CSU-F-ACAD-14)	Office of Admission and Registration Services
2. Approved Evaluation of Grades Earned Form (CSU-F-ACAD-14)	College Dean
3. Approved student Clearance Form (CSU-F-OARS-14A)	Office of Admission and Registration Services
4. Official Receipts of payment for Graduation fees	Cashiering Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon enrolment request for Application for Graduation Form from the OARS and Evaluation of Grades Earned Form from the Dean's Office.	1. OARS Records In-Charge provide Application for Graduation; College Clerk provide Evaluation of Grades Form	None	10 minutes	<i>OARS Records In-charge</i> <i>OARS</i> <i>College Clerk</i> <i>Respective College</i>
2. Submit approved Application for Graduation Form accompanied with an Evaluation of Grades Earned Form to respective College Dean.	2. Accept Application for Graduation and Evaluation of Grades Form	None	5 minuets	<i>College Clerk,</i> <i>College Dean</i> <i>Respective College</i>



3. On the first Monday of May of the Calendar Year, inquire on the results of evaluated grades earned at the Dean's Office.	3. Present the Results of Evaluation of Grades	None	5 minutes	<i>College Clerk, College Dean Respective College</i>
4. Request for and accomplish a Student Clearance Form	4. OARS provide Student Clearance Form	None	Depends on the availability of respective signatories.	<i>Assessment In-Charge; Records In-Charge by Program; Director, OSADS; College Dean; OARS Registrar III Respective Offices</i>
5. Pay required graduation fees at the Cashiering Services (for Graduate Students only)	5. Cashiering Clerk issue Official Receipt for payment of Fees	TOR Fee – PHP 100.00/ Sheet, PHP 150.00 for second copy; Diploma Fee – PHP 100.00, PHP 150.00 for second copy; Scan Fee – PHP 20.00; Documentary Stamp Fee – PHP 30.00; Graduation fees – Depends on the no. of students	5 minutes	<i>Cashiering Clerk Cashiering Services</i>
6. Submit approved Student Clearance Form (with Official Receipt of Graduation fees and other requirements for	6. 1 OARS Staff receives Approved Clearance and Official Receipt	None	5 minutes	<i>Records In-Charge by Program; OARS Registrar III OARS</i>



Graduate Students).				
	TOTAL	TOR Fee – PHP 100.00/ Sheet, PHP 150.00 for second copy; Diploma Fee – PHP 100.00, PHP 150.00 for second copy; Scan Fee – PHP 20.00; Documentary Stamp Fee – PHP 30.00; Graduation fees – Depends on the no. of students	30 Minutes	



CASHIERING SERVICES

1. Collection of Payment and Issuance of Official Receipt

This includes collection from payments of fees from students, employees and other stakeholders.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Government			
Who may avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (ID)		Corporate Business Operations (CBO) and Office of Admission and Registration Services (OARS)		
Certificate of Enrolment (CSU-F-OARS-15 and 15a)		OARS		
Assessment Form or Statement of Account (for payment of tuition fees)		Dean's Office (Colleges)		
Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees)		Colleges/Servicing Unit/Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirement to the Collecting Officer for review and verification	1. Input data on the system	None	30 seconds	<i>Collection Officer or Cash Clerk</i> Cashiering Services
2. Pay the amount indicated in the assessment form/order of payment slip.	2. Receive cash as payment	Tuition Fees Graduate Studies – ₱700/unit Undergraduate -₱300/unit RLE (may vary depending on the number of students) Miscellaneous & other academic fees such as TOR - ₱150/page Diploma - ₱150/page ID - ₱120.00	1 minute (non-enrolment period) 3 minutes (enrolment period)	<i>Collection Officer or Cash Clerk</i> Cashiering Services



		<p>CAV Fee- ₱150.00</p> <p>Certification fees</p> <p>Graduate Studies – ₱50.00</p> <p>Undergraduate - ₱ 30.00</p> <p>Authentication fee -₱5/page</p> <p>Auditorium/Gym Rental -₱18,000/day</p> <p>IGP book sale, tela uniform, polo shirt, PE Uniform (may vary depending on the book, size of tela uniform and polo shirt)</p> <p>Gate pass ₱50.00</p> <p>Entrance Examination Fee ₱200.00</p> <p>Microsoft Testing ₱1,300.00</p> <p>Thesis Fee 700.00</p> <p>and other related fees</p>		
3. Wait until your transaction has been generated on the system and while the Official Receipt is being printed.	3. Issue the Official Receipt	None		Collection Officer or Cash Clerk Cashiering Services
4. Receive and review the	4. Ask the client if the	None	30 seconds	Collection Officer or Cash Clerk



Official Receipt and count the change (if there is any) before leaving the counter	printed O.R. and the change (if there is any) is correct, before he/she leaves the counter			Cashiering Services
TOTAL		Please see attached Schedule of Fees and Charges	Non-enrolment period: 2 Minutes Enrolment period: 5 Minutes	

SCHEDULE OF FEES AND CHARGES

SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	700/unit
	Doctoral Degree	800/unit
	Undergraduate	300/unit
Medical and Dental	Master's Degree Doctoral Degree Undergraduate	100
LIBRARY FEE	Master's Degree	500/term
	Doctoral Degree	500/term
	Undergraduate	100
LIBRARY CARD		100
ATHLETIC FEE		150
HANDBOOK FEE		35
MAINTENANCE FEE		200
JOURNAL FEE		300
AUDIO VISUAL DEVELOPMENT FEE		50
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students
TRANSCRIPT OF RECORD FEE		100/sheet
HONORABLE DISMISSAL FEE		50
DIPLOMA FEE		150
SCAN FEE		20
GRADUATION FEE		Depends on the number of students



RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA		150/page
RE-ISSUANCE OF CERTIFICATE OF ENROLLMENT (COE)		20
PENALTY OF LATE ENROLMENT		50/day
REMOVAL FEE	Master's Degree	100/subject
	Undergraduate	30/subject
ID FEE (Alumni and Freshmen)		120
ADDING/CHANGING/DROPPING OF SUBJECTS		30/subject
CERTIFICATION FEE	Master's Degree	50
	Undergraduate	30
AUTHENTICATION FEE		5/page
THESIS FEE		700
MICROSOFT TESTING FEE		1,300
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150/page
RENTAL OF CATSU AUDITORIUM		18,000
REFUNDABLE DEPOSIT (CATSU AUDITORIUM)		3,000
GATE PASS	Students/Employee	50
	Non-Employee	50
DORMITORY	Ladies Dormitory	1,000/monthly
	Men's Dormitory	1,000/monthly

2. Disbursement of Cash

To provide instruction on the disbursement of cash. This process includes payments of cash to students and employees in lieu of their services rendered to the University.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Government			
Who may avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card (ID)			Client	
Authorization Letter and Proof of Identification (if claimant is not the direct client)			Client	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
2. Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services



3. Receives and count the cash before leaving the counter	3. Sees to it the amount if given to the client is correct	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
TOTAL		None	5 Minutes	

3. Disbursement of Check

Disbursement of check on payment of travel of students and employees.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Government			
Who may avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card (ID)			Client	
Authorization Letter and Proof of Identification (if claimant is not the direct client)			Client	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter (if needed)	1. Verify the validity of the ID/Authorization Letter	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
2. Sign the Disbursement Voucher and the Columnar Book	2. Sees to it that the Disbursement Voucher and Columnar Book was signed	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services
3. Receive and review the Check for errors (if there is any) before leaving the counter	3. Issue the Check	None	1 minute	<i>Disbursing Officer</i> Cashiering Services
TOTAL		None	5 Minutes	

4. Disbursement of Petty Cash

This provides information on disbursement of petty cash from different funds.

Office:	Cashiering Services	
Classification:	Simple	
Type of Transaction:	G2B – Government to Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Identification Card (ID)		Client
Petty Cash Voucher (CSU-F-CASH-14) with required complete documents		Petty Cash Custodian/Cashiering Services



Authorization Letter and Proof of Identification (if claimant is not the direct client)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 minute	<i>Petty Cash Custodian Cashiering Services</i>
2. Present the Petty Cash Voucher with the complete documents	2. Check the petty cash vouchers as to completeness of the required documents and signatures	None	3 minutes	<i>Petty Cash Custodian Cashiering Services</i>
3. Sign on the Cash Book	3. Make sure that the client has signed the Cash Book	None	1 minute	<i>Petty Cash Custodian Cashiering Services</i>
4. Receives and count the cash before leaving the counter	4. Sees to it the amount if given to the client is correct	None		<i>Petty Cash Custodian Cashiering Services</i>
TOTAL		None	5 Minutes	



OFFICE OF STUDENT AFFAIRS AND DEVELOPMENT SERVICES

1. Application to Conduct Off-Campus Student Activities

The procedure for conducting Off-Campus Activities is established to ensure the seamless monitoring and evaluation of all students, assessing their development and engagements within various communities through their respective causes.

Office or Division:	OFFICE OF STUDENT AFFAIRS AND DEVELOPMENT SERVICES	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	CatSU College Student-Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Permission to conduct off campus activity form (CSU-F-OSADS-01)		Office Of Student Affairs and Development Services
2. Letter Request		Client
3. Parental Consent (CSU-F-OSADS-06)		Office Of Student Affairs and Development Services
4. Project/Budget Proposal		Client
5. List of Students		Client
6. Proposed Program		Client
7. Approved Syllabus		Client

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and filled up application forms and secure a letter request and other required documents	1. Forms, letter request, and other required documents are given to the client.	None	2 minutes	OSADS Staff OSADS
2	Submit application form and other requirements to the OSADS	2.1 Receives application form and other supporting documents	None	2 minutes	OSADS Staff OSADS
		2.2 Checks all attachments complaint to policy Guidelines in conducting local off campus activity – CMO No. 63, series of 2017 and CMO. 104, series of 2017.	None	5 minutes	OSADS Staff OSADS
		2.3 Forward the assessed/evaluated letter request with the required supporting documents to the	None	3 minutes	Director OSADS



		director for recommendation to VPAA			
		2.4 Forward the recommended off campus student activity letter with the supporting documents to Vice President for Academic Affairs for Approval	None	2 minutes	OSADS Staff OSADS
TOTAL			None	15 Minutes	

2. Recognition of Student Organization and Student Publications

The procedure for recognizing student organizations and student publications is crucial in acknowledging and validating the contributions of these entities, emphasizing the importance of their roles within the academic community.

Office or Division:	OFFICE OF STUDENT AFFAIRS AND DEVELOPMENT SERVICES	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	CatSU College Student-Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application	Client	
2. Application form (CSU-F-OSADS-02)	Office Of Student Affairs and Development Services	
3. Approved Constitution and By-Laws of the Organization	Client	
4. Certification for Advisorship (CSU-F-OSADS-13)	Office Of Student Affairs and Development Services	
5. Roster of Current officers	Client	
6. Program of Activities of the organization	Client	
7. Budget Proposal	Client	
8. Photocopy of Bankbook/Account	Client	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and filled up Application Form (Forms are available at OSADS) and other supporting documents	1. Forms and other supporting documents are given to the client.	None	2 minutes	OSADS Staff OSADS
2	Submits accomplished	2.1 Received application form and	None	2 minutes	OSADS Staff OSADS



	form and other requirements to the OSADS	other supporting documents			
		2.2 Checks, reviews and evaluates the attached documents in compliance to university policy.	None	5 minutes	OSADS Staff OSADS
		2.3 Submit assessed/evaluated form with the required documents to the director of OSADS for approval	None	5 minutes	Director OSADS
		2.4 Issue certificates of recognition to the newly recognized student organization and return the duly signed copies of their application and issue permit to collect membership fee for students	None	3 minutes	
TOTAL		None	17 Minutes		

3. Signing of Clearance

The clearance signing procedure is essential to facilitate a smooth transition, ensuring that all necessary requirements are met and documented.

