Catanduanes State University

CITIZEN'S CHARTER

2026 edition

CATANDUANES STATE UNIVERSITY

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FOREWORD

Catanduanes State University, as a bastion of higher education, steadfastly upholds the primacy of public interest and remains committed to promoting integrity, transparency, and accountability in government service. In line with its mandate to support a comprehensive and unified approach to the elimination of red tape in government, the University has established its service standards through this Citizen's Charter.

This Charter serves as a formal covenant between Catanduanes State University and its stakeholders. Pursuant to Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," it has been developed to provide clear guidance to both frontline and non-frontline service providers, as well as to clients, regarding the services offered and the procedures for availing thereof.

Anchored on the University's Quality Policy, this Charter underscores the institution's commitment to ensuring client satisfaction through the continual improvement of its quality management system, while sustaining excellence in instruction, research, and community engagement for national and societal development.

Guided by the principle, "The way we do anything is the way we do everything," this Citizen's Charter shall serve as a beacon of good governance and a standard of conduct in the faithful discharge of duties and responsibilities, as the University endeavors to deliver efficient, responsive, and exemplary public service.

GEMMA G. ACEDO, Ph. D., DIT
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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I. External Services

A. Central Management

OFFICE OF THE PRESIDENT

1. Issuance of Certificate of Appearance

Certificate of Appearance issued to all individuals who physically appeared at the Office of the President.

Office:	Office of the President
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Appearance Request Form (1 original)	Office of the President
2. Company ID or any government-issued ID (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Request Form	1. Provide Request Form and assist client in accomplishing the Form	None	3 Minutes	*Executive Assistant III* Office of the President
2. Present accomplished Request Form and valid ID to EAS Clerk	2.1 Review completion of details on Request Form and verify identity of client	None	2 Minutes	*Executive Assistant III* Office of the President
	2.2 Prepare Certificate of Appearance and forward to Executive Assistant III for signature	None	6 Minutes	*Executive Assistant III* Office of the President
	2.3 Check accuracy of content and sign Certificate of Appearance	None	3 Minutes	*Executive Assistant III* Office of the President
3. Receive Certificate of Appearance	3. Release Certificate of Appearance	None	1 Minute	*Executive Assistant III* Office of the President
	TOTAL	**None**	**15 Minutes**	

INFORMATION UNIT

1. Processing of Request for Digital Visual Materials and Tarpaulin Layout

This service provides the units and offices for Digital Visual Materials and Tarpaulin Layout.

Office:	Information Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter and/or Request for Technical Assistance Form (RTAF) through hard copy or via official email (with complete details of the digital visual materials or tarpaulin layout (1 original)	Information Unit
2. Attachment (images/posters must be in JPEG/PNG format, with at least 150 dpi) containing complete and accurate details on the requested layout of digital materials/tarpaulin	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu.edu.ph or access this RTAF link https://tinyurl.com/IU-RTAF	1. Receive letter of Request/ RTAF/ Email with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request for digital visual materials and Tarpaulin layout	None	15 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3.1 Inform the client whether the request is approved or	None	25 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	denied If denied, communicate the reason for regrets If approved, assigned to artist			
	3.2 The layout artist conceptualizes the design and prepares the requested digital visual materials/ tarpaulin layout	None	3 Days	*Information Officer III* Information Unit
	3.3 Check/ review and approve the layout prepared by the layout artist	None	30 Minutes	*Information Officer III* Information Unit
4. Receive file of completed digital visual materials/ tarpaulin layout	4. Send files through the email address provided by the client	None	15 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**3 Days, 1 Hour, 30 Minutes**	

2. Processing of Request for Event Coverage

This service provides the units and offices for features, photo and/or video event coverage.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) through hard copy or via official email (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu.edu.ph or access this RTAF link https://tinyurl.com/IU-RTAF	1. Receive letter of request/RTAF/ email with complete attachment and details	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on the availability of writer, photographer, and videographer; non-conflict of event to other coverage requests; schedule of event/s (weekends and holidays are not included in coverages except if the client provides approved request to render overtime services)	None	10 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied If denied, communicate the	None	25 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	reason for regrets If approved, assigned staff will be present on the day of the event			
	TOTAL	**None**	**40 Minutes**	

3. Processing of Request for Information Made Through the Official Social Media Accounts of the University

Respond to inquiries made on the Catanduanes State University's institutional social media accounts.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Direct message to institutional accounts	Client sends inquiries to the University's official social media account managed by Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Send private/direct message the CatSU Facebook page account https://www.facebook.com/CatanduanesStateUniversity2012	1. Acknowledge receipt of the message	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request and formulate appropriate reply	None	1 Hour	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Respond to inquiry if information is readily available. If not, refer to the concerned offices/units	None	2 Hours	*Information Officer III* Information Unit
	TOTAL	**None**	**3 Hours, 5 Minutes**	

4. Processing of Request for Information Unit Materials

This service provides the units and offices for recent and archival files.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request letter and/or Request for Technical Assistance Form (RTAF) through hard copy or via official email indicating the following: a. Purpose of request b. Date when article or image was published; or when the event was covered by the Information Unit (1 Original)	Information Unit
2. Email address where the files will be sent or USB or hard drive for any submissions exceeding 2GB	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com /IU-RTAF	1. Receive letter of Request/ RTAF/ Email with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on intended use and availability of materials	None	15 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3.1 Inform the client whether the request is approved or denied If denied, communicate	None	25 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	the reason for regrets If approved, assigned staff to access the archive, search for, and compile materials needed			
	3.2 Access the archive, search for, and compile materials needed	None	2 Days	*Information Officer III* Information Unit
4. Receive file of completed recent and archival files	4. Send files through the email address provided by the client or save files to the USB or hard drive for any submissions exceeding 2GB.	None	15 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**2 Days, 1 Hour**	

5. Processing of Request for Posting/Uploading to Social Media and Official Portal

This service provides the units and offices for posting and uploading on official portal and social media sites of the University.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached (images/ posters must be in JPEG/ PNG format, with at least 150 dpi); forms or documents in PDF format	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com /IU-RTAF	1. Receive letter of request/ RTAF with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on content which must be CatSU-related	None	15 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, the request will be posted 1WD after the approval of the request	None	25 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**45 Minutes**	

6. Processing of request for inclusion in the "Announcement"

Respond for inclusion in the university's announcement through CatSU's official social media platforms.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group, and ticket price (if applicable).	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com /IU-RTAF	1. Receive letter of request/ RTAF with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on content which must be CatSU-related/ endorsed/ approved by the SUC President III	None	10 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied	None	1 Day	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	If denied, communicate the reason for regrets If approved, the requested announcement will be included/ posted in CatSU's official social media platforms			
	TOTAL	**None**	**1 Day, 15 Minutes**	

PLANNING UNIT

1. Processing of Request for Technical Assistance

This service provides instructions for the process of providing technical assistance services such as requesting for statistical data, documents needed in the accreditation and the like.

Office:	Planning Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original)	Planning Unit or Official Facebook Page: CATSU Planning Unit https://www.facebook.com/catsuplanningunit/
2. Email address where the files will be sent or USB drive or hard drive when files are too large to be sent online	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Technical Assistance Form	1. Provide Technical Assistance Request Form	None	3 Minutes	*Planning Officer III* Planning Unit (PU)
2. Submit the accomplished Technical Assistance Form	2.1 Receive and check the completeness of the form	None	2 Minutes	*Planning Officer III* PU
	2.2 Check the availability of the data/documents being requested. If available, forward to the Planning Officer III for approval	None	10 Minutes	*Planning Officer III* PU
	2.3 Approve the request and forwarded to Administrative Aide	None	3 Minutes	*Planning Officer III* PU
3. Wait for the release of the requested data/document	3.1 Forward the request form to area-in-charge	None	2 Minutes	*Planning Officer III* PU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
as stated in the agreed target date of completion	3.2 Prepare the needed data/documents	None	1 Day	*Planning Officer III* PU
	3.3 Send the files to the email provided of the client or save in the flash drive or hard drive if the file is too large to be sent online	None	5 Minutes	*Planning Officer III* PU
	TOTAL	**None**	**1 Day, 25 Minutes**	

ALUMNI RELATIONS SERVICES

1. Application for Federated Alumni Association Identification Card

Alumni that successfully completed and finished Elementary, Senior High School, Baccalaureate Degree and Post-Graduate at CatSU.

Office:	Alumni Relations Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	CatSU Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FAA Payment Receipt (1 original)	Alumni Coordinator's Office
2. FAA ID Form (1 original)	Alumni Relations Services
3. Alumni Tracer Form (1 original)	CatSU Alumni Relations FB Page https://www.facebook.com/CatSUAlumniPlacementServices
4. 2x2 ID Picture (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay FAA Membership Fee	1. Receive payment and issue an official receipt for Membership Fee	PHP 400.00	5 Minutes	*Director* Alumni Relations Services
2. Sign-up in Alumni Tracer Form or you may download in CatSU Alumni Relations FB page	2. Assist in the signing up for Alumni Account in Alumni Tracer Form	None	15 Minutes	*Director* Alumni Relations Services
3. Go to Alumni Relations Services office to fill-out the FAA ID Form and submit the complete requirements	3. Assist the client in filling-out FAA ID Form and check the completeness of the details and requirements	None	2 Minutes	*Director* Alumni Relations Services
4. Wait for the processing of FAA ID	4. Process the FAA ID	None	15 Minutes	*Director* Alumni Relations Services
5. Receive the completed FAA ID and sign in the logbook	5. Release the FAA ID and ask the client to sign in the logbook	None	5 Minutes	*Director* Alumni Relations Services
	TOTAL	**PHP 400.00**	**42 Minutes**	

CORPORATE BUSINESS OPERATIONS

1. Processing of Identification Cards (IDs)

This provides the process on ID requests of new students.

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Application form (1 Original)	Corporate Business Operations (CBO)
2. Certificate of Enrolment (1 original)	Client will provide a copy
3. Claim Stub (1 Original)	CBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Proceed to CBO and present Certificate of Enrolment	1. Verify the validity of the COE and provide client with the ID Application Form	None	1 Minute	*CBO Director* Corporate Business Operations
2. Fill-out and submit Application Form	2.1 Take a photo for the ID	None	5 Minutes	*CBO Director* Corporate Business Operations
	2.2 Input data in the system and print ID	None	10 Minutes	*CBO Director* Corporate Business Operations
3. Check the encoded data in the system	3. Let the client check the data encoded in the system	None	3 Minutes	*CBO Director* Corporate Business Operations
4. Fill out the logbook and wait for your name to be called	4. Release ID	None	2 Minutes	*CBO Director* Corporate Business Operations
	TOTAL	**None****	**21 Minutes**	

*****PHP 150.00 per ID will be charged to Free Higher Education Program***

2. Processing of Lost Identification Cards (IDs)

This provides the process on ID requests for lost ID cards of employees and students.

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss (1 Original)	Attorney's Office

2. Certificate of Enrolment (1 Original)	Admission and Registration Office/Client
3. Official Receipt (1 Original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and Affidavit of Loss and submit to the CBO Office	1.1 Verify the validity of the Affidavit and instruct client to proceed to the Cashier for payment	None	1 Minute	*CBO Director* Corporate Business Operations
	1.2 Check client's name and information against the database	None	1 Minute	*CBO Director* CBO
2. Proceed to the Cashiering Services for payment	2. Receive payment and release Official Receipt	PHP 150.00	5 Minutes	*Administrative Officer V* Cash Unit
3. Proceed to CBO and present the Official Receipt	3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2	None	5 Minutes (for new photos)	*CBO Director* CBO
	3.2 Print ID Card	None	5 Minutes	*CBO Director* CBO
4. Fill out the logbook and wait for your name to be called.	4. Release ID Card	None	1 Minutes	*CBO Director* CBO
	TOTAL	**PHP 150.00**	**18 Minutes**	

3. Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change

This provides the process on ID re-issuance requests for damaged ID cards and ID Cards with data change.

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen;
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Application Form (1 Original)	Corporate Business Operations
2. Old ID Card (1 Original)	Client
3. Official Receipt (1 Original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Proceed to CBO Office to request for re-issuance of new ID and surrender the old ID.	1.1. Verify validity of request for re-issuance and instruct client to proceed to the Cashier for payment.	None	1 Minute	*CBO Director* Corporate Business Operations
	1.2 Check client's name and information against the database and encode the necessary changes, if any.	None	5 Minutes	*CBO Director* Corporate Business Operations
2. Proceed to the Cashiering Services for payment	2. Receive payment and release Official Receipt	P150 per ID	4 minutes	*Administrative Officer V* Information Unit
3. Proceed to CBO and present the Official Receipt.	3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2.	None	5 Minutes for new photos	*CBO Director* Corporate Business Operations
	3.2 Print ID	None	5 Minutes	*CBO Director* Corporate Business Operations
4. Fill out the logbook and wait for your name to be called.	4. Release ID	None	1 Minutes	*CBO Director* Corporate Business Operations
	TOTAL	**PHP 150.00**	**22 Minutes**	

GENDER AND DEVELOPMENT SERVICES

1. Availment of Pregnant Students Exemption Option from On-Site Classes

Availment of Pregnant Students Exemption Option from On-Site Classes is to ensure the well-being and safety of pregnant students by creating a supportive environment to their learning. Comply with RA 9710 or the Magna Carta of Women and its Implementing Rules and Regulations. Foster inclusivity and support diversity by promote equal access to education for all. Reduce barriers to academic success through the provision of alternatives and enhance support services to the minority students.