Office or Division:	OFFICE OF STUDENT AFFAIRS AND DEVELOPMENT SERVICES
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	CatSU College Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Clearance Form	OARS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Presents filled out clearance form	1. Verifies clients' accountability through the list of recognized organization	None	2 minutes	OSADS Staff OSADS
2	Settles organization accountability (if any)	2. Sign if no accountability, otherwise advise clients to settle their accountability	None	1 minute	Director OSADS
TOTAL			None	3 Minutes	



OFFICE OF STUDENT SCHOLARSHIP, FINANCIAL ASSISTANCE, CAREER DEVELOPMENT AND PLACEMENT SERVICES

1. Application for Employment of Student Assistant

Hiring of student assistants for the current semester

OFFICE OR DIVISION	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	CatSU Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Photocopy of Certificate of Enrolment		OARS
2. One (1) Photocopy of Validated School ID		CBO/OARS
3. Letter recommendation by the Dean /Chief of Office		Concern College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit one (1) photocopy of Certificate of Enrolment (COE) and one (1) photocopy of validated school I.D. to the Dean/Chief of Offices	None	2 minutes	<i>Deans/Chiefs of Offices</i> All Colleges/Offices
2	Attend brief interview	None	2 minutes	<i>OSSFACDPS Director</i> OSSFACDPS
3	If qualified, Fill out CSU-F-OSSFACDPS-02	None	2 minutes	<i>OSSFACDPS Staff</i> OSSFACDPS
	3.2. Consolidate list of qualified Student Assistant and recommend for approval	None	1 day	<i>OSSFACDPS Director</i> OSSFACDPS
4	Wait for the Memorandum for Employment signed by the	None	1 day	<i>OSSFACDPS Director</i> OSSFACDPS



SUC President III				
Report to your respective Chiefs of Offices for your assignment				
TOTAL		None	2 days, 6 Minutes	

2. Application for Scholarship/Student Financial Assistance

Processing of scholarship/student financial assistance application

OFFICE OR DIVISION	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail:	CatSU Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Certificate of Grades	OARS
2. Indigency Certificate	Barangay Captain
3. Income Tax Return /Certification of Exemption	BIR

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Student-applicant fill out application form on available scholarship	1. Check the accuracy of entries declared by the students	None	2 minutes	OSSFACDPS Staff OSSFACDPS
2	Submit the application form together with the required supporting documents	2. Counter check the validity and authenticity of documents 2.2. Verify if the student is qualified from the qualification criteria provided by the benefactor	None	2 minutes	OSSFACDPS Staff OSSFACDPS
3	Attend brief interview with the OSSFACDPS Director	3. Conduct interview on the economic status of family and students' behavior for final assessment	None	2 minutes	OSSFACDPS Director OSSFACDPS
4	Wait for the release of results of ranking for qualified applicants on the available scholarship/	4.1 Send notification through mobile phone/messenger of the student-applicant if qualified	None	3 days	OSSFACDPS Director/ Staff OSSFACDPS
		4.2 Send to the College dean list of	None		OSSFACDPS Director



	financial assistance	approved qualified applicants for the available scholarship			OSSFACDPS
TOTAL			None	3 days, 6 Minutes	



LIBRARY SERVICES

1. Circulation Services for Catsu Alumni

Charging in/out of library materials to CatSU alumni

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CatSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Alumni ID signed by the President of Alumni		Alumni & Placement Services		
2. Valid ID with picture		Requesting Party		
3. Library Information Sheet (CSU-F-LIB-05) (1 copy)		Library Services		
<i>Note: CatSU Alumni are allowed to use the University Library but are not allowed to borrow books for home use.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking-out (Borrowing) of books				
1. Present Alumni ID, valid ID and accomplished Library Information Sheet.	1.1. Verify information on Alumni ID, valid ID and Library Information Sheet. 1.2. File Library Information Sheet and hand over client's alumni ID and valid ID.	None	3 minutes	Library Staff Circulation Desk, Library Sections
2. Search for location and availability of books/periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	2. Assures the availability of access to users	None	5 minutes	Library Staff Circulation Desk, Library Sections
3. Present book/s to be borrowed along with accomplished corresponding book card/s and alumni ID.	3.1. Receive book/s, accomplished book card/s, and alumni ID. 3.2. File book cards with the alumni ID.	None	2 minutes	Library Staff Circulation Desk, Library Sections
TOTAL		None	10 Minutes	
Checking-in (Returning) of books				
1. Present book/s for return / check-in.	1.1. Receive book/s for return.	None	1 minute	Library Staff



	1.2. Verify correctness and completeness of the materials returned against the book cards in the client's file.	None	3 minutes	Circulation Desk Library Sections
2. Receive alumni ID.	2. Hand over the client's alumni ID.	None	1 minute	
TOTAL		None	5 Minutes	

2. Circulation Services for CatSU Users

Charging in/out of library materials to authorized CatSU users

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CatSU Students, Faculty, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Students				
1. Validated Library Card		Library Services		
*Faculty and Employees				
2. Employee ID		Human Resource Management Services Office		
*Part-Time/Contract of Service Faculty				
3. Contract/Certification of Employment		Human Resource Management Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking-out (Borrowing) of books				
1. Search for location and availability of books/periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	1. Assures the availability of access to users	None	5 minutes	Library Staff Circulation Desk Library Sections
2. Present the book/s to be borrowed and validated library card / employee ID.	2.1. Receive book, and validated library card/employee ID.	None	1 minute	



	2.2. Scan the library card and verify borrower's status at the integrated library system.	None	1 minute	Library Staff Circulation Desk Library Sections
	2.3. Scan barcode of book and check-out under the borrower's account.	None	1 minute	
	2.4. Print receipt of book/s borrowed (<i>if books are for overnight use</i>)	None	1 minute	
3. Receive book/s and transaction receipt	3. Issue transaction receipt and book/s borrowed.	None	1 minute	
TOTAL		None	10 Minutes	
Checking-in (Returning) of books				
1. Present book/s for return / check-in	1.1. Receive book/s for return.	None	1 minute	Library Staff Circulation Desk Library Sections
	1.2. Scan the item barcode/s	None	1 minute	
	1.3. Verify correctness and completeness of the materials returned, and clear from the borrower's account in the integrated library system.	None	2 minutes	
	1.4. Print receipt of book/s returned (<i>if there are overdue accountability</i>)	None	1 minute	
2. Receive transaction receipt and library card.	2. Issue Transaction receipt and hand over with library card.	None	1 minute	
TOTAL		None	6 Minutes	

3. Issuance of Library Card to Students

Issuance of Library Card to students to enable them to utilize the library resources and facilities.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	CatSU Students
CHECKLIST OF REQUIREMENTS	
1. Accomplished Library Information Sheet (CSU-F-LIB-05) (1 copy)	Library Services
2. Certificate of Enrolment for current semester (1 original copy)	Registrar's Office
WHERE TO SECURE	



3. 1 x 1 ID picture (2 pcs)		Applicant		
4. Official Receipt for Library Card Fee		Cashiering Services		
Additional Requirement for Lost Library Card				
5. Affidavit of Loss (For Re-issuance)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Enrolment and accomplished Library Information Sheet with attached ID pictures.	1. Verify accuracy of information in the Certificate of Enrolment and Library Information Sheet.	None	5 minutes	<i>Library Staff, Library Services</i>
2. Pay Library Card Fee at the Cashiering Services.	2. Process payment and issue Official Receipt	Library Card Fee – PHP 100.00	2 minutes	<i>Cashiering Clerk, Cashiering Services</i>
3. Present Official Receipt.	3. Receive payment receipt.	None	2 minutes	<i>Library Staff, Library Services</i>
4. Receive Claim Slip.	4.1. Issue Claim Slip.	None	1 minute	<i>Library Staff, Library Services</i>
	4.2. Process library card	None	7 working days	<i>Library Staff, Library Services</i>
5. On the scheduled date of release, present Certificate of Enrolment and Claim Slip.	5.1. Receive Certificate of Enrolment and Claim Slip. 5.2. Stamp Certificate of Enrolment with “Library Card Issued” and file Claim Slip.	None	1 minute	<i>Library Staff, Library Services</i>
6. Receive Library Card and sign in issuance logbook.	6. Issue Library Card and instruct student to sign in the issuance logbook.	None	1 minute	<i>Library Staff, Library Services</i>
TOTAL		Library card fee - PHP 100.00	7 working days, 12 minutes	



4. Request for Bookbinding Service

CatSU offices/units may request bookbinding services for their official reports and documents.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who May Avail:	CatSU Units, Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Request for Book Binding Services (CSU-F-LIB-07)			Library Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Binding Request Form and accomplish. Present materials to be bound.	1. Receive materials for binding and accomplished request form. Check for completeness of information.	None	5 minutes	Book Binding Staff, BookBinder, Library Services
2. Come on scheduled date of release, and sign in Release logbook.	2. Retrieve bound materials and instruct client to sign in Release logbook.	None	2 minutes	Book Binding Staff, BookBinder, Library Services
3. Receive bound materials.	3. Issue bound materials.	None	1 minute	Book Binding Staff, BookBinder, Library Services
TOTAL		None	8 Minutes	

5. Request for Use of Facilities (Little Theater, Discussion Room)

This service allows CatSU students and faculty to secure the use of facilities (Little Theater and Discussion Room) for their academic activities.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CatSU students, faculty and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Form (CSU-F-LIB-06 – Application for Use of AudioVisual Equipment, Facilities and Services)			Library Services	
2. Request letter			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present request letter and/or Inquire availability of Little Theater, or Discussion Room.	1.1 Receive request/inquiry.	None	3 minutes	Administrative Aide/AV Technician Library Services
	1.2. Check the availability of the facility	None	10 minutes	Administrative Aide/AV Technician Library Services
2. Accomplish Request Form for Use of Facilities (CSU-F-LIB-06)	2.1. Instruct client to accomplish the Request Form	None	5 minutes	Administrative Aide/AV Technician Library Services
	2.2. Approve request	None	2 minutes	Library Supervisor Library Services
3. Proceed to the facility on schedule.	3. Set-up facility	None	10 minutes	Administrative Aide/AV Technician Library Services
TOTAL		None	30 Minutes	

6. Signing of Clearance

The CatSU Library verifies clients' status whether they have outstanding accountabilities/fines and settlement of such obligations or fines. Clients with no outstanding fines or fees are likewise cleared of accountabilities.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CatSU Students, Faculty, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Students				
1. Clearance Form (CSU-F-OARS-14A) (original copy)	Registrar's Office			
*Employees and Faculty				
1. Clearance Form (original copy)	Human Resource Management Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form.	1.1. Receive clearance form.	None	1 minute	Library Staff Library Services
	1.2. Verify client's status at the integrated library system.	None	2 minutes	Library Staff Library Services
*If with outstanding accountabilities/fines				



	1.3. Issue receipt indicating unreturned books and overdue fines	None	2 minutes	<i>Library Staff</i> Library Services
2. Pay fines.	2.1. Process payment. 2.2. Issue Official Receipt.	Overdue fines – PHP 50.00 / day	2 minutes	<i>Cashiering Clerk</i> Cashiering Services
3. Present Official Receipt.	3.1. Receive Official Receipt and settle the client's record in the integrated library system.	None	2 minutes	<i>Library Staff</i> Library Services
*Without outstanding accountabilities/fines				
	3.2. Sign clearance	None	1 minute	<i>Librarian In-Charge</i> Library Sections
4. Receive signed clearance form. Sign in the logbook.	4. Hand in signed clearance form. Instruct client to sign in logbook.	None	1 minute	<i>Library Staff</i> Library Services
TOTAL		Overdue fines – PHP 50.00 / day	With outstanding accountabilities/fines: 11 Minutes Without outstanding accountabilities/fines: 5 Minutes	

7. VALIDATION OF LIBRARY CARD

Validation of Library Card of students to enable them to continue utilizing the library resources and facilities.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	CatSU Students
CHECKLIST OF REQUIREMENTS	
1. Certificate of Enrolment for current semester (1 original copy)	Registrar's Office
2. Library Card	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Enrolment for the current semester and Library Card for validation.	1.1. Receive Certificate of Enrolment and Library Card	None	1 minute	<i>Library Staff, Library Services</i>
	1.2. Verify accuracy and validity of information on Certificate of Enrolment and Library Card	None	1 minute	<i>Library Staff, Library Services</i>
	1.3. Validate library card for current semester	None	1 minute	<i>Library Staff, Library Services</i>
	1.4. Stamp "Library Card Validated" on Certificate of Enrolment	None	1 minute	<i>Library Staff, Library Services</i>
2. Receive validated library card and sign in logbook.	2. Issue validated Library Card and instruct student to sign in validation logbook	None	1 minute	<i>Library Staff, Library Services</i>
TOTAL		None	5 Minutes	



MEDICAL AND DENTAL SERVICES

1. Consultation and Treatment of Minor Ailment/Follow -Up

Medical consultation is done to work out whether the patient is ill for the physician to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

Office or Division:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Student ID or COE	CBO &OARS
2. Employee University ID	HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Administrative Aide IV</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	<i>Nurse IV/Nurse III/Nurse I</i> MDS
4. Interview	4. Interview	None	2 minutes	
5. Consultation and medical treatment is performed as needed	5. Perform Physical exam/issue prescription if needed	None	22 minutes	<i>Medical Officer III</i> MDS
6. Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicine	6. Provide medicine	None	2 minutes	<i>Nurse IV/Nurse III/Nurse I</i> MDS



7. Sign on logbook	7. Assist in signing	None	1 minute	<i>Administrative Aide IV</i> MDS
TOTAL		None	33 Minutes	

Note: Emergency cases are given immediate medical treatment.

2. Dental Consultation/Dental Curative Services/Dental Follow-Up

Dental consultation is done to work out whether the patient has dental problems for the dentist to come up with a diagnosis so that appropriate treatment can be given and timely follow-up can be planned.

Office or Division:	Medical and Dental Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Student ID or COE	CBO & OARS
2. Employee University ID	HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Dental Aide</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4. Interview.	4. Interview	None	2 minutes	
5. Consultation proper	5. Perform Physical exam	None	15 minutes	<i>Dentist II</i> MDS



6. Submit self for diagnosis and dental treatment/management 6.1 Minor oral surgery 6.2 Control Secondary Infection 6.3 Other Emergency Cases	6.1. Do oral surgery	None	15 minutes	<i>Dentist II and Dental Aide</i> MDS
	6.2. Provide prescription		15 minutes	
	6.3. Do appropriate intervention		15 minutes	
7. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	7. Provide medicine	None	2 minutes	<i>Dental Aide</i> MDS
8. Sign logbook	8. Assist in signing	None	1 minute	
TOTAL		None	41 Minutes	

3. Physical Fitness Examination & Issuance of Medical Certificate

Physical examination is done to evaluate the overall health of a patient so that appropriate medical certificate can be issued.

Office or Division:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)		GCTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Administrative Aide IV</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	<i>Nurse IV/Nurse III/Nurse I</i> MDS
4. Interview	4. Interview	None	2 minutes	
5. Physical examination proper	5. Perform Physical exam.	None	22 minutes	<i>Medical Officer III</i> MDS
6. Issuance of Medical Certificate	6. Issue Medical certificate	None	2 minutes	
7. Sign on logbook upon receipt of Medical Certificate	7. Assist in signing	None	1 minute	<i>Administrative Aide IV</i> MDS
TOTAL		None	33 Minutes	

4. Promotion of Oral Health/Specific Protection and Counseling

This is to improve the oral health and general wellbeing of a patient. It is done by encouraging them to carry out oral hygiene instructions while also addressing any dental problems present.

Office or Division:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)		GCTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Dental Aide</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4. Interview	4. Interview	None	2 minutes	
5. Consultation proper	5. Perform Physical exam	None	15 minutes	<i>Dentist II</i> MDS
6. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	6. Provide medicine	None	2 minutes	<i>Dental Aide</i> MDS
7. Sign logbook	7. Assist in signing	None	1 minute	
TOTAL		None	26 Minutes	

5. Referral of Dental Cases

This is a written order from the primary dentist to another health professional or health service to get expert help with the diagnosis and treatment.

Office or Division:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE	CBO &OARS	
2. Employee University ID	HRMS	
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	GCTO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Dental Aide</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4. Interview	4. Interview	None	2 minutes	
5. Consultation proper	5. Perform Physical examination	None	15 minutes	<i>Dentist II</i> MDS
6. Issuance of Referral Form	6. Issue Referral Form	None	3 minutes	
7. Sign logbook	7. Assist in signing	None	1 minute	<i>Dental Aide</i> MDS
8. Bring back return slip to the Dental Services for record purposes	8. Get return slip	None	1 minute	
TOTAL		None	28 Minutes	

6. Referral of Medical Cases

This is a written order from the primary physician to another health professional or health service to get expert help with the diagnosis and treatment.

Office or Division:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)		GCTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Administrative Aide IV</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved	2. Retrieve record / Assist in filling-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	<i>Nurse IV/Nurse III/Nurse I</i> MDS
4. Interview	4. Interview	None	2 minutes	
5. Consultation proper	5. Perform Physical exam	None	22 minutes	<i>Medical Officer III</i> MDS
6. Issuance of Referral Form	6. Issue referral form	None	2 minutes	
7. Sign logbook	7. Assist in signing	None	1 minute	<i>Administrative Aide IV</i> MDS
8. Bring back Return Slip to the Medical Services for record purposes	8. Get return slip	None	1 minute	
TOTAL		None	34 Minutes	

7. Oral Screening

Oral screening is a visual and manual inspection of the mouth that is conducted to identify oral conditions that may require treatment by a dentist.

Office or Division:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Employees and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		HRMS
3. Shall have passed the Entrance Examination (for		GCTO



issuance of medical certificate or physical fitness examination of incoming freshmen/ transferees)	
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CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	<i>Dental Aide</i> MDS
2. FOR NEW PATIENTS , fill-out Medical Patient Form FOR FORMER PATIENTS , records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3. Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4. Interview	4. Interview	None	2 minutes	
5. Consultation proper	5. Perform Physical exam.	None	15 minutes	<i>Dentist II</i> MDS
6. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	6. Provide medicine	None	2 minutes	<i>Dental Aide</i> MDS
7. Sign logbook	7. Assist in signing	None	1 minute	
TOTAL		None	26 Minutes	



HUMAN RESOURCE MANAGEMENT SERVICES

1. Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel

The process adheres to the Civil Service Commission's 2017 Omnibus Rules on Appointment and Other Human Resource Action, revised July 2018. It covers filling up of vacant plantilla positions, recruitment, selection, appointment and placement of teaching and non-teaching plantilla personnel. The process starts from the receipt of request for manpower up to the submission of appointment of the appointed employee to the Civil Service Commission for validation.

A. FILLING UP OF VACANT PLANTILLA POSITION

Office:		Human Resource Management Services			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may Avail:		Head of Unit/Office/Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request		Requesting Party			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish and submit letter of request together with supporting documents, if any	1.1 Receive letter of request to fill manpower requirement for immediate sourcing of applicants; forward request to the Unit Head for information and assignment to the responsible personnel	None	7 days	HRMS Personnel HRMS
		1.2 Review Unfilled Positions (CSU-F-HRM-38), check the competency requirements; and prepare the Request for Filling up of Vacant Positions (CSU-F-HRM-17)	None	7 days	HRMS Personnel HRMS
		1.3 Review, verify and sign the form, and endorse to the VP-AFA/Chair, Human Resource Merit Promotion and Selection Board (HRMPSB) for Non-Teaching and the VP-AA/Chair, Faculty Selection Board (FSB) for Teaching	None	7 days	HRMS Officer HRMS
		1.4 Validate and sign the form and forward to the	None	7 days	Vice President OVP



		SUC President for approval			
		1.5 Approve and sign Request for Filling up of Vacant Positions	None	7 days	<i>SUC President Office of the Pres.</i>
		1.6 Prepare Request for Publication (CSC Form No. 9), Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin; and secure signature of approving authority.	None	7 days	<i>HRMS Personnel HRMS</i>
2	Receive copy of Notice of Vacancy (CSU-F-HRM-09), Administrative Bulletin	2. Submit Request for Publication to the CSC Field Office; forward Notice of Vacancy to the concerned offices for publication/posting in the University Website, Facebook Page, local radio station and at three conspicuous places in the University, dissemination of Administrative Bulletin through Records Services, for at least ten (10) calendar days	None	7 days	<i>HRMS Personnel HRMS</i>
TOTAL			None	2 months**	

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**Covered by the special laws under CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions revised July 2018. Rule VII Sec. 24: Publication and Posting of Vacant Positions states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days in accordance with the provisions of RA No. 7041 and its implementing guidelines"; and Section 29, "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."



B. RECRUITMENT AND SELECTION

Office:	Human Resource Management Services				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may Avail:	All interested applicants (CatSU Employees)				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Application Letter;	Applicant				
Letter of Intent and Statement of Authenticity & Veracity of Documents Submitted	Human Resource Management Services				
Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Services; csc.gov.ph				
Certified true copy of Transcript of Records (High School Diploma, Baccalaureate and Post-graduate studies, if applicable);	Academic Institution				
Certified true copy of Updated Service Record or Certificate of Employment (if applicable);	Human Resource Management Services; Affiliated Agency				
Certified true copy of Certificates of Trainings/Seminars Attended;	Accredited Training Provider/Sponsor				
Certified true copy of Certificate of Eligibility/Rating/License ID;	Professional Regulation Commission; Civil Service Commission				
Certified true copy of Performance Rating in the last two rating periods (if applicable);	Human Resource Management Services; Affiliated Agency				
Photocopy of Latest Appointment (if applicable);	Human Resource Management Services; Affiliated Agency, Civil Service Commission				
Other documents relevant to the position applied for.	Requesting Party				
NBC 461 Personal Data Sheet (a copy may be secured at the HRMS or CatSU Website) - For teaching/faculty item	Human Resource Management Services				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit letter of application with supporting documents	1.1 Receive and record application letters and credentials of applicants	None	10 days	HRMS Personnel HRMS
		1.2 Record all Applicant's Profile (CSU-F-HRM-45), consolidate and prepare master list of applicants	None	14 days	HRMS Personnel HRMS
		1.3 Prepare memo/notice of HRMPSB/FSB meeting with prior consultation with the Chair as to availability	None	3 days	HRMS Personnel/ Secretariat HRMS
		1.4 Convene to determine applicants who are qualified or disqualified, set the schedule for aptitude and/or practical exam and interview	None	3 days	HRMPSB/FSB Selection Board CatSU Various Offices



		Note: No qualified applicant, republish/repost item			
		1.5 Prepare Minutes of Meeting to include Summary of Pre-Evaluation of Applicants (CSU-F-HRM-47) and in case of vacant teaching position, endorse applications to the Chair, Institutional Evaluation Committee (IEC) for NBC 461 to determine CCE points/academic rank	None	7 days	HRMS Personnel/ Secretariat HRMS
		1.6 Prepare and send letter of regret / advise for examination via email/text/phone call; and conduct examinations as scheduled by the testing officer	None	5 days	HRMS Personnel HRMS
		1.7 Receive, record and forward the results to the Chair, HRMPSB/FSB for shortlisting of candidates	None	3 days	HRMS Personnel/ Secretariat HRMS
		1.8 Prepare and send letter of regret / advise for interview and demo teaching, in the case of faculty, for shortlisted candidates, via email/text/phone call	None	7 days	HRMS Personnel HRMS
		1.9 Prepare memo/notice of Meeting, conduct interview and demo teaching, in the case of faculty, for shortlisted candidates; and sit en banc to evaluate the documents submitted by candidates.	None	3 days	HRMS Personnel/ Secretariat; Selection Board CatSU Various Offices
		1.10 Tabulate and consolidate the candidates' ratings Potential Assessment (CSU-F-HRM-35), Interview Assessment Form for Non-Teaching (CSU-F-HRM-63), Individual Assessment Form for Entrant (CSU-F-HRM-64a), Individual Assessment Form for	None	7 days	HRMS Personnel/ Secretariat HRMS



	Promotion/Transfer (CSU-F-HRM-64b); For Teaching: Classroom Observation (CSU-F-HRM-61), Interview Scoring Sheet for Faculty (CSU-F-HRM-62)			
	1.11 Prepare HRMPSB Board Resolution (CSU-F-HRM-55); FSB Board Resolution (CSU-F-HRM-56); and Comparative Assessment of HRMPSB (CSU-F-HRM-53)/ FSB (CSU-F-HRM-54)	None	3 days	HRMS Personnel/ Secretariat HRMS
	1.12 Prepare memo/notice of meeting, review, finalize, approve and sign the Comparative Assessment and Board Resolution; and prepare transmittal letter for submission to the SUC President.	None	3 days	HRMS Personnel/ Secretariat; HRMPSB/FSB Selection Board CatSU Various Offices
	1.13 Prepare Minutes of HRMPSB/FSB Meeting; conduct background investigation, as instructed by the Chair, HRMPSB/FSB and Appointing Authority	None	7 days	HRMS Personnel/ Secretariat HRMS
	1.14. Assess the merits of the HRMSPB/FSB evaluation, schedule final interview with the candidate/s and select his/her appointee; send back the documents to the HRMS	None	7 days	SUC President Office of the Pres
	1.15 Prepare and send Letter Advice for Appointment (CSU-F-HRM-91) and/or Letter of Regret to respective candidates thru mail/email/text/phone call/Records Services. Note: Applicant declines, to submit letter of waiver.	None	7 days	HRMS Personnel HRMS
TOTAL		None	3 months**	

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C. APPOINTMENT AND PLACEMENT

Office:	Human Resource Management Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Government
Who may Avail:	All qualified candidate (CatSU employee_
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished & notarized Personal Data Sheet (CS Form No. 212, Rev. 2017) with recent ID picture & Work Experience Sheet	Human Resource Management Services; csc.gov.ph
Professional License (PRC, etc.)	Professional Regulation Commission; Civil Service Commission
Certificate of Board Rating	Human Resource Management Services
Certificate of Good Standing	Professional Regulation Commission
Certificate of Eligibility (CSC)	Professional Regulation Commission; Civil Service Commission
Medical Certificate (CS Form No. 211, rev. 2017)	Licensed Government Physician, Clinic, Hospital
Neuro-Psychiatric Examination Results	Accredited Diagnostic Center, Clinic, Hospital
Blood Test	Accredited Diagnostic Center, Clinic, Hospital
Urinalysis	Accredited Diagnostic Center, Clinic, Hospital
Chest X-ray	Accredited Diagnostic Center, Clinic, Hospital
Drug Test	Accredited Diagnostic Center, Clinic, Hospital
PSA Birth Certificate	Philippine Statistics Authority
Marriage Contract	Philippine Statistics Authority
NBI Clearance	National Bureau of Investigation
Agency Clearance from Work-Related, Money and Property Accountabilities (if employed from other government agency)	Human Resource Management Services, Affiliated Agency
Performance Rating for the last two (2) rating period, if applicable	Human Resource Management Services, Affiliated Agency
Transcript of Records (TOR) authenticated by the Registrar (Bachelor’s and Post Graduate Studies, if applicable)	Academic Institution
Statement of Assets, Liabilities and Net-worth (SALN), revised 2015	Human Resource Management Services, Affiliated Agency, csc.gov.ph
Approved Request for Transfer, if applicable	Agency Head, Affiliated Agency
Service Record, (if employed from other government agency)	Human Resource Management Services, Affiliated Agency
CSC Appointment/s, if applicable	Human Resource Management Services, Affiliated Agency; Civil Service Commission



Written consent of voluntary demotion, if applicable	Applicant				
Latest copy of Notice of Salary Adjustment, if applicable	Human Resource Management Services, Affiliated Agency				
Certification of Last Salary Received, if applicable	Human Resource Management Services, Affiliated Agency				
Certification of Balance of Leave Credits, if applicable	Human Resource Management Services, Affiliated Agency				
Certification of Salary Deductions, if applicable	Human Resource Management Services, Affiliated Agency				
BIR Certificate of Compensation Payment/Tax Withheld (F-2316)	Accounting Services, Affiliated Agency; Bureau of Internal Revenue				
Folder (Size: Long; Color: Blue) with fastener	Applicant				
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit accurate and complete documentary requirements	1.1 Prepare appointment papers of the appointee upon compliance of all documentary requirements.	None	7 days	<i>HRMS Personnel</i> HRMS
		1.2 Review and certify accuracy, veracity and completeness of appointment paper and supporting documents.	None	7 days	<i>HRMS Officer</i> HRMS
		1.3 Validate and sign appointment paper, and endorse to SUC President	None	3 days	<i>HRMPSB/FSB Selection Board Chairperson</i> CatSU Various Offices
		1.4 Act on the appointment paper. Appointment with SG 18 and below are signed; appointment with SG 19 and above are scheduled for Administrative Council Meeting, for endorsement to and approval by the Board of Regents (BOR)	None	21 days	<i>SUC President</i> Office of the Pres.
		1.5 Take Oath of Office (CS Form No. 32) before the SUC President or Authorized Representative and report to immediate supervisor	None	7 days	<i>Appointee, SUC President</i> Office of the Pres.
		1.6 Certify appointee's Assumption to Duty (CS Form No. 4) to record his/her first day of service, and Position Description Form (DBM-CSC Form No. 1)	None	3 days	<i>Unit Head/ Immediate Supervisor</i> Respective Office



2	Receive copy of appointment	2.1 Receive duly signed Oath of Office, Certification of Assumption to Duty, Position Description Form; conduct on-boarding and release appointee's copy of his/her appointment paper	None	3 days	HRMS Personnel HRMS
		2.2 Prepare/update the 201 Personnel Files, supporting documents to and Report on Appointments Issued (RAI) (CS Form No. 2) for submission to the CSC Field Office	None	7 days	HRMS Personnel HRMS
		2.3 Prepare Notice of Appointment/Promotion (CSU-F-HRM-80), review and secure signature of unit head, and post in the HRMS Bulletin	None	3 days	HRMS Personnel HRMS
TOTAL			None	2 months**	

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2. Issuance of Service Record, Certificate of Employment, Performance Rating Certification and Other Personnel Records

Eligible employees in the University may request for Service Record, Certificate of Employment and other Personnel Records, subject to the guidelines and other conditions that the government and the University may prescribe.