Office:	Gender and Development Services
Classification:	Simple
Type of Transaction:	G2C- Government-to-Citizens
Who may avail:	CatSU College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Enrollment (1 Original)	Office of Admissions and Registration Services (OARS)
2. Student ID (1 Original)	Client
3. Medical Certificate (1 Original)	Health Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire and present the requirements to the information desk.	1.1 Verify the validity of the ID and COE	None	3 Minutes	*Gender and Development Focal Person* Gender and Development Services (GAD)
2. Accomplish the Availment of Pregnant Students Exemption Option from On-Site Classes form; secure 5 copies of the form which monitors the number of pregnant and parenting students.	2. Forms and other supporting documents are given to the client(s).	None	15 Minutes	*Gender and Development Focal Person* GAD
3. Assess Health	3. Health Services assess the health of the student and gives advice and recommendations.	None	30 Minutes	*Medical Officer III* Health Services
4. Approval of the VP-Academic Affairs	4. The student submit the form to GAD Services for the completion of the	None	2 Minutes	*GAD Focal Person* GAD Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	process and GAD staff forwarded to Vice-President for Academic Affairs for the approval.			
5. Reevaluate and approve the request.	5. Assess the details and approves the request as stated in form and recommended by the Health Services	None	5 Minutes	*Vice President for Academic Affairs* Office of the Vice President for Academic Affairs
6.Forward/distribute approved request	6. Forwards the approved request to GAD Coordinators, Dean and to the pregnant student.	None	15 Minutes	*GAD Focal Person* GAD Services
7. Return from on-site classes: Student(s) bring with her the necessary documents, i.e. Medical certificate, approved excuse letter and approved copy of the availment form.	7. Receive the necessary documents	None	3 Minutes	*GAD Focal Person* GAD Services
8. Secure medical clearance	8. The Health Services certifies the completeness of the requirements and physical reediness of the return to on-site classes.	None	30 Minutes	*Medical Officer III* Health Services
9. Completion of excuse	9. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student.	None	20 Minutes	*GAD Focal Person* GAD Services
10. Fill out the logbook for Availment of Pregnant Students	10. Provide a client a Logbook	None	3 Minutes	*GAD Focal Person* GAD Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Exemption Option from On-Site Classes form				
11. Endorse back the student to subject professor	11. The student reports back to her regular classes.	None	15 Minutes	*GAD Coordinators* Colleges
		TOTAL	**2 Hours, 21 Minutes**	

2. GAD Related Complaints/ Cases

Allegations of unfair treatment by staff members and students. Allegations of inadequate teaching, advice, assessment and evaluation.

Office:	Gender and Development Services
Classification:	Simple
Type of Transaction:	G2C- Government-to-Citizens
Who may avail:	CatSU College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Enrollment (1 Original)	Office of Admissions and Registration Services (OARS)
2. Student ID (1 Original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire and present the requirements to the information desk.	1. Verify the validity of the ID and COE	None	2 Minutes	*Gender and Development Focal Person* Gender and Development Services
2. Detailed the Complaints in privacy	2. The GAD Focal Person gives brief advice about her rights in privacy	None	1 Hour	*GAD Focal Person* GAD Services
3. Request to have a copy of IEC Materials related to the Complaints/ Case	3.1 Assist the client; the give to the client the IEC Materials that he/she want to read	None	3 Minutes	*GAD Focal Person* GAD Services
4. Fill out the logbook for Complaints/ Cases	4. Provide a client a Logbook	None	3 Minutes	*GAD Focal Person* GAD Services
		TOTAL	**1 Hour, 8 Minutes**	

3. Lactation Service

Lactation services encompass a range of support and assistance provided to breastfeeding mothers and their infants. The goal of lactation services is to promote successful breastfeeding experiences by providing education and guidance. This support may include help with breastfeeding techniques, addressing common challenges such as latch difficulties or low milk supply, guidance on breast pumping and milk storage, and assistance with breastfeeding positions. Lactation services also play a crucial role in addressing concerns related to infant nutrition, maternal health, and overall well-being during the breastfeeding journey.

Office:	Gender and Development Services
Classification:	Simple
Type of Transaction:	G2C- Government-to-Citizens
Who may avail:	CatSU College Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Enrollment (1 Original)	Office of Admissions and Registration Services (OARS)
2. Student ID (1 Original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire and present the requirements to the information desk.	1. Verify the validity of the ID and COE	None	2 Minutes	*Gender and Development Focal Person* Gender and Development Services
2. Fill out the lactation logbook	2.1 Guide the client to the Lactation Room, then prepare the breastpump device and breastmilk storage bag or ziplocks.	None	5 Minutes	*GAD Focal Person* GAD Services
3. Lactate in the Lactation Room	3. Give the client a privacy inside the Lactation Room.	None	30 Minutes	*GAD Focal Person* GAD Services
4. Storing the milk in a refrigerator.	4. Help the client to store the milk in a refrigerator.	None	5 Minutes	*GAD Focal Person* GAD Services
5. Completion of transaction	5. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student/employee.	None	10 Minutes	*GAD Focal Person* GAD Services
		TOTAL	**52 Minutes**	

LEGAL UNIT

1. Legal Advisory and Counseling Services to Walk-in Clients

Legal advisory and counseling services to walk-in clients with simple legal queries regarding school related issues.

Office:	Legal Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Logbook Entry (CatSU-LB-LEG-03)	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Register in the logbook (CatSU-LB-LEG-03)	1.1 Assist the client to register in the logbook	None	5 Minutes	*Attorney IV* Legal Unit
	1.2 Render legal advisory and counselling services to walk-in clients with simple queries	None	*	*Attorney IV* Legal Unit
	1.3 Assist the client to accomplish log-out in the logbook after the services rendered	None	5 Minutes	*Attorney IV* Legal Unit
	TOTAL	**None**	**10 Minutes**	

**Note – Processing time does not include actual performance of actual legal advisory and counseling which may vary depending on the query of the client*

QUALITY ASSURANCE UNIT

1. Request for Use of Accreditation Room

Clients may request the use of the Accreditation Room for university-related activities, including student-initiated events, free of charge. Request submission is available online or through walk-in service. The Accreditation Room is offered for free access to university-related activities, including student-initiated activities, from Monday through Friday, 8:00am to 5:00pm depending on its availability. However, priority is given to the conduct of Quality Assurance activities like ISO, AACCUP, RQAT, and the like.

In case the time of use of Accreditation Room is beyond 5:00 PM on weekdays, please notify the Quality Assurance Unit (QAU). For weekends, the requesting unit/college/group must request Compensatory Time-Off for one (1) QAU personnel, if needed. The Guidelines in the Use of Accreditation Room is incorporated in the Google Form, for online request, and at the back of hard copy of the request for walk in request.

A. Online Request

Office:	Quality Assurance Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students; Student Body Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Online Reservation, Accomplished Request Form in Google Form – Request for Use of Accreditation (1 response) The request form is available through this link: https://forms.gle/FfR9jUpEqQDS6tsz7 Or by scanning this QR code:	Quality Assurance Unit
2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy)	Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Access the link or the QR Code to know the availability of the Accreditation Room and accomplish the google form to book an appointment	1. Check the Online Calendar of Accreditation Room if the clients already booked the requested date and time of use. Review the responses on the google form for the Request of Use of	None	30 Minutes	*Administrative Officer V* Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
for the use of Accreditation Room.	Accreditation Room if the request have been recorded. Receive and designate request number for the request.			
2. Wait for QAU Action (approved or denied)	2.1 Evaluate request	None	25 Minutes	*Administrative Officer V* Quality Assurance Unit
	2.2 Approve or deny the request	None	5 Minutes	*Administrative Officer V* Quality Assurance Unit
3. Receive response from QAU	3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, send an email of confirmation to the email provided in the google form*	None	30 Minutes	*Administrative Officer V* Quality Assurance Unit
	TOTAL	**None**	**1 Hour, 30 Minutes**	

B. Walk-in Request

Office:	Quality Assurance Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students; Student Body Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form – Request for Use of Accreditation Room (CatSU-F-QAU-07) (1 original copy)	Quality Assurance Unit
2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy)	Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire the availability of Accreditation	1. Check availability of Accreditation	None	30 Minutes	*Administrative Officer V* Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Room for the schedule to be requested and accomplish the form for Request for Use of Accreditation Room (CatSU-F-QAU-07)	Room and review all fields are properly filled-out. Receive, record and designate request number for the accomplished form for the Request for Use of Accreditation Room.			
2. Wait for QAU Action (approved or denied)	2.1 Evaluate request	None	25 Minutes	*Administrative Officer V* QAU
	2.2 Approve or deny the request	None	5 Minutes	*Administrative Officer V* QAU
3. Receive response from QAU	3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, furnish a soft copy of approved Request for Use of Accreditation Room (CatSU-F-QAU-07) via email provided in the form.*	None	30 Minutes	*Administrative Officer V* QAU
	TOTAL	**None**	**1 Hour, 30 Minutes**	

B. Administrative and Finance Division

CASH UNIT

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, fees from students and other fees paid by stakeholders.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Outside Creditors, Students and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client
2. Order of payment/Other Transaction Slip – for payment of miscellaneous and other fees (1 original)	Colleges/Servicing Unit/Office
3. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original)	Admission and Registration Services
4. Assessment Form or Statement of Account – for payment of tuition fees (1 original)	Dean's Office (Colleges)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the needed requirement to the Collecting Clerk for review and verification	1. Input data on the system	None	30 Seconds	*Administrative Officer V* Cash Unit
2. Fill out the logbook placed in the window *(Name, External/ Internal Time Started)*	2. Assist client in filling out the logbook	None	30 seconds	*Administrative Officer V* Cash Unit
3. Pay the amount indicated in the assessment form/order of payment slip over the counter o via Linkbiz online portal - Landbank	3. Receive cash as payment	See Schedule of Fees and Charges	1 Minute	*Administrative Officer V* Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
online payment				
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	1 Minute	*Administrative Officer V* Cash Unit
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	1 Minute	*Administrative Officer V* Cash Unit
	TOTAL	**See Schedule of Fees and Charges**	**4 Minutes**	

SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	700/unit
	Doctoral Degree	800/unit
	Juris Doctor	700/unit
	Undergraduate (CAF)	80/unit
	Undergraduate (Other Courses excess CAF)	100/unit
MEDICAL AND DENTAL	Master's Degree	100
	Doctoral Degree	
	Juris Doctor	
	Undergraduate	50
LIBRARY FEE	Master's Degree	500/sem
	Doctoral Degree	500/sem
	Juris Doctor	500/sem
	Undergraduate	100/sem
LIBRARY CARD		100
ATHLETIC FEE		150
STUDENTS MANUAL		35
MAINTENANCE FEE		200
JOURNAL FEE		300
COMPUTER LABORATORY FEES	Elementary	200/year
	High School	300/year
	College	150/unit
KEYBOARDING FEES		150/unit
LAMINATION FEES		10
AUDIO VISUAL DEVELOPMENT FEE	Master's Degree	50
	Doctoral Degree	50

SCHOOL FEES		RATE (in Philippine Peso)
	Juris Doctor	50
	Undergraduate	20
SCIENCE LABORATORY FEE		50/subject
PHYSICAL AND MAINTENANCE FEE	Master's Degree	200
	Doctoral Degree	200
	Undergraduate	100
SHOP WORK FEE	CIT Incoming 1st Year Students	50/subject
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students
TRANSCRIPT OF RECORDS FEE		100/sheet
CERTIFICATE OF TRANSFER		50
DIPLOMA FEE		100
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
	Doctoral Degree	100/subject
	Juris Doctor	100/subject
	Undergraduate	30/subject
ID FEE (Alumni and Freshmen)		150
ADDING/CHANGING/DROPPING OF SUBJECTS	Master's Degree	50/subject
	Doctoral Degree	50/subject
	Juris Doctor	50/subject
	Undergraduate	30/subject
SIT-IN-FEE		100/subject
CERTIFICATION FEE	Master's Degree	50
	Doctoral Degree	50
	Juris Doctor	50
	Undergraduate	30
AUTHENTICATION FEE		5/page
THESIS FEE		700
MICROSOFT TESTING FEE		1,300
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150/page
IGP book sale, tela uniform, polo shirt, PE Uniform		may vary depending on the book, size of tela uniform and polo shirt
RENTAL OF CATSU AUDITORIUM/ GYM		18,000
REFUNDABLE DEPOSIT (CATSU AUDITORIUM)		3,000
GATE PASS		50
DORMITORY	Ladies' Dormitory	1,000/monthly
	Men's Dormitory	1,200/monthly
OVERDUE BOOKS		50
DOCUMENTARY STAMP		30
AFFIDAVIT OF LOSS		50