Office:	Human Resource Management Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may Avail:	CatSU employee or any requesting party as it pertains to his/her personnel records
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form (CSU-F-HRM-19)	Human Resource Management Services



Valid identification card		Requesting Party			
Authorization letter					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid Identification Card/ Letter of authorization	1. Validate identity of the client and the authenticity of the authorization letter	None	30 minutes	HRMS Personnel HRMS
2	Accomplish and submit request form	2.1 Receive accomplished request and evaluate completeness of information	None	30 minutes	HRMS Personnel HRMS
		2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	4 hours	HRMS Personnel HRMS
		2.3 Retrieve the 201 files, verify, update records and prepare the requested document	None	6 hours	HRMS Personnel HRMS
		2.4 Review, sign, secure approval of the authorized signatory	None	4 hours	HRMS Officer HRMS
3	Receive the documents requested	3. Release the requested document and have the client sign in the logbook	None	30 minutes	HRMS Personnel HRMS
TOTAL			None	2 work days**	

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3. Issuance of Special Order for Change of Name

Employee may change their name for valid reasons, subject to the guidelines and other conditions that the government and the University may prescribe.

Office:		Human Resource Management Services			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may Avail:		All qualified CatSU employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request; and Other supporting documents		Requesting Party			
Marriage Certificate		Philippine Statistics Authority (PSA)			
Certificate of Finality (Annulment of Marriage)		Court			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish and submit letter of request together with supporting documents, if any	1.1 Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action	None	4 hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
		1.2 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMS	None	4 hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President Respective Offices</i>
		1.3 Receive document and forward to the Unit Head for information and assignment to the responsible personnel	None	2 hours	<i>HRMS Personnel HRMS</i>
		1.4 Retrieve the employee 201 file, update and prepare Special Order (CSU-F-HRM-20b)	None	1 day	<i>HRMS Personnel HRMS</i>
		1.5 Review, initial and secure signature of authorized signatory	None	4 hours	<i>HRMS Personnel HRMS</i>
2	Receive the approved/ signed letter request/ Special Order	2. Release the Special Order through his/her unit/office	None	2 hours	<i>Office Clerk EAS Office Clerk Records Services</i>
TOTAL			None	3 work days**	



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4. Issuance of Special Order for the Grant of Overtime Service Credit (VSC/COC)

Eligible employee may claim compensation for authorized overtime services through Vacation Service Credit (VSC) or Compensatory Overtime Credit (COC), subject to the guidelines and other conditions that the government and the University may prescribe. A Special Order is issued for the grant of overtime service credits (VSC/(COC).

Office:	Human Resource Management Services				
Classification:	Technical				
Type of Transaction:	G2G – Government to Government				
Who may Avail:	All qualified CatSU employee				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Letter of Request	Requesting Party				
Duly approved Daily Time Record (DTR) and supporting documents	Human Resource Management Services				
For Driver, if applicable Certification of Early Duty and Daily Trip Ticket	Human Resource Management Services				
Locator Slip or Certificate of Appearance, if applicable	Human Resource Management Services				
Overtime Service Completion Report	Human Resource Management Services				
Schedule in filing request: Within one (1) month after rendition of overtime service					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Accomplish and submit letter of request together with supporting documents, if any	1.1 Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action. Otherwise, return if not complete/not in order	None	4 hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
		1.2 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMS	None	4 hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President Respective Offices</i>



		1.3 Receive document and forward to the Unit Head for information and assignment to the responsible personnel	None	1 day	<i>HRMS Personnel</i> HRMS
		1.4 Retrieve the employee 201 file, update records and prepare Special Order (CSU-F-HRM-20a)	None	2 days	<i>HRMS Personnel</i> HRMS
		1.5 Review, initial/sign, forward to Budget Services for fund allocation and secure signature of authorized signatory	None	2 days	<i>Personnel from HRMS, Budget, Vice President</i> Respective Offices
		1.6 Take final action on the request	None	1 day	<i>SUC President</i>
2	Receive the approved/ signed letter request	2. Release the approved/ disapproved request for overtime services through his/her unit/office	None	1 day	<i>Office Clerk</i> EAS <i>Office Clerk</i> Records Services
TOTAL			None	8 work days**	

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032

**Prior to the lapse of the processing time the client is notified of the reason for the extension and final date of release of request

5. Processing Application for Leave

Leave of absence is generally defined as a right granted to officials and employees not to report for work with pays as may be provided by law and as the rules prescribe in XVI (Omnibus Rule on Leave) of the Omnibus Rules Implementing Book V of EO 292.

- Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.
- Mandatory/Force Leave of five (5) working days annually, whether continuous or intermittent, is required from all officials and employees who have ten (10) days or more vacation leave credits.
- Sick Leave is granted on account of sickness or disability to official or employee or any member if their immediate family.
- Special Privilege Leave is granted to an employee to mark personal milestones and/or attend to filial and domestic responsibilities, the approval of which is contingent upon the exigency of service.
- Expanded Maternity Leave (105 days) under RA 11210 is a paid leave benefit granted to a qualified female employee for the duration of 105 days for live child birth, with an option to extend an additional 15 days if the female employee qualified as a solo parent under RA 8972, and another 30 days, subject to approval, the leave either with or without pay. In case of miscarriage and emergency termination of pregnancy, female employee is entitled to only 60 days maternity leave. Employer must be



notified in writing at least 45 days before the end of the maternity leave except for medical pregnancy.

Female employee may also allocate 7 days of her maternity leave to the father of her child not later than the period of her maternity; provided she submits a written notice to her employer.

- Paternity Leave is granted to a married male employee for seven (7) days while continuing to earn compensation on the condition that his legitimate spouse has delivered a child or suffered miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after child birth, as the case maybe, and assist in caring for his new-born child. It is granted for the first four (4) deliveries of the male employee's legitimate spouse with whom he is cohabiting.
- 10-Day Leave under RA 9262 (Anti-Violence Against Women and their Children Act of 2004) otherwise known as AVAWC leave is granted to the following (1) any female employee in the government service, regardless of employment status, who is a victim of violence and (2) any female employee whose child is also a victim of violence and whose age is below eighteen (18) or above eighteen (18) but unable to take care of himself/herself.
- Rehabilitation Leave of up to 6 months is granted to eligible employee on account of injuries acquired in the performance of duties.
- Special Leave Benefits for Women under RA 9710 (An Act Providing for the Magna Carta of Women) of up to 2 months is granted to qualified female public sector employee who have undergone surgery caused by gynecological disorders pursuant to the provisions and implementing rules and regulations of the Magna Carta of Women.
- Special Emergency Leave of up to 5 days is granted on straight working days or staggered basis within 30 days from the actual occurrence of the calamity/disaster, the privilege shall be enjoyed once a year, not in every instance of calamity or disaster.
- Adoption Leave shall provide an opportunity for the prospective adoptee and the adoptive parent/s to develop bonding similar to that between a child and his/her biological parents. A female employee regardless of her civil status, employment status and length of service who qualifies as an adoptive parent under RA No. 8552 or the Domestic Adoption Act of 1998 and whose prospective adoptee is below 7 years of age as of placement shall be qualified to avail adoption leave of 60 days with full pay which leave shall be enjoyed in a continuous and uninterrupted manner. If she is married, her legitimate spouse (government employee) can avail of adoption leave of 7 days with full pay which shall be enjoyed in a continuous or in an intermittent manner.

A single male government employee, regardless of employment status and length of service who qualifies as an adoptive parent under RA No. 8552 or the Domestic Adoption Act of 1998 and whose prospective adoptee is below 7 years of age as of placement shall be qualified to avail adoption leave of 60 days with full pay which leave shall be enjoyed in a continuous and uninterrupted manner. The same privilege may also be enjoyed by a married male employee with an unemployed spouse.

Office:	Human Resource Management Services Unit/Office Concerned
Classification:	Simple to Technical
Type of Transaction:	G2G – Government to Government
Who may Avail:	All qualified CatSU employee (permanent, temporary, coterminous or casual)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Leave Application Form (CSF No. 6, rev. 2020) – 3 copies	Human Resource Management Services CSC Website (csc.gov.ph)
Additional Requirements for certain types of leave:	
Sick Leave	
a. Medical Certificate	Attending Physician, Clinic, Hospital
Maternity Leave	
b. Medical Certificate from attending physician (indicating expected schedule of delivery)	Attending Physician, Clinic, Hospital
c. Accomplished Notice of Allocation of Maternity Leave Credits (CS Forms No. 6a)	Requesting Party
Paternity Leave	
d. Proof of child's delivery – birth certificate, medical certificate	Clinic, Hospital, Philippine Statistics Authority
e. Marriage Certificate (Photocopy)	Philippine Statistics Authority
Solo Parent Leave	
f. Updated Solo Parent ID (Photocopy)	Local Government Unit – Social Welfare and Development Office
Study Leave	
g. Approved Application for Scholarship/ Study Leave/ Scholarship Contract	Human Resource Management Services
h. Proof of Enrolment in an academic institution	Academic Institution
VAWC Leave	
i. Barangay Protection Order	Punong Barangay
j. Temporary/ Permanent Protection Order	Court, Prosecutor
k. Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO	Punong Barangay/ Kagawad or Prosecutor or Clerk of Court
l. Police Report specifying the details of occurrence of violence on the victim	Police Station
m. Medical Certificate	Attending Physician, Clinic, Hospital
Rehabilitation Leave	
n. Approved Letter Request	Requesting Party
o. Police Report, if applicable	Police Station



<p>p. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be</p>	<p>Attending Physician, Clinic, Hospital</p>
<p>q. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation</p>	<p>Attending Physician, Clinic, Hospital</p>
<p>Special Leave Benefits for Women</p> <p>r. Medical Certificate filled out by the proper medical authorities e.g. attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery) and estimated period of recuperation</p>	<p>Attending Physician, Clinic, Hospital</p>
<p>Special Emergency Leave</p> <p>s. Declaration of State of Calamity</p>	<p>Local Government Unit</p>
<p>Adoption Leave</p> <p>t. Authenticated copy of the Pre-Adoptive Placement Authority</p>	<p>Department of Social Welfare and Development</p>
<p>Vacation Leave (travel abroad); and Leave of Absence for 30 calendar days or more</p> <p>u. Accomplished Clearance Form (CS Form No. 7)</p>	<p>Human Resource Management Services</p>
<p>Schedule in filing leave application:</p>	



- a. Vacation Leave, Mandatory/ Force Leave, Special Privilege Leave, Solo Parent Leave, Adoption Leave – 5 days in advance before the scheduled leave
- b. Sick Leave – immediately upon return of employee
- c. Maternity Leave – 30 days in advance
- d. Paternity Leave – 5 days in advance
- e. Study Leave – 30 days in advance before the scheduled leave
- f. VAWC Leave – immediately upon return of employee or in advance
- g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is required
- h. Special Leave Benefit for Women – at least 5 days in advance or upon return of employee but during confinement the agency must be notified
- i. Special Emergency Leave – within 30 days from the actual occurrence of the natural calamity / disaster

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the accomplished leave form including the documentary requirements to the unit head	1.1 Receive accomplished leave form and review completeness of information and documentary requirements	None	4 hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
		1.2 Act on the leave application and forward the documents to the HRMS	None	12 hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
		1.3 Receive leave application and counter-check the completeness of information, update leave record of employee	None	16 hours	<i>HRMS Personnel HRMS</i>
		1.4 Review, certify leave balance and forward processed leave application to authorized signatory	None	16 hours	<i>HRMS Officer HRMS</i>
		1.5 Authorized signatory take final action on leave form and send back application to HRMS	None	16 hours	<i>Vice President, SUC President III or Authorized Respective Office</i>
		1.6 Record and file 2 copies of the	None	8 hours	<i>HRMS Personnel HRMS</i>



		approved/ disapproved leave application			
2	Receive the copy of approved/disapproved leave application	2. Release the employee's copy of processed leave application form through his/her unit/office	None	8 hours	<i>HRMS Personnel</i> HRMS
TOTAL			None	10 work days**	

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6. Processing of Request for Reinstatement to Duty After a Long-Term Vacation Leave (At Least 1 Year, Without Pay), Study Leave, Expanded Maternity Leave, Magna Carta for Women Leave, Rehabilitation Leave, Adoption Leave

Employee is required to accomplish and submit request for reinstatement to duty and/or confirmation of report for duty after a long-term vacation leave (at least 1 year leave without pay), study, expanded maternity leave, Magna Carta for Women leave, rehabilitation leave, and adoption leave.

Office:	Human Resource Management Services					
Classification:	Complex to Technical					
Type of Transaction:	G2G – Government to Government					
Who may Avail:	All qualified CatSU employee (permanent, temporary, coterminous or casual)					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Letter of Request		Requesting Party				
Medical Certificate from the attending physician that the employee is fit to work after a long-term sick leave, maternity leave, Magna Carta for Women leave, rehabilitation leave		Attending Physician, Clinic, Hospital				
Birth Certificate of child, after maternity leave		Philippine Statistics Authority				
Proof of study completion e.g. Transcript of Record, Diploma after study leave		Academic Institution				
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish and submit	1.1 Receive letter of request, review completeness of		None	1 day	<i>Unit Head/ Immediate Supervisor/</i>



	letter of request together with supporting documents, if any	information and documentary requirements and refer to the next higher supervisor for appropriate action, if requirements are complete and in order			<i>Authorized Personnel Respective Offices</i>
		1.2 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the Office of the President for information and assignment/endorsement to concerned office/unit A. Reinstatement after vacation leave, sick leave, maternity leave, magna carta for women leave, adoption leave – HRM Services B. Reinstatement after study leave – VP for Academic Affairs/Chair, Staff Development Program	None	2 days	<i>Immediate Supervisor/ Authorized Personnel/ Vice President Respective Offices</i>
		1.3 A. Receive and review the completeness of information and forward the documents to the HRMS Unit Head for information and assignment to the responsible personnel B. Receive and review the completeness of information and forward the documents to the HRMS Unit Head/Secretariat, Staff Development Committee (SDC) for appropriate action e.g. meeting en banc	None	3 days	<i>HRMS Personnel HRMS</i>
		1.4 A. Prepare endorsement letter and endorse to the immediate supervisor for review B. Prepare SDC minutes of meeting and endorse to the SDC Chair and Members for review and concurrence	None	7 days	<i>HRMS Personnel HRMS EAS Personnel EAS</i>
		1.5 Take final action on the (a) endorsement letter and (b) minutes of meeting	None	2 days	<i>SUC President or Authorized Representative</i>
2	Receive the endorsement letter	2. Release the employee's endorsement letter through his/her unit/office	None	1 day	<i>Office Clerk EAS Office Clerk Records Services</i>
TOTAL			None	16 work days**	



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7. Processing of Request for Rendition of Overtime Service

Employee may be allowed to render service beyond their regular work schedule due to the exigency of the service and/or to accomplish work which cannot be done within the regular office hours, subject to the guidelines and other conditions that the government and the University may prescribe.

Office:		Human Resource Management Services			
Classification:		Simple to Complex			
Type of Transaction:		G2G – Government to Government			
Who may Avail:		All qualified CatSU employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Request; and Other supporting documents		Requesting Party			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish and submit letter of request together with supporting documents, if any	1.1 Receive letter of request, review completeness of information and other supporting documents, evaluate, initial/sign and refer to the next higher supervisor for appropriate action	None	4 hours	<i>Unit Head/ Immediate Supervisor/ Authorized Personnel Respective Offices</i>
		1.2 Act on the letter request based on the recommendation of the immediate supervisor and forward the documents to the HRMS	None	4 hours	<i>Immediate Supervisor/ Authorized Personnel/ Vice President Respective Offices</i>
		1.3 Receive document and forward to the Unit Head for information and assignment to the responsible personnel	None	1 day	<i>HRMS Personnel HRMS</i>
		1.4 Retrieve the employee 201 file, prepare remarks/ comments/ recommendations	None	2 days	<i>HRMS Personnel HRMS</i>
		1.5 Review, initial/sign, forward to Budget Services for fund allocation and secure signature of authorized signatory	None	2 days	<i>Personnel from HRMS, Budget, Vice President Respective Offices</i>
		1.6 Take final action on the request	None	1 day	<i>SUC President</i>



					Office of the Pres.
2	Receive the approved/ signed letter request	2. Release the approved/ disapproved request for overtime services through his/her unit/office	None	1 day	Office Clerk EAS Office Clerk Records Services
TOTAL			None	8 work days**	

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CatSU Panganiban Campus Services



I. External Services



ADMINISTRATIVE AND FINANCE SERVICES

1. Issuance of Service Record, Certificate of Employment and Other Certifications from Office Records

Service offered to client who needs hard copy file of their service record, and other certifications from CatSU-PC Records Office.

Office:	Administrative and Finance Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Former CatSU PC employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any Identification card		Client
2. CSU-F-HRM-19 Request Form (1 copy)		AFS - HRMS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure CSU-F-HRM-19 Request Form from AFS office and present ID	1. Interview client and check ID. Release CSU-F-HRM-19 Request Form	None	1 minute	HRMO I Admin. & Finance Services
2	Fill up CSU-F-HRM-19 Request Form and submit	2. Validate request form	None	2 minutes	Admin. Aide IV Admin. & Finance Services
3	Wait for release of requested document	3.1. Collect data needed to prepare the document requested	None	5 minutes	Admin. Aide IV Admin. & Finance Services
		3.2. Review and sign the document requested	None	1 minute	AO IV Admin. & Finance Services
4	Receive requested document	4. Let Client sign logbook for release of requested document	None	1 minute	Admin. Aide IV Admin. & Finance Services
TOTAL			None	10 minutes	



GUIDANCE, COUNSELING AND TESTING SERVICES

1. Application for College Entrance Examination

External Service offered to incoming first year students seeking admission to any of the curricular programs in the Colleges need to pass the admission examination conducted during summer. College students from other learning institutions who would like to transfer to the Catanduanes State University – Panganiban Campus and those who wish to shift to another course may avail this service.

Office:	Guidance, Counseling and Testing Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming CatSU-PC students
CHECKLIST OF REQUIREMENTS	
Photocopy of Birth Certificate (PSA)	
CSU-CEE Application Form (CSU-F-GCTO-02)	
Additional Requirements:	
A. Graduating Senior High Students	
<ul style="list-style-type: none"> • A photocopy of Certificate of Good Moral Character • One (1) brown envelope (long) • Two (2) 2 x 2 ID pictures • General Weighted Average (GWA) for G12 Senior High School for 1st Semester 	
B. SENIOR HIGH SCHOOL GRADUATES	
<ul style="list-style-type: none"> • A photocopy of Student Report Card (Form 138); original copy to be shown • A photocopy of Certificate of Good Moral Character • One (1) brown envelope (long) • Two (2) copies 1" x 1" recent identical I.D. photo 	
C. STUDENT SHIFTING COURSE	
<ul style="list-style-type: none"> • Certificate of Grades/ Evaluation of the subjects from the previous course taken signed by the College Dean/ Program adviser; original copy to be shown • Endorsement from the Dean of College where the student was formerly enrolled • A photocopy of Certificate of Good Moral Character • One (1) brown envelope (long) • Two (2) copies 1" x 1" recent identical I.D. photo 	
Note: Students shifting course within the same college do not need to take the CSU-College Entrance Examination.	
D . RETURNEES/TRANSFEREES	
<ul style="list-style-type: none"> • A photocopy of Transcript of Records or Certification of Grade from the previous course taken; original copy to be shown 	
CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php	



<ul style="list-style-type: none"> • A photocopy of Certificate of Good Moral Character • One (1) brown envelope (long) • Two (2) copies 1” x 1” recent identical I.D. photo • Photocopy of Honorable Dismissal (for transferees) 	
<p>NOTE: Application for the CSU_CEE will be done Mondays to Fridays only. NO TEST PERMIT – NO TEST POLICY will be strictly followed. Filing Period: One week before the scheduled date of examination</p>	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach the Guidance Counselor I at the Guidance and Testing Office and inquire on how to apply for College Entrance Examination.	1. Interview applicant	None	14 minutes	Guidance Counselor I GCTO
2	Download the CSU_CEE Application Form from the CatSU website @ https://catsu.edu.ph/gcto/isp/isp.php or ask form from the guidance office.	2. Issue CEE form to client.	None	1 minute	Guidance Counselor I GCTO
3	Fill-up the CEE application form and personal data sheet and submit the same together with the required documents	3.1. Release a copy of College Entrance Exam application form Individual Student Profile Form to Client. 3.2. Let client sign in the logbook for record purpose.	None	20 minutes	Guidance Counselor I GCTO
		3.3. Receive and validate fully accomplish CEE Form, Individual Student Profile Form and other submitted requirements	None	20 minutes	Guidance Counselor I GCTO
4	Wait for the release of Test permit.	4. Release of Test permit	None	5 minutes	Guidance Counselor I GCTO
5	Report to the Testing Center on scheduled date of examination and present your test permit.	5. Validate Test permit and assist examinee.	None	4 minutes	Guidance Counselor I GCTO
6	After completion of entrance examination,	6. Post interview	None	5 minutes	Clerk



	proceed to the Office of ARES Director to inquire the schedule of your interview. (for specific courses only)	schedule of client			Office of the ARES Director
7	Report for interview as scheduled by the ARES Director. Wait for your turn	7. Interview incoming students.	None	15 minutes	ARES Director Office of the ARES Director Department Chairman Education and Agriculture Department
8	See bulletin boards at the Office of ARES Director for the results of Exam and Interview. For further query on results approach office desk. If qualified, report for enrolment as scheduled by the Registrar's Office.	8. Posting of CEE and Interview Result in the Bulletin.	None	5 Minutes	<i>Admin. Aide III</i> Office of the ARES Director
TOTAL			None	89 Minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process

External service offered to client who are aspiring students in CatSU -Panganiban Campus undergraduate program.

Office:	Office of Admission and Registration Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	A. COLLEGE (Incoming and Transferee)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	Accomplished Student Admission Form (CSU-PC-F-OARS-01)	Office of the Admission and Registration Services
2.	Official Transcript of Records/Form 138 (Original)	Previous School attended/High School where graduated
3.	Certificate of Good Moral Character	Previous School attended
4.	PSA Birth Certificate (photocopy)	Philippine Statistics Authority
5.	Medical/Health Certificate (Original)	Government Physician
6.	Three (3) passport-size ID pictures	Photo Studio
7.	Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD-02B for irregular students)	College Dean/Department
Additional Requirements for Transferees		
1.	Certificate of Transfer	Previous School attended
2.	Report of Grades/Transcript of Records	Previous School attended
3.	Result of Validation Examination	Concerned College/Department

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Acquire and accomplish a Student Admission Form at the Office of Admission and Registration Services (OARS).	1. Provide Student Admission Form	None	2 minutes	Clerk OARS
2	Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 minutes	Designate Enrolling Adviser Agriculture Dept. Designate Enrolling Adviser Education Dept.
3	Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	3. Enrolling Adviser provides two (2) copies of TEF	None	5 minutes	Designate Enrolling Adviser Agriculture Dept.



					<i>Designate Enrolling Adviser Education Dept.</i>
4	Copy schedules for courses posted at respective advising areas.	4. Post Schedule of courses at Advising Areas	None	10 minutes	<i>Designate Enrolling Adviser Agriculture Dept.</i> <i>Designate Enrolling Adviser Education Dept.</i>
5	Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 minutes	<i>Designate Enrolling Adviser Agriculture Dept.</i> <i>Designate Enrolling Adviser Education Dept.</i>
6	Present TEF and Official Receipt for payment for fees to the OARS staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	6. Printing of COE and issue class cards	None	6 minutes	<i>Admin. Aide IV OARS</i>
TOTAL			None	45minutes	

2. Issuance of Certification, Authentication, & Verification (CAV) for DFA Purposes

External service to clients who are former student of CatSU -Panganiban Campus, the client may avail the issuance of certification, school credentials authentication and verification for DFA purposes.

Office:	Office of the Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU - PC: Former Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Application for CAV Form/Transaction Slip (CSU-PC-F-OARS-10)	OARS
2. Official Receipt of payment of CAV fees	Cashiering Services
3. Two (2) 2 x 2 ID pictures with white background	Photo Studio printed
4. Two (2) documentary stamps	OARS
5. Original and photocopy of Diploma	OARS
6. Official and photocopy of Official Transcript of Records	OARS



7. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency	OARS
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CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach OARS Staff and request for a Transaction Slip	1. Provide Transaction Slip	None	2 minutes	<i>Clerk/ Admin. Aide IV/ Admin Aide VI OARS</i>
2	Accomplish Transaction Slip and pay prescribed fees at Cashiering Services to obtain an Official Receipt	2. Issue Official Receipt	PHP 150.00	5 minutes	<i>Collection Officer Cashiering Services</i>
3	Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff	3. Receive Official Receipt and other requirements	None	2 minutes	<i>Clerk/ Admin. Aide IV/ Admin Aide VI OARS</i>
4	Submitted documents are forwarded to Registrar III for review and verification. If authenticity is questionable or if client failed to present original credentials, file/record is retrieved from the archives	4. Review and verify	None	1 hour	<i>Registrar III OARS</i>
5	Issuance of claim stub	5. Provide Claim Stub	None	2 minutes	<i>Registrar III OARS</i>
6	Preparation and printing of CAV together with transmittal letter and master list of documents addressed to DFA	6. Prepare, encode, and print CAV with Transmittal Letter and Master List of Documents	None	Within 3 days	<i>Registrar III OARS</i>
7	Documents are forwarded to DFA via courier. <i>NOTE: CAVs are expected to be available at the DFA 10 days after the application</i>	7. Mail CAV to DFA via courier	None	Depends on Courier Services	<i>Registrar III OARS</i>



TOTAL	PHP 150.00	3 days, 1 hour, 11 minutes	
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3. Issuance & Re-Issuance of Student Credentials And Certifications

External service offered to client who are former student of CatSU -Panganiban Campus, the client may avail issuance and/or re issuance of student credentials and certifications.