SCHOOL FEES		RATE (in Philippine Peso)
ENTRANCE EXAMINATION FEE		200
VALIDATION EXAMINATION FEE		100/subject
COMPREHENSIVE EXAMINATION FEE		1,000
STUDENT TEACHING		400
STUDENT PUBLICATION		30
FEDERATED COLLEGE STUDENT COUNCIL (FCSC)		30
FSSA		5
NSTP	CWTS	150
	ROTC	150
	LTS	150
STALL RENTAL		*payment varies*
COMMERCIAL BUILDING RENTAL		84,700.00
COMMERCIAL BUILDING RENTAL – LBP		165,000.00
BIDDING PROCEEDS		*payment varies*
WATER BILL/ ELECTRIC BILL		*payment varies*
IGP-POULTRY, LIVESTOCK		*payment varies*
CIT - FABLAB		*payment varies*
IGP-CONSIGNMENT INCOME- (PE Uniform, NSTP Uniform, ID Lace, ID Case		*payment varies*

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. and disbursement of cash on payment of travel of students.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Outside Creditors, Students and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. If claimant, Valid Identification Card (ID) (1 original)	Client
2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	*Disbursing Officer/ Disbursing Clerk* Cash Unit
2. Sign on the	2. Provide the	None	3 Minutes	*Disbursing Officer/*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
monitoring logbook and on the payroll	logbook and present the payroll			*Disbursing Clerk* Cash Unit
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	*Disbursing Officer/ Disbursing Clerk* Cash Unit
	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, PLDT bills and etc.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Outside Creditors, Students and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client
2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter (if needed)	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	*Administrative Officer V* Cash Unit
2. Sign the Disbursement Voucher and the Columnar Book	2. See to it that the Disbursement Voucher and Columnar Book was signed	None	3 Minutes	*Administrative Officer V* Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter *Note: Official Receipt is issued as a proof of payment for the goods and services rendered*	3. Issue the Check and receive the Official Receipt	None	1 Minute	*Administrative Officer V* Cash Unit
	TOTAL	**None**	**5 Minutes**	

GENERAL SERVICES UNIT

1. Request for Installation of Tarpaulin

Request for installation of tarpaulin, streamers and banners

Office:	General Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	CatSU Students, Organizations outside CatSU Establishments and Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished 1 copy of Application to Post Notices, Announcements, Posters, Streamers, etc. Form	Office of Student Support and Development Services
2. Official Receipt of payment for Tarpaulin Installation	Cash Unit
3. Accomplished Service Request Form	General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get form from Office of Student Support and Development Services	1.Release Request form to the client	None	5 minutes	*Administrative Officer V* General Services Unit
2. Fill out the form	2. Assist the client in filling out the form	None	5 minutes	*Administrative Officer V* General Services Unit
3. Wait for the tarpaulin be signed by the CAO Admin	3. Sign the tarpaulin	None	3 minutes	*Director* OSADS
4. Pay the installation fee at the Cash Unit	4. Issue Official Receipt	*Fees may depend on the size of the tarpaulin	3 minutes	*Administrative Officer V* Cash Unit
5. Secure and accomplish Service Request Form	5.1 Instruct the client to provide the needed information in the Service Request Form.	None	3 Minutes	*Administrative Officer V* General Services Unit
	5.2 Sign the Service Request	None	6 Minutes	*Administrative Officer V* General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Form by the Foreman and the Unit Head			
	5.3 Forward the signed Service Request Form to Chief Administrative Officer – Administration for signing	None	20 Minutes	*Administrative Officer V* General Services Unit
	3.4 Installation of tarpaulin/ streamer/ banner	None	15 Minutes	*Administrative Officer V* General Services Unit
6. Acceptance of work done, signing of Service Request Form	4. Receive accomplished Service Request Form	None	5 Minutes	*Administrative Officer V* General Services Unit
	TOTAL	**None**	**1 Hour, 5 Minutes**	

HEALTH 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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Assessment form (1 original)	Health Services
2. Student ID or Certificate of Enrollment (1 original)	Client
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen/transferees)	Guidance, Counseling and Testing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Medical Officer III* Health Services
2. **FOR NEW PATIENT**, fill-out Health Assessment form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing out the Health Assessment form	None	2 Minutes	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs and conduct interview	None	3 Minutes	*Medical Officer III* Health Services
	3.2 Perform Physical exam/issue prescription if needed	None	15 Minutes	*Medical Officer III* Health Services
4. Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicine	4. Provide medicine if there is prescription If none, proceed to next step	None	2 Minutes	*Medical Officer III* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**24 Minutes**	

Note: Emergency cases are given immediate medical treatment.

2. Issuance of Health Examination Form

Health Examination forms have been provided to clients for enrolment, allowing them to participate in on-the-job training, sports activities, and other related opportunities.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Incoming, transferee, returning and currently enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Assessment form (1 original)	Health Services
2. Laboratory Requirements (1 original)	Hospital/Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the Health Assessment form	1. Provide Health assessment form completely	None	2 Minutes	*Medical Officer III* Health Services
2. Submit Laboratory Result.	2. Receive and Review the Laboratory Result	None	2 Minutes	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3. Get vital signs and conduct interview	None	3 Minutes	*Medical Officer III* Health Services
4. Submit for Physical Examination	4. Conduct Physical Examination	None	2 Minutes	*Medical Officer III* Health Services
5. Sign and Received the Health Examination form	5. Issue Health Examination form	None	10 minutes	*Medical Officer III* Health Services
6. Sign the logbook	6. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**20 Minutes**	

3. Issuance of Medical Certificates

Health Examination forms have been provided to clients for enrolment, allowing them to participate in on-the-job training, sports activities, and other related opportunities.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Incoming and Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form (1 original)	Health Services
2. Student ID or Certificate of Enrollment (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Medical Officer III* Health Services
2. Fill-out the Request Form	2. Provide Request Form	None	1 Minute	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3. Get vital signs and conduct interview	None	3 Minutes	*Medical Officer III* Health Services
4. Submit for Medical Examination	4. Conduct Medical Examination	None	2 Minutes	*Medical Officer III* Health Services
5. Sign and Received the Health Examination form	5. Issue Health Examination form	None	10 Minutes	*Medical Officer III* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**18 Minutes**	

4. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations
3. Certificate of Enrollment (1 original)	Office of Admission and Registration Services (OARS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Dentist II* Health Services
2. **FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing out the Medical Patient Form	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs and	None	3 Minutes	*Dentist II* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	conduct interview			
	3.2. Interview	None	2 Minutes	*Dentist II* Health Services
	3.3. Perform Physical exam	None	15 Minutes	*Dentist II* Health Services
4. Submit self for diagnosis and dental treatment/ management	4. Provide diagnosis and dental treatment/ management a. Do oral surgery b. Provide prescription c. Do appropriate intervention	None	15 Minutes – Minor oral surgery 15 Minutes – Control Secondary Infection 15 Minutes – Other Emergency Cases	*Dentist II* Health Services
5. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine	5. Provide medicine if there is prescription If none, proceed to next step	None	2 Minutes	*Dentist II* Health Services
6. Sign the logbook	6. Assist in signing the logbook	None	1 Minute	*Dentist II* Health Services
	TOTAL	**None**	**41 Minutes (if with medicines dispensed)** **39 Minutes (if no medicines dispensed)**	

5. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services

2. Valid Identification Card (1 original)	Corporate Business Operations
3. Certificate of Enrollment (1 original)	Admission and Registration Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Dentist II* Health Services
2**. FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Dentist II* Health Services
	3.2 Conduct Interview	None	2 Minutes	*Dentist II* Health Services
	3.3 Perform Physical examination	None	15 Minutes	*Dentist II* Health Services
4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine	4. Provide medicine if there is prescription If none, proceed to next step	None	2 Minutes	*Dentist II* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Dentist II* Health Services
	TOTAL	**None**	**26 Minutes (if with medicines dispensed)** **24 minutes (if no medicines dispensed)**	

6. Promotion of Oral Health/Specific Protection and Counseling Certificate

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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations
3. Certificate of Enrollment (1 original)	Admission and Registration Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 minute	*Medical Officer III* Health Services
2**. FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 minutes	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 minutes	*Medical Officer III* Health Services
	3.2 Conduct Interview	None	2 minutes	*Medical Officer III* Health Services
	3.3 Perform Physical exam	None	15 minutes	*Medical Officer III* Health Services
4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine	4. Provide medicine if there is prescription If none, proceed to next step	None	2 Minutes	*Dentist II* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 minute	*Medical Officer III* Health Services
	TOTAL	**None**	**26 Minutes (if with medicines dispensed)** **24 Minutes (if no medicines dispensed)**	

7. Referral of Dental Care

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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations
3. Certificate of Enrollment (1 original)	Admission and Registration Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Dentist II* Health Services
2. FOR NEW PATIENT, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Dentist II* Health Services
	3.2 Conduct Interview	None	2 Minutes	*Dentist II* Health Services
	3.3 Perform Physical examination	None	15 Minutes	*Dentist II* Health Services
4. Wait for the issuance of Referral Form	4. Issue Referral Form	None	3 Minutes	*Dentist II* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Dentist II* Health Services
6. Bring back return slip to the Dental Services for record purposes	6. Get return slip	None	1 Minute	*Dentist II* Health Services
	TOTAL	**None**	**28 Minutes**	

8. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Currently enrolled Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations
3. Certificate of Enrollment (1 original)	Admission and Registration Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID/COE	1. Check ID/COE	None	1 Minute	*Medical Officer III* Health Services
2. **FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 Minutes	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Medical Officer III* Health Services
	3.2 Conduct Interview	None	2 Minutes	*Medical Officer III* Health Services
	3.3 Perform Physical examination	None	22 Minutes	*Medical Officer III* Health Services
4. Wait for the issuance of Referral Form	4. Issue Referral Form	None	2 Minutes	*Medical Officer III* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
6. Bring back return slip to the Health Services for record purposes	6. Get return slip	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**34 Minutes**	

HUMAN RESOURCE MANAGEMENT UNIT

1. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for certified true 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 Unit
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
1. Request Slip (1 original)	Human Resource Management Unit
2. Official Receipt of Payment (1 original)	Cash Unit
3. Valid identification card (1 original)	Requesting Party
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid Identification Card/ Letter of authorization	1.1 Validate identity of the client and the authenticity of the authorization letter (if needed)	None	7 Minutes	*Administrative Officer V* Human Resource Management Unit
	1.2 Advise client to pay Authentication Fee at the Cash Unit	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
2. Pay the corresponding fee at the Cash Unit	2. Process payment and issue Official Receipt	PHP 5.00 per page	4 Minutes	*Administrative Officer V* Cash Unit
3. Accomplish and submit request form together with the Official Receipt	3.1 Receive accomplished request form and evaluate completeness of information and the Official	None	12 Minutes	*Administrative Officer V* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Receipt			
	3.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer V* Human Resource Management Unit
	3.3 Retrieve the 201 files, search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document	None	7 Hours	*Administrative Officer V* Human Resource Management Unit
	3.4 Review, sign, secure approval of the authorized signatory	None	7 Hours	*Administrative Officer V* Human Resource Management Unit
4. Receive the documents requested	4. Release the requested document and have the client sign in the logbook	None	7 Minutes	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**PHP 5.00 per page**	**2 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.

2. Issuance of Personnel Records

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

Office:	Human Resource Management Unit
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
1. Request Slip (1 original)	Human Resource Management Unit
2. Official Receipt of Payment (1 original)	Cash Unit
3. Valid Identification Card (1 original)	Requesting Party
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid Identification Card/ Letter of authorization	1.1 Validate identity of the client and the authenticity of the authorization letter (if needed)	None	7 Minutes	*Administrative Officer V* Human Resource Management Unit
	1.2 Advise client to pay Certification at the Cash Unit	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
2. Pay the corresponding fee at the Cash Unit	2. Process payment and issue Official Receipt	PHP 30.00 per document	4 Minutes	*Administrative Officer V* Cash Unit
3. Accomplish and submit request form together with the Official Receipt	3.1 Receive accomplished request form and evaluate completeness of information and the Official	None	12 Minutes	*Administrative Officer V* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Receipt			
	3.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer V* Human Resource Management Unit
	3.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document	None	14 Hours	*Administrative Officer V* Human Resource Management Unit
	3.4 Review, sign, secure approval of the authorized signatory	None	8 Hours	*Administrative Officer V* Human Resource Management Unit
4. Receive the documents requested	4. Release the requested document and have the client sign in the logbook	None	7 Minutes	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**PHP 30.00 per document**	**3 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.

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 Unit
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
1. Request Slip (1 original)	Human Resource Management Unit
2. Letter of Request (1 original)	Requesting Party
3. Valid identification card (1 original)	Requesting Party
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer V* Human Resource Management Unit
2. Accomplish and submit request form	2.1 Receive accomplished request and evaluate completeness of information	None	15 Minutes	*Administrative Officer V* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer V* Human Resource Management Unit
	2.3 Retrieve the 201 files,	None	4 Hours	*Administrative Officer V*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	review, verify, validate, refer to concerned office, prepare and provide the needed information			Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	2 Hours	*Administrative Officer V* Human Resource Management Unit
3. Receive the documents/ information requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**None**	**1 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 Unit
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
1. Letter of Request (1 original)	Requesting Party
2. Valid identification card (1 original)	Requesting Party
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit thru email the following: a. letter of request b. Valid Identification Card c. Letter of authorization	1.1 Receive and acknowledge email	None	1 Hour	*Administrative Officer V* Human Resource Management Unit
	1.2 Forward the request to the Unit Head for information and	None	1 Hour	*Administrative Officer V* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	assignment to the responsible personnel			
	1.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	12 Hours	*Administrative Officer V* Human Resource Management Unit
	1.4 Review, sign, secure approval of the authorized signatory	None	8 Hours	*Administrative Officer V* Human Resource Management Unit
2. Receive the reply	2. Send email reply	None	2 Hours	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**None**	**4 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

PROCUREMENT UNIT

1. Sale of Bidding Documents

The Bidding Documents are issued by the Catanduanes State University as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects and/or Consulting Services. As provided in Section 17.4 of the IRR of RA 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development.

Office:	Procurement Unit (Bids and Awards Committee Secretariat)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Prospective Bidders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Intent to Purchase Form (1 original)	Procurement Unit (BAC Secretariat)
Order of Payment Form (1 original)	Procurement Unit (BAC Secretariat)
Official Receipt (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the Intent to Purchase Form provided by the BAC Secretariat	1.1 Review if the form is filled out correctly	None	5 Minutes	Administrative Officer V *Procurement Unit (BAC Secretariat)*
	1.2 Issue the Order of Payment to the interested bidder	None	5 Minutes	Administrative Officer V *Procurement Unit (BAC Secretariat)*
2. Proceed to the Cash Unit and pay the bidding documents fee indicated in the Order of Payment Form	2. Receives payment and issues Official Receipt	See table of bidding documents fee	4 Minutes	*Administrative Officer V* Cash Unit
3. Present original copy of Official Receipt to the BAC Secretariat	3.1 Photocopy the OR and record it in the logbook	None	5 Minutes	Administrative Officer V *Procurement Unit (BAC Secretariat)*
	3.2 Issue a copy of the bidding documents	None	30 Minutes	Administrative Officer V *Procurement Unit (BAC Secretariat)*
	3.3 Let the prospective bidder sign the logbook acknowledging receipt of bidding documents	None	2 minutes	Administrative Officer V *Procurement Unit (BAC Secretariat)*
		TOTAL	**51 Minutes**	

BIDDING DOCUMENTS FEE	
Approved Budget for the Contract	**Maximum Cost of Bidding Documents (PHP)**
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million to 500 Million	50,000.00
More than 500 Million	75,000.00

**Cost of Bidding Documents based on Section 5.0, Appendix of the 2016 Revised Implementing Rules and Regulations of RA 9184.*

SECURITY SERVICES

1. Issuance of Vehicle Gate Pass

This allows authorized individuals to bring a vehicle inside the University campus. This pass serves as an official permit to ensure security, regulate vehicle movement, and maintain proper documentation of entries and exits.

Office:	Security Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students, Parent/Guardians of the Students, Drivers of Hired Vehicle Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Driver's License ID (1 photocopy and original ID must be presented upon application)	Land Transportation Office
2. OR/CR of the Vehicle (1 photocopy)	Land Transportation Office
3. Application for Vehicle Gate Pass (1 original)	Security Services
4. Valid Identification Card of the Student (1 photocopy)	Corporate Business Operations
5. Valid ID of Parent/Guardian (1 photocopy)	Parent/Guardian of the Student
6. Authorization letter from the letter parent/guardian to ferry the student to and from the campus (1 original)	Parent/Guardian of the Student
7. Official Receipt (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the requirement at the Security Services	1.1 Check for the completeness of the requirements and the vehicle	None	10 Minutes	*Security Officer III* Security Services
	1.2 If complete, issue application form and advise client to fill out the form and pay the Gate Pass Fee at the Cash Unit If incomplete, advise client to ensure the	None	5 Minutes	*Security Officer III* Security Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	completeness of the requirements before applying for the issuance of gate pass			
2. Pay the corresponding fee at the Cash Unit	2. Process payment and issue Official Receipt	PHP 50.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Submit filled out application form together with all the required documents	3. Receive and record entry in the logbook and encode in the database: • Name of Applicant • O.R. No. • Type of Vehicle • Vehicle Plate Number	None	5 Minutes	*Security Officer III* Security Services
4. Claim the applicant's copy and the OR	4.1 Issue the applicant's copy and OR	None	5 Minutes	*Security Officer III* Security Services
	4.2. Affix the gate pass stickers to the vehicle	None	1 Minute	*Security Officer III* Security Services
	TOTAL	**PHP 50.00**	**30 Minutes**	

Note: The amount of vehicle gate pass depends on the Bid price of the lowest bidder.

C. Academic Division

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 (GCTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU College Student-Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Graduating Senior High Students: • College Entrance Examination Application Form (1 original) • Individual Student Profile Form (1 original copy) • Certificate of Good Moral Character Form (1 original) • First Semester Grade (SF10) (1 original) • One (1) long white folder • Two (2) Passport size ID pictures	• CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php • Previous school attended • Previous school attended • Client • Client
2. Senior High School Graduates: • College Entrance Examination Application Form (1 original) • Individual Student Profile Form (1 original) • Certificate of Good Moral Character Form (1 original) • Second Semester Grade (SF10) (1 original) • One (1) long white folder • Two (2) passport size ID pictures	• CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php • Previous school attended • Previous school attended • Client • Client
3. Transferee from other HEIs/SUCs: • College Entrance Examination Application Form (1 original) • Individual Student Profile Form (1 original) • Certificate of Good Moral Character Form (1 original) • Updated Transcript of Records (1 original) • One (1) long white folder • Two (2) passport size ID pictures	• CatSU Guidance FB Page CatSU Website Link: https://catsu.edu.ph/gcto/isp/isp.php • Previous school attended • Previous school attended • Client • Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the required documents to and fill out the Logbook for CEE Applicants	1.1 Receive the compiled document	None	7 Minutes	*Guidance Counselor* GCTO
	1.2 Verification of documents	None	10 Minutes	*Guidance Counselor* GCTO
2. Receive the College	2. Print the College Entrance	None	3 Minutes	*Guidance Counselor* GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Entrance Examination Permit (CEEP)	Examination Permit (CEEP)			
3. Fill out the "TIME-FINISHED" in the Logbook for CEE Applicants	3. Ensure that college-applicants fill-out the logbook correctly	None	3 Minutes	*Guidance Counselor* 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 (GCTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU College Student-Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Entrance Examination (CEE) Permit (1 original)	GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the CEE Permit	1. Present the CEE Permit	None	1 Minute	*Guidance Counselor* GCTO
2. Fill out the Attendance Sheet for the College Entrance Examination	2. Instruct the college-applicant	None	1 Minute	*Guidance Counselor* GCTO
3. Find their assigned seats.	3. Instruct the college-applicant	None	1 Minute	*Guidance Counselor* GCTO
4. Receive the College Entrance Examination materials	4. Distribute the CEE materials	None	1 Minute	*Guidance Counselor* GCTO
5. Listen to the test instructions of the proctor/psycho metrician/ guidance counselor	5. Discuss the test instructions	None	5 Minutes	*Guidance Counselor* GCTO
6. Fill out the	6. Discuss the test	None	10 Minutes	*Guidance Counselor* GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
information in the answer sheet	instructions			
7. Take the College Entrance Examination	7. Administer the CEE	None	3 Hours	*Guidance Counselor* GCTO
8. Submit the CEE answer sheet and testing materials	8. Accept the submitted CEE answer sheet and testing materials	None	10 Minutes	*Guidance Counselor* GCTO
	TOTAL	**None**	**3 Hours, 29 Minutes**	