Office:	Office of the Admission and Registration Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU - PC: Former Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application for the Issuance of Student Credentials Form/Transaction Slip (CSU-PC-F-OARS-10)		OARS
2. Approved Student Clearance Form (CSU-PC-F-OARS-14A) or OTR/Transfer Credentials/Certifications		OARS
3. Affidavit of Loss (for lost Transfer Credentials)		Citizen / Client or Requesting Party
4. One (1) passport-size ID picture for OTR		Photo Studio
5. Two (2) documentary stamps (for OTR and Certifications)		OARS
6. Official Receipt of Payment fees for requested credentials		Cashiering Services
7. Authenticated PSA Birth Certificate (photocopy)		Philippine Statistics Authority
8. Authorization Letter and proof of identification (if the claimant is not the direct client)		Direct Client

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Clearance Form and Transaction Slip	1. OARS provides Clearance and Transaction Slip	None	5 minutes	<i>Clerk / Admin Aide VI OARS</i>
2	Accomplish Clearance Form	2. Signatories sign the Clearance Form	None	Depends on the availability of the respective representative	
3	Pay the required fees at the	3. Issue Official Receipt	Official Transcript of Records	5 minutes	<i>Collection Officer Cashiering Services</i>



	Cashiering Services Office		<p>– PHP 100/page</p> <p>Transfer Credentials – PHP 50.00</p> <p>Diploma Fees – PHP 150.00</p> <p>Re-Issuance of Diploma and Official Transcript of Records – PHP 150.00/page</p>		
4	Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees	4. Receive Official Receipt and other Requirements	None	4 minutes	<i>Clerk/ Admin. Aide IV/ Admin Aide VI</i> OARS
5	Wait for the release of the claim stub	5. Provide claim stub	None	2 minutes	<i>Admin Aide VI</i> OARS
6	Preparation of credentials/certifications requested a. Official Transcript of Records b. Diploma Certification	6. Prepare, encode and print the requested credentials/certification	None	Official Transcript of Records – 2 hours Diploma – 2 hours Certification – 1 hour	<i>Admin. Aide IV/ Admin Aide VI</i> OARS
7	Credentials/Certifications are reviewed for possible errors and omissions a. Official Transcript of Records b. Diploma Certifications	7. Review and verify.	None	Official Transcript of Records – 3 hours Diploma – 1 hours Certification – 3 hours	<i>Admin Aide VI</i> OARS
8	Approval and signing of credentials/certifications	8. Sign/ approve the requested credentials/certification	None	1 day	<i>Registrar III</i> OARS <i>ARES Director</i> ARES



					<i>Campus Director</i> Office of the Campus Director <i>SUC President III</i> Office of the President
9	Claim your requested credentials from the OARS on the scheduled date indicated in the claim stub.	9. OARS Staff release the credentials	None	Credentials – within 3 days Certification – within 2 days	<i>Admin Aide VI</i> OARS
TOTAL			Official Transcript of Records – PHP 100/page Transfer Credentials – PHP 50.00 Diploma Fees – PHP 150.00 Re-Issuance of Diploma and Official Transcript of Records – PHP 150.00/page	OTR: 4 days, 5 hours, 16 mins. Diploma: 4 days, 3 hours, 16 mins. Certification : 3 days, 4 hours, 16 mins.	



CASHIERING SERVICES

1. Collection of Payment and Issuance of Official Receipt

External clients who are going to pay for school fees, certifications, document authentication, and availing of school buy products and amenity rental may avail this service.

Office:	Cashiering Services				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Incoming Students, Outside Creditors and Other Stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card (ID)			CBO/OARS		
2. Certificate of Enrolment			Office of Admission & Registration Services		
3. Assessment of Statement of Account (for payment of tuition fee)			Accounting Services		
4. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip.			CBO/Service Unit/Office		
CLIENTS STEPS		ACTION TAKEN	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present posting & assessment slip/order slip of payment to Collecting Officer for review and verification	1. Review and Verify payment details and Input data to Record	None	2 minutes	Collecting Officer Cashiering Services
2.	Pay the amount indicated in the assessment slip/order of payment slip/order slip	2.1. Receives cash as payment	See Schedule of Fees	2 minutes (non-enrolment period)	
	Wait until transaction has been processed and official receipt is being done	2.2. Issue official Receipt	None	4 minutes (enrolment period)	
3.	Receive and review the Official Receipt and count the change (if there is any)	3. Ask the client if the printed O.R. and the change (if there is any) is correct, before he/she leaves the counter	None	5 minutes	



TOTAL	See Schedule of Fees	Non- Enrolment Period: 9 Minutes	
		Enrolment Period: 11 Minutes	

SCHEDULE OF FEES AND CHARGES

SCHOOL FEES	RATE (in Philippine Peso)
Tuition Fee (Undergraduate)	100.00/unit
Transcript of Records Fee	100.00/page
Honorable Dismissal Fee	50.00
Diploma Fee	100.00
Re-issuance of Certificate of Enrolment (COE)	20.00
Re- issuance of Diploma/ Transcript of Records	150.00/page
Removal Fee	30.00/subject
ID Fee	100.00
Adding/changing/dropping of subjects	30.00/subject
Certification Fee	30.00
Authentication/Verification Fee	5.00/page
Certification, Authentication and Verification (CAV) Fee	150.00
Thesis Fee	700.00
Library Fee	50.00 / Day
Library Card Fee	100.00

2. Disbursement of Check

External clients (supplier) may avail this service for the release of check in connection with claims for cash advance or reimbursement of expenses which they will claim as payment for the supplies or equipment purchased.

Office:	Cashiering Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	CatSU PC-Outside Creditors and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (ID)		Client		
2. Authorization Letter and Proof of Identification (if claimant is not the direct client)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter (if needed)	1. Verify the validity of the ID/Authorization Letter	None	2 minutes	<i>Disbursing Officer</i> Cashiering Services



2. Sign the Disbursement Voucher and the Columnar Book	2. Sees to it that the Disbursement Voucher and Columnar Book was signed	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services
3. Receive and review the Check for errors (if there is any) before leaving the counter <i>Note: Official Receipt is issued as a proof of payment for the goods and services rendered</i>	3. Issue the Check and receive the Official Receipt	None	3 minutes	<i>Disbursing Officer</i> Cashiering Services
TOTAL		None	8 Minutes	



LIBRARY SERVICES

1. Circulation Service to Outside Researchers

External service offered to non-student's researchers allowing them to utilize CatSU-PC library facilities.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid identification Card		Citizen or Client / Requesting Party
2. Library Fees Official Receipt (PHP 50.00)		Cashiering Services
3. Referral letter		Citizen or Client / Requesting Party

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present referral letter from the Dean of your school or Chief Librarian with approval of the Campus Director.	1. Librarian /staff verify document presented and interview client.	None	3 minutes	College Librarian / Library Aide Library Services
2	Pay Library fees at Cashiering Services	2.1 Receive cash payment. 2.2 Release Library Fees Official receipt.	PHP 50.00/day	2 minutes	Collection Officer Cashiering Services
3	Proceed to Library Services and present Official receipt.	3. Librarian/staff verify Official Receipt presented and give permission for library facility usage.	None	2 minutes	College Librarian / Library Aide Library Services
TOTAL			PHP 50.00/day	7 Minutes	



II. Internal Services



ADMINISTRATIVE AND FINANCE SERVICES

1. Issuance of Service Record, Certificate of Employment and Other Certifications from Office Records

Service offered to client who needs hard copy file of their service record, and other certifications from CatSU-PC Records Office.

Office:	Administrative and Finance Services
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	CatSU-PC Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Any Identification card	Client
2. CSU-F-HRM-19 Request Form	AFS - HRMS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure CSU-F-HRM-19 Request Form from AFS office and present ID	1. Interview client and check ID. Release CSU-F-HRM-19 Request Form	None	1 minute	<i>HRMO I</i> Admin. & Finance Services
2	Fill up CSU-F-HRM-19 Request Form and submit	2. Validate request form	None	2 minutes	<i>Admin. Aide IV</i> Admin. & Finance Services
3	Wait for release of requested document	3.1. Collect data needed to prepare the document requested	None	5 minutes	<i>Admin. Aide IV</i> Admin. & Finance Services
		3.2. Review and sign the document requested	None	1 minute	<i>AO IV</i> Admin. & Finance Services
4	Receive requested document	4. Let Client sign logbook for release of requested document	None	1 minute	<i>Admin. Aide IV</i> Admin. & Finance Services
TOTAL			None	10 minutes	



2. Filing of Application for Leave (Cs Form 6)

Internal service offered to CatSU-PC employees who seeks approval on their leave of absence.

Office:		Administrative and Finance Services			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		CatSU-PC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Application for leave form (CS FORM 6) (3 copies)			CatSU PC offices		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly accomplished form of Application for Leave (CS Form 6)	1.1 Receive and verify form entries.	None	1 minute	HRMO I Admin. & Finance Services
		1.2. Update leave card and accomplish certifications of leave credits.	None	3 minutes	HRMO I Admin. & Finance Services
		1.3. Review and signs the certification of leave balance.	None	3 minutes	AO IV Admin. & Finance Services
		1.4. Submit CS Form to the Campus Director Office	None	2 minutes	HRMO I Admin. & Finance Services
TOTAL			None	9 minutes	



GUIDANCE, COUNSELLING AND TESTING SERVICE

1. Issuance of Certificate of Good Moral Character

Internal service offered to CatSU-PC students transferring to other school who needs to secure certificate of good moral character.

Office:	Guidance, Counseling and Testing Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	CatSU-PC students				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. School ID Card				CBO	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the Cashiering services and pay the certification fee.	1.1. Receive cash payment 1.2 Release Official receipt.	PHP 30.00	20 minutes	Collection Officer Cashiering Services Staff
2	Proceed to the Guidance Services and state your purpose. Present the Official receipt	2.1. Validation of Official Receipt. 2.2 Prepare the certificate.	None	20 minutes	Guidance Counselor / GCTO
3	Wait at the Guidance Services and claim the certificate.	3. Release the Certificate.	None	10 minutes	Guidance Counselor / GCTO
4	Sign the logbook.	4. Let the client sign the Logbook for record purposes.	None	5 minutes	Guidance Counselor / GCTO
TOTAL			PHP 30.00	55 Minutes	

2. Provision of Counseling for Students

Internal Service that will help the students explore and understand themselves through Counseling sessions with the Guidance Counselor either individually or by group. All bonafide students of the Catanduanes State University – Panganiban Campus can avail of the service as scheduled by the Guidance Counselor.

Office:	Guidance, Counseling and Testing Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU-PC students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. School ID Card		CBO
3. Referral Counseling Form		Guidance, Counseling and Testing Services



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Referred Cases from the Faculty members, staff or students					
1	Fill-up referral counseling form from the Guidance Office	1. Interview and release referral Counseling Form	None	5 minutes	<i>Guidance Counselor</i> GCTO
2	Submit the accomplished form and wait for the counseling schedule	2. Verify accomplished form and post counseling schedule	None	10 minutes	<i>Guidance Counselor</i> GCTO
3	Attend counseling scheduled session	3. Conduct counseling session	None	2 hours	<i>Guidance Counselor</i> GCTO
TOTAL			None	2 Hours, 15 Minutes	
B. Non-referred Cases/Walk-in Counselees					
1	Visit the Guidance Counselor I from 7:30 a.m. until 5:00 p.m. from Monday – Friday, for an initial case interview	1. Interview and post counseling schedule	None	30 minutes	<i>Guidance Counselor</i> GCTO
2	Attend counseling scheduled session	2. Conduct counseling session	None	2 hours	<i>Guidance Counselor</i> GCTO
TOTAL			None	2 Hours, 30 Minutes	



ADMISSION AND REGISTRATION SERVICES

1. Enrolment and Registration Process

Internal service offered to returning students of CatSU -Panganiban Campus undergraduate program who wants to continue their degree in this School.

Office:	Office of the Admission and Registration Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU-PC Continuing Undergraduate Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID		Client
2. Accomplished Student Admission Form (CSU-PC-F-OARS-01)		Office of the Admission and Registration Services
3. Summary of Grades for the past semester (CSU-PC-F-ACAD-03)		College/Department/Faculty
4. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD-02B for irregular students)		College/Department

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Acquire and accomplish a Student Admission Form at the Office of Admission and Registration Services (OARS).	1. Provide Student Admission Form	None	2 minutes	Clerk OARS
2	Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 minutes	Designate Enrolling Adviser Agriculture Dept. Designate Enrolling Adviser Education Dept.
3	Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	3. Enrolling Adviser provides two (2) copies of TEF	None	5 minutes	Designate Enrolling Adviser Agriculture Dept. Designate Enrolling Adviser Education Dept.
4	Copy schedules for courses posted at respective advising areas.	4. Post Schedule of courses at Advising Areas	None	10 minutes	Designate Enrolling Adviser Agriculture Dept.



					<i>Designate Enrolling Adviser Education Dept.</i>
5	Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 minutes	<i>Designate Enrolling Adviser Agriculture Dept.</i> <i>Designate Enrolling Adviser Education Dept.</i>
6	Present TEF and Official Receipt for payment for fees to the OARS staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	6. Printing of COE and issue class cards	None	6 minutes	<i>Admin. Aide IV OARS</i>
TOTAL			None	45 Minutes	

2. Issuance & Re-Issuance of Student Credentials and Certifications

Internal service offered to client who are student of CatSU -Panganiban Campus, the client may avail issuance and/or re issuance of student credentials and certifications.

Office:	Office of the Admission and Registration Services				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	CatSU - PC: STUDENTS (Currently Enrolled)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished Application for the Issuance of Student Credentials Form/Transaction Slip (CSU-PC-F-OARS-10)			OARS		
2. Approved Student Clearance Form (CSU-PC-F-OARS-14A) or OTR/Transfer Credentials/Certifications			OARS		
3. Affidavit of Loss (for lost Transfer Credentials)			Citizen / Client or Requesting Party		
4. One (1) passport-size ID picture for OTR			Photo Studio		
5. Two (2) documentary stamps (for OTR and Certifications)			OARS		
6. Official Receipt of Payment fees for requested credentials			Cashiering Services		
7. Authenticated PSA Birth Certificate (photocopy)			Philippine Statistics Authority		
8. Authorization Letter and proof of identification (if the claimant is not the direct client)			Direct Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Request for Clearance Form and Transaction Slip	1. OARS provides Clearance and Transaction Slip	None	5 minutes	Clerk / Admin Aide VI OARS
2	Accomplish Clearance Form	2. Signatories sign the Clearance Form	None	Depends on the availability of the respective representative	
3	Pay the required fees at the Cashiering Services Office	3. Issue Official Receipt	Official Transcript of Records – PHP 100/page Transfer Credentials – PHP 50.00 Diploma Fees – PHP 150.00 Re-Issuance of Diploma and Official Transcript of Records – PHP 150.00/page	5 minutes	Collection Officer Cashiering Services
4	Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees	4. Receive Official Receipt and other Requirements	None	4 minutes	Clerk/ Admin. Aide IV/ Admin Aide VI OARS
5	Wait for the release of the claim stub	5. Provide claim stub	None	2 minutes	Admin Aide VI OARS
6	Preparation of credentials/certifications requested	6. Prepare, encode and print the requested credentials/certification	None	Official Transcript of Records – 2 hours	Admin. Aide IV/ Admin Aide VI OARS



	c. Official Transcript of Records d. Diploma Certification			Diploma – 2 hours Certification – 1 hour	
7	Credentials/Certifications are reviewed for possible errors and omissions c. Official Transcript of Records d. Diploma Certifications	7. Review and verify	None	Official Transcript of Records – 3 hours Diploma – 1 hours Certification – 3 hours	<i>Admin Aide VI</i> OARS
8	Approval and signing of credentials/certifications	8. Sign/approve the requested credentials/certification	None	1 day	<i>Registrar III</i> OARS <i>ARES Director</i> ARES <i>Campus Director</i> Office of the Campus Director <i>SUC President III</i> Office of the President
9	Claim your requested credentials from the OARS on the scheduled date indicated in the claim stub.	9. OARS Staff release the credentials	None	Credentials – Within 3 days Certifications – within 2 days	<i>Admin Aide VI</i> OARS
TOTAL				Official Transcript of Records – PHP 100/page Transfer Credentials – PHP 50.00 Diploma Fees – PHP 150.00 Re-Issuance	OTR: 4 days, 5 hours, 16 mins. Diploma: 4 days, 3 hours, 16 mins. Certification: 3 days, 4 hours, 16 mins.



	of Diploma and Official Transcript of Records – PHP 150.00/pa ge		
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3. Processing of Application for Graduation

Internal service offered to student who are candidate for graduation of CatSU - Panganiban Campus, the client may avail the service to process graduation application form.

Office:		Office of the Admission and Registration Services			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		CatSU-PC - Undergraduate			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Approved Application for Graduation Form (CSU-PC-F-OARS-07)		OARS			
2. Approved Evaluation of Grades Earned Form (CSU-PC-F-ACAD-14)		College Dean/Department Chairman			
3. Approved Student Clearance Form (CSU-PC-F-OARS-14A)		OARS			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Upon enrolment, request for Application for Graduation Form from the OARS and Evaluation of Grades Earned from the Dean/Department Chairman's Office.	1. OARS Records In-Charge provides Application for Graduation; College Clerk provides Evaluation of Grades Form	None	10 minutes	<i>Admin. Aide VI</i> OARS
2	Submit the approved Application for Graduation Form accompanied by an Evaluation of Grades Earned Form to the respective Dean/Department Chairman.	2. Accept Application for Graduation and Evaluation of Grades Form	None	5 minutes	<i>Clerk/ Admin. Aide IV/ Admin. Aide VI</i> OARS
3	On the first Monday of March of the Calendar Year, inquire about the	3. Present the Results of the	None	5 minutes	<i>Admin. Aide IV</i> OARS



	results of evaluated grades earned at the Dean/Department Chairman's Office.	Evaluation of Grades			
4	Request for and accomplish a Student Clearance Form.	4. OARS provide Student Clearance Form	None	Depends on the availability of respective signatories	Clerk OARS
6	Submit approved Student Clearance Form	5. OARS Staff receives Approved Clearance	None	5 minutes	Admin. Aide VI OARS
TOTAL			None	30 Minutes	



CASHIERING SERVICES

1. Collection of Payment and Issuance of Official Receipt

Internal clients (Student/Faculty/other) who are going to pay for school fees, certifications, document authentication, and availing of school buy products and amenity rental may avail this service.

Office:	Cashiering Services				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government				
Who may avail:	CatSU-PC Employees and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card (ID)			CBO/OARS		
2. Certificate of Enrolment			Office of Admission & Registration Services		
3. Assessment of Statement of Account (for payment of tuition fee)			Accounting Services		
4. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip.			CBO/Servicing Unit/Office		
CLIENTS STEPS		ACTION TAKEN	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present posting & assessment slip/order slip of payment to Collecting Officer for review and verification	1. Review and Verify payment details and Input data to Record	None	2 minutes	Collecting Officer Cashiering Services
2.	Pay the amount indicated in the assessment slip/order of payment slip/order slip	2.1. Receives cash as payment	See Schedule of Fees	2 minutes (non-enrolment period)	
	Wait until transaction has been processed and official receipt is being done	2.2. Issue official Receipt	None	4 minutes (enrolment period)	
3.	Receive and review the Official Receipt and count the change (if there is any)			5 minutes	
TOTAL			See Schedule of Fees	Non-Enrolment Period: 9 Minutes	



		Enrolment Period: 11 Minutes	
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SCHEDULE OF FEES AND CHARGES

SCHOOL FEES	RATE (in Philippine Peso)
Tuition Fee (Undergraduate)	100.00/unit
Transcript of Records Fee	100.00/page
Honorable Dismissal Fee	50.00
Diploma Fee	100.00
Re-issuance of Certificate of Enrolment (COE)	20.00
Re-issuance of Diploma/ Transcript of Records	150.00/page
Removal Fee	30.00/subject
ID Fee	100.00
Adding/changing/dropping of subjects	30.00/subject
Certification Fee	30.00
Authentication/Verification Fee	5.00/page
Certification, Authentication and Verification (CAV) Fee	150.00
Thesis Fee	700.00
Library Fee	50.00 / Day
Library Card Fee	100.00

2. Disbursement of Cash

Internal clients (Students, Job Order Workers, Contract of Service, Employees) may avail this service for the payment of honoraria overload, wages, student labor, refund of fees, travel expenses and scholarship grants.

Office:	Cashiering Services				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government				
Who may avail:	CatSU-PC Contract of Service/Job Order Employee and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card (ID)			Client		
2. Authorization letter and proof of Identification (if claimant is not direct client)			Client		
CLIENTS STEPS		ACTION TAKEN	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present valid ID/authorization letter to the Disbursing Officer	1. Verify the validity of the ID/authorization letter	None	2 minutes	Disbursing Officer
2.	Sign on the monitoring logbook and on payroll	2. Provide the logbook and present the payroll	None	3 minutes	



3.	Receives and count the cash before leaving the counter	3. Sees to it the amount given to the client is correct	None	2 minutes	Cashiering Services
TOTAL			None	7 Minutes	

3. Disbursement of Check

Internal clients (employees) may avail this service for the release of check in connection with claims for cash advance or reimbursement of expenses which they will claim as payment for the supplies or equipment purchased.

Office:	Cashiering Services				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government				
Who may avail:	CatSU-PC Employees and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card (ID)			Client		
2. Authorization letter and proof of Identification (if claimant is not direct client)			Client		
CLIENTS STEPS	ACTION TAKEN	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present valid ID/authorization letter to the Disbursing Officer for verification	None	2 minutes	<i>Disbursing Officer Cashiering Services</i>	
2.	Sign the Disbursement Voucher and Columnar Book		3 minutes		
3.	Receive and review the Check for errors (if there is any) before leaving the counter		2 minutes		
TOTAL		None	7 Minutes		



LIBRARY SERVICES

1. Circulation Service for CatSU-PC Students

Internal service offered to CatSU-PC students for the check in and check out of library materials for the room and overnight use.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU-PC Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Library Card	Library Services

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	CHECK OUT Student request for library materials to be borrowed together with library card to library staff	1.1. Librarian/staff fill up the charge-out form and collect Borrower's Library Card 1.2. Librarian/staff lend the book.	None	6 minutes	<i>College Librarian / Library Aide</i> Library Services
2	CHECK IN Student returns library materials borrowed to library staff	2.1. Librarian/staff receive the book from Borrower. 2.2. Librarian/staff fill up the charge-in form and return Borrower's Library Card.	None	7 minutes	<i>College Librarian / Library Aide</i> Library Services
TOTAL			None	13 Minutes	

2. Issuance of Library Card to Freshmen and Transferees

Internal service offered to new/transferee students of CatSU-PC as their permit to access campus library facility.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU-PC Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished Library Card Application Form	Library Services



2.	Certificate of Enrolment (CSU-F-OARS-15 and 15a)	Registrar's Office
3.	Two (2) pcs 1 x 1 ID picture	Citizen or Client / Requesting Party
4.	Official Receipt for Library Card Fee	Cashiering Services

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Certificate of Enrolment for verification and accomplish the Library Card Application Form and submit.	1.1. Verify COE 1.2. Release Library card application form. 1.3. Receive Application Form and check entries.	None	1 minute 1 minute 1 minute	College Librarian Library Services
2	Pay Library Card fee at Cashiering Services	2.1. Receive cash payment 2.2. Release Official receipt.	PHP 100.00	2 minutes	Collection Officer Cashiering Services
3	Present Official Receipt.	3.1. Validation of OR. 3.2. Prepare and print Library Card 3.3. Validate Library Card for the current semester.	None	10 minutes	College Librarian Library Services
4	Receive of library card	4. Release of library card.	None	5 minutes	Library Aide Library Services
TOTAL			PHP 100.00	20 Minutes	

3. Online Database Service Access

Internal service offered to CatSU-PC Students to access to the Online Databases of CatSU.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU-PC students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Library Card/School ID		Library Services/ CBO



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Library Card/ID	1. Check Library Card/ID	None	1 minute	College Librarian Library Services
2	State the subject/s you need to research.	2.1. The Librarian will provide an explanation to copyright law that governs electronic materials	None	15 minutes	College Librarian Library Services
		2.2. The Librarian will download and provide a soft copy of the research material to the client.	None	5-15 minutes (depends on size of downloadable files and speed of internet connection)	College Librarian Library Services
3	Clients must sign a logbook when they acquired any electronic material from the Online Databases to track in case of copyright violation	3. Let Client to Sign Logbook.	None	1 minute	College Librarian Library Services
TOTAL			None	22 Minutes (if internet connection is slow) 32 Minutes (if internet connection is fast)	

4. Replacement of Lost/Damaged Library Card

Internal service offered to old student of CatSU-PC to avail the replacement of their lost and/or damaged library card.

Office:	Library Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	CatSU-PC Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Library Card Application Form	Library Services	
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a)	Registrar's Office	
3. Two (2) pcs 1 x 1 ID picture	Citizen or Client / Requesting Party	
4. Official Receipt for Library Card Fee	Cashiering Services	



5. Affidavit of Loss signed by legal officer from outside institution				Citizen or Client / Requesting Party	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Certificate of Enrolment for verification and affidavit of loss and accomplish the Library Card Application Form and submit with other requirements.	1.1. Verify COE and affidavit of loss	None	6 minutes	College Librarian Library Services
		1.2. Release Library card application form		1 minute	
		1.3. Receive Application Form and check entries		1 minute	
2	Pay Library Card fee at Cashiering Services	2.1. Receive cash payment 2.2. Release Official receipt	PHP 100.00	2 minutes	Collection Officer Cashiering Services
3	Present Official Receipt.	3.1. Validation of OR. 3.2. Prepare and print Library Card 3.3. Validate Library Card for the current semester	None	10 minutes	College Librarian Library Services
4	Receive library card.	4. Release of library card	None	5 minutes	Library Aide Library Services
TOTAL			PHP 100.00	25 Minutes	

5. Retrieval and Validation of Library Card

Internal service offered old students of CatSU-PC to validate their library card for the current semester so they can make use of the library facilities.

Office:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CatSU-PC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Card			Library Services	
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a)			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	Submit Library Card together with COE for current semester	1.1. Librarian receive requirements for validation. 1.2. Librarian signs library card for the current semester	None	14 minutes	College Librarian Library Services
2	Receive of validated Library card	2. Release of Library Card to student	None	2 minutes	
TOTAL			None	16 Minutes	

6. Signing of Students/Faculty Clearance

Internal service offered to CatSU-PC students and employees who needs to accomplish Clearance Form.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	CatSU-PC employees/students
CHECKLIST OF REQUIREMENTS	
1. Library Card (for students)	Library Services
2. Affidavit of Loss (for lost Library Card) (for students)	Citizen or Client / Requesting Party
3. School ID	CBO

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the requirements	1.1. Librarian/staff verify presented and requirements	None	1 minute	College Librarian / Library Aide Library Services
2	Settlement of accountability (if Any)	2.1. Librarian/ staff gives payment slip to settle accountability (if Any) 2.2. Issue library transaction receipt indicating unreturned books and overdue fines	None	2 minutes	College Librarian / Library Aide Library Services



		2.3. Accept payment 2.4. Issue Official Receipt	Overdue fines – PHP 50.00 / day	2 minutes	<i>Collection Officer Cashiering Services</i>
3	Present Official Receipt to the Library Staff (If Any)	3. Sign Clearance	None	1 minute	<i>College Librarian Library Services</i>
TOTAL			PHP 50.00/day	6 Minutes	



MEDICAL AND DENTAL SERVICES

1. Consultation And Physical Examination

Internal service offered to client who needs medical health care during their stay in CatSU-PC school.

Office:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		CBO Main Campus
3. Patient's Record Form		Medical Service

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	<i>Nurse /</i> Medical & Dental Services
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	14 minutes	<i>Nurse /</i> Medical & Dental Services
3	Submit self for taking vital signs	3. Get vital signs. Examine and perform assessment of patient's condition.	None	10 minutes	<i>Nurse /</i> Medical & Dental Services
4	Wait for final advise for release from clinic.	4. Evaluate patient condition and give health teachings. Let patient sign record book and release referral slip for further medical attention if the case needed.	None	35 minutes	<i>Nurse /</i> Medical & Dental Services
TOTAL			None	1 Hour	



2. Consultation and Treatment for Dental Care

Internal service offered to client who needs dental care during their stay in CatSU-PC.

Office:	Medical and Dental Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	CatSU Students and employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Student ID or COE				CBO & OARS	
2. Employee University ID				CBO Main Campus	
3. Patient's Record Form				Dental Service	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	5 minutes	<i>Dentist II</i> Medical & Dental Services
2	FOR NEW PATIENTS, fill-out Dental Health Record. FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record/Assist in filing-up the record	None	12 minutes	<i>Dentist II</i> Medical & Dental Services
3	Submit self for taking vital signs	3. Get vital signs and examine patient condition	None	15 minutes	<i>Nurse I</i> Medical & Dental Services
4	State the reason for consultation and reveal history of present illness	4. Interview patient on present illness.	None	10 minutes	<i>Dentist II</i> Medical & Dental Services
5	Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	45 minutes	<i>Dentist II</i> Medical & Dental Services
6	Wait for advice for release.	6. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires.	None	10 minutes	<i>Dentist II</i> Medical & Dental Services
TOTAL			None	1 Hour, 37 Minutes	



3. Dental Curative Service

Internal service offered to client for curative dental service of CatSU-PC.

Office:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. Student ID or COE		CBO & OARS
3. Employee University ID		CBO Main Campus
4. Dental Health Record		Dental Service
5. Duly signed Parents' Consent for student below 18 years old		Dental Service
6. Medical Clearance from attending physicians for compromised patient		Licensed Physician

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	5 minutes	<i>Dentist II</i> Medical & Dental Services
2	FOR NEW PATIENTS, fill-out Dental Health Record. FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	15 minutes	<i>Dentist II</i> Medical & Dental Services
3	Submit self for taking vital signs	3. Get vital signs	None	12 minutes	<i>Nurse I</i> Medical & Dental Services
4	State the reason for consultation and reveal history of present illness	4. Interview patient on present illness.	None	10 minutes	<i>Dentist II</i> Medical & Dental Services
5	Submit for diagnosis and dental treatment and wait for advice for release.	5. Release diagnosis and perform dental treatment. a. Minor Oral Surgery b. Control or secondary infection c. Other emergency cases	None	60 minutes 30 minutes 20 minutes	<i>Dentist II</i> Medical & Dental Services
6.	Wait for advice for release.	6. Release prescription medicine and record log for	None	10 minutes	<i>Dentist II</i> Medical & Dental Services



		medicine dispenses. And schedule follow up if patient's condition needs.			
TOTAL			None	1 Hour, 27 Minutes	

4. Promotion of Oral Health, Specific Protection and Counseling

Internal service offered to client for promotive and restorative dental services for incoming students and employees of CatSU-PC.

Office:	Medical and Dental Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	CatSU PC Freshmen Students and Newly Hired Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Student ID or COE		CBO & OARS
2. Employee University ID		CBO Main Campus
3. Patient's Record Form		Dental Service

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	5 minutes	<i>Dentist II</i> Medical & Dental Services
2	FOR NEW PATIENTS, fill-out Dental Health Record. FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	15 minutes	<i>Dentist II</i> Medical & Dental Services
3	Submit self for taking vital signs	3. Get vital signs	None	12 minutes	<i>Nurse I</i> Medical & Dental Services
4	State the reason for consultation and reveal history of present illness	4. Interview patient on present illness.	None	10 minutes	<i>Dentist II</i> Medical & Dental Services
5	Submit for diagnosis and dental treatment and wait for advice for release.	5. Release diagnosis and perform dental treatment. Release prescription medicine and record log for medicine dispenses. And	None	45 minutes	<i>Dentist II</i> Medical & Dental Services



		schedule follow up if condition requires			
TOTAL			None	1 Hour, 27 Minutes	

5. Treatment of Minor Wounds and Minor Ailments

Internal service offered to client who needs immediate medical treatment during their stay in CatSU-PC.

Office:		Medical and Dental Services			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government			
Who may avail:		CatSU Students and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Student ID or COE			CBO & OARS		
2. Employee University ID			CBO Main Campus		
3. Patient's Record Form			Medical Service		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	<i>Nurse I</i> Medical & Dental Services
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	9 minutes	<i>Nurse I</i> Medical & Dental Services
3	Submit self for treatment	3. Evaluate patient condition and give her health teachings and treatment	None	30 minutes	<i>Nurse I</i> Medical & Dental Services
4	Wait for final advise for release from clinic.	4. Record important data regarding treatment. Let patient sign record book and release referral slip for further medical attention if the case needed.	None	20 minutes	<i>Nurse I</i> Medical & Dental Services
TOTAL			None	1 Hour	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form and drop it at the designated drop box in front of the CSU Lobby
How feedbacks are processed?	Every Friday, assigned Officer of the Day opens the drop box and compiles and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant offices and they are required to answer within two (2) days from the receipt of the feedback.
How to file complaints?	Answer the Client Complaint Form and drop it at the designated drop box at the CSU Lobby, Public Assistance and Complaint Desk. Make sure to provide the following information: 1. Full name and address of the complainant; 2. Full name and address of the person/s complained of as well as his/her/ their position/s and office/s; 3. A narration of the relevant and material facts which shows the act/s or omission/s allegedly committed
How complaints are processed?	Formal complaint is received and forwarded to the concerned Dean or Chief of Office of the person being complained of.
	Documents are checked for completeness: if incomplete, the complainant shall be contacted if known, otherwise, the case shall be reported to the SUC President; if complete Investigation Committee (IC) shall be recommended to the SUC President.
	Complaint is endorsed to the IC who has undergone: Investigation Drill/ Orientation within two (2) Working Days (WD) after its date of designation.
	All pieces of information surrounding the complaints underscoring the root cause are verified and analyzed.
	If found not valid, report of the investigation shall be forwarded to the SUC President; if valid, the ISO Chairperson shall be notified for the issuance of the Non-conformity and Corrective Action Report (NCAR).
	NCAR is issued within two (2) WD upon receipt of notification.
	Corrective action is performed including root cause analysis to prevent recurrence.
	Implementation of the corrective action is followed up at least two (2) WD after the issuance of the NCAR.
	The effectiveness of the corrective action is verified: If it is not effective corrective action



	shall be performed again; otherwise, the results shall be recorded in the monitoring log.
	Final report is submitted to the SUC President (Institutional) or to the concerned Dean/Chief of Office (Local)
	If the identity of the client is known, a copy of the final report shall be sent.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



LIST OF OFFICES

Office	Address	Contact Information
CENTRAL MANAGEMENT		
Office of the President	2/F, Left Wing, Admin. Building	catsu1961@catsu.edu.ph
Board Secretary	2/F, Left Wing, Admin. Building	ubss@catsu.edu.ph
Legal Services	2/F, Left Wing, Admin. Building	legal@catsu.edu.ph
Internal Audit Services	3/F, Left Wing, Admin. Building	las@catsu.edu.ph
Executive Assistance Services	2/F, Left Wing, Admin. Building	eas@catsu.edu.ph
Planning Development Services	2/F, Left Wing, Admin. Building	pds@catsu.edu.ph
Information Technology Services	3/F, Left Wing, Admin. Building	its@catsu.edu.ph
Quality Assurance Office	3/F, Right Wing, Admin. Building	quality@catsu.edu.ph
Gender and Development Office	GAD Building	gad@catsu.edu.ph
Alumni Relations Office	3/F, Left Wing, Admin. Building	alumni@catsu.edu.ph
ACADEMIC AFFAIRS		
Office of the Vice-President for Academic Affairs	GF, Left Wing, Admin. Building	vpaa@catsu.edu.ph
College of Agriculture	CAF Building	caf@catsu.edu.ph
College of Sciences	COS Building	cos@catsu.edu.ph
College of Business and Accountancy	CBA Building	cba@catsu.edu.ph
College of Education	CoED Building	coed@catsu.edu.ph
College of Engineering and Architecture	CEA Building	cea@catsu.edu.ph
College of Health Sciences	CHS Building	chs@catsu.edu.ph
College of Humanities and Social Sciences	CHUMSS Building	chumss@catsu.edu.ph
College of Industrial Technology	CIT Building	cit@catsu.edu.ph
College of Information and Communications Technology	CICT Building	cict@catsu.edu.ph
Office of the Admission and Registration Services	GF, Right Wing, Admin. Building	registrar@catsu.edu.ph
Student Affairs and Development Services	GF, Right Wing, Admin. Building	osads@catsu.edu.ph
Student Scholarship, Financial Assistance, Career Development and Placement Services	GF, Right Wing, Admin. Building	ossfacdps@catsu.edu.ph
NSRC and NSTP	GF, CatSU Gymnasium	nstp@catsu.edu.ph
Guidance, Counseling and Testing Services	GF, Left Wing, Admin. Building	gcto@catsu.edu.ph



Principal's Office - Laboratory Schools	Lab. School Building	labschool@catsu.edu.ph
University Library	Library Building	library@catsu.edu.ph
Sports Development Services	Mezzanine CatSU Gymnasium	sports@catsu.edu.ph
ADMINISTRATIVE AND FINANCIAL AFFAIRS		
Office of the Vice-President for Administrative and Financial Affairs	2/F, Right Wing, Admin. Building	vpafa@catsu.edu.ph
Chief Administrative Officer - Administrative Division	2/F, Right Wing, Admin. Building	caoadmin@catsu.edu.ph
Chief Administrative Officer - Finance Division	2/F, Right Wing, Admin. Building	caofinance@catsu.edu.ph
Budget Services	2/F, Right Wing, Admin. Building	budget@catsu.edu.ph
BAC Secretariat Office	GF, Left Wing, Admin. Building	bac@catsu.edu.ph
Supply Services	Ground Floor CSU Gymnasium	supply@catsu.edu.ph
Cashiering Services	2/F, Right Wing, Admin. Building	cashier@catsu.edu.ph
Accounting Services	2/F, Right Wing, Admin. Building	acctg@catsu.edu.ph
Human Resource Management Services	2/F, Right Wing, Admin. Building	hrms@catsu.edu.ph
Records Services	GF, Left Wing, Admin. Building	records@catsu.edu.ph
Building and Grounds Services	B&G Building	bgs@catsu.edu.ph
Motor Pool Services	B&G Building	motorpool@catsu.edu.ph
RESEARCH, EXTENSION AND PRODUCTION AFFAIRS		
Office of the Vice-President for Research, Extension and Production Affairs	2/F, Left Wing, Admin. Building	vpempa@catsu.edu.ph
Research and Development Services	Research Building	rds@catsu.edu.ph
Extension Services	Extension Building	es@catsu.edu.ph
Corporate Business Operations	CBO Building	cbo@catsu.edu.ph
Center for International Relations and Continuing Professional Development Services	3/F, Left Wing, Admin. Building	circpds@catsu.edu.ph
Abaca Technology Innovation Center	ATIC Building	atic@catsu.edu.ph
Center for Island Climate Change Solutions	In front of College of Agriculture and Fisheries	ciccsd@catsu.edu.ph
PANGANIBAN CAMPUS		
Campus Administrator's Office	CatSU Panganiban Campus	oicpc@catsu.edu.ph