3. 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 (GCTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Walk-In Clients • Informed Consent	GCTO
1. Referred Clients • Referral Form (1 original)	GCTO
2. Counselor's Initiated Clients • Call Slip (1 original) • Informed Consent	GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the Student ID	1. Verify the Student ID	None	1 Minute	*Guidance Counselor* GCTO
2. Fill-out the Students' Logbook	2. Instruct the students	None	1 Minute	*Guidance Counselor* GCTO
3. Fill-out the Counseling Informed Consent	3. Provide the Counseling Informed Consent	None	3 Minutes	*Guidance Counselor* GCTO
4. Submit the Counseling Informed Consent	4. Discuss the content of the Counseling Informed Consent	None	3 Minutes	*Guidance Counselor* GCTO
5. Answer the Intake Interview	5. Ask the questions in Intake Interview	None	1 Hour	*Guidance Counselor* GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Form			
6. Attend and participate in the initial counseling session to assess the client	6. Conduct the counseling session and assess the client	None	1 Hour	*Guidance Counselor* 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	*Guidance Counselor* 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* 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	*Guidance Counselor* 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* GCTO
11. Schedule for the next counseling schedule	11. Confirm the counseling appointment	None	3 Minutes	*Guidance Counselor* GCTO
12. Attend the counseling session	12. Evaluate the counseling goals if it is achieved	None	30 Minutes	*Guidance Counselor* GCTO
13. If the	13. Prepare the	None	30 Minutes	*Guidance Counselor*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
counseling goals were achieved, prepare for the Termination Report	Termination Report			GCTO
14. Sign the Termination Report Form	14. Discuss and sign the Termination Report	None	15 Minutes	*Guidance Counselor* GCTO
	TOTAL	**None**	**4 Hours, 21 Minutes**	

4. 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 (GCTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student I.D. (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Received the communication on *Pagtalubo* Growth and Wellness Needs Assessment Survey	1. Distribute the communication to College Deans	None	1 Hour	*Guidance Counselor* GCTO
2. Fill-out the *Pagtalubo* Growth and Wellness Needs Assessment Survey	2. Conduct the Pagtalubo Growth and Wellness Needs Assessment Survey	None	25 Minutes	*Guidance Counselor* GCTO
3. Submit the answered *Pagtalubo* Growth and Wellness Needs Assessment Survey	3. Collect the answered Pagtalubo Growth and Wellness Needs Assessment Survey	None	5 Minutes	*Guidance Counselor* GCTO
4. Wait for the schedule of *Pagtalubo*	4. Summarize the survey result; propose the	None	5 Days	*Guidance Counselor* GCTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Growth and Wellness Seminar/Webinar	necessary documents; and, prepare the schedule and other logistics needed for the seminar/webinar			
5. Received the information regarding the schedule of the *Pagtalubo* Growth and Wellness Seminar/Webinar	5. Posting of information on the social media; coordinate with the College Deans	None	1 Hour	*Guidance Counselor* GCTO
6. Fill-out the Attendance Sheet for *Pagtalubo* Growth and Wellness Seminar/Webinar	6. Instruct the student-attendees	None	2 Minutes	*Guidance Counselor* GCTO
7. Attend and participate in *Pagtalubo* Growth and Wellness Seminar/Webinar	7. Facilitate and discuss the *Pagtalubo* Growth and Wellness Seminar/Webinar	None	3 Hours	*Guidance Counselor* GCTO
8. Evaluate the *Pagtalubo* Growth and Wellness Seminar/Webinar	8. Distribute the Evaluation Form	None	5 Minutes	*Guidance Counselor* GCTO
9. Submit the Evaluation Form of *Pagtalubo* Growth and Wellness Seminar/ Webinar	9. Collect the Evaluation Form	None	5 Minutes	*Guidance Counselor* GCTO
	TOTAL	**None**	**5 Days, 5 Hours, 37 Minutes**	

5. Psychological Test Administration

Target enrolled students-applicants or employee-applicants in Catanduanes State University take the psychological test as per request.

Office:	Guidance Counseling and Testing Office (GCTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU College Student-Applicant CatSU Employee-Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Students • Certificate of Enrollment (1 original) • Student ID (1 original)	Office of Admissions and Registration Services (OARS)/ Corporate Business Operations (CBO)
2. Employee Applicants • List of employee-applicants (1 original copy or 1 photocopy) • Valid ID (1 original)	Human Resource and Management Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the Certificate of Enrolment and/or Student ID (for students); Check the list of employee-applicants (for employee-applicants)	1. Verify the Certificate of Enrolment and/or Student ID(for students); list of employee-applicants (for employee-applicants)	None	1 Minute	*Guidance Counselor* GCTO
2. Fill out the Attendance Sheet for the Psychological Test, then find assigned seats.	2. Instruct the students; or employee-applicants	None	2 Minutes	*Guidance Counselor* GCTO
3. Receive the College Psychological Test materials	3. Distribute the Psychological Test materials	None	1 Minute	*Guidance Counselor* GCTO
4. Listen to the test instructions of the proctor/psycho metrician/ guidance counselor	4. Discuss the test instructions	None	5 Minutes	*Guidance Counselor* GCTO
5. Fill out the information in the answer sheet	5. Discuss the test instructions	None	10 Minutes	*Guidance Counselor* GCTO
6. Take the	6. Administer the	None	2 Hours	*Guidance Counselor*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Psychological Test	Psychological Test			GCTO
7. Submit the psychological test answer sheet and testing materials	7. Accept the psychological test answer sheet and testing materials	None	10 Minutes	*Guidance Counselor* GCTO
TOTAL		**None**	**2 Hours, 29 Minutes**	

ADMISSION AND REGISTRATION SERVICES

1. Authentication of Student Credentials

Authentication serves to verify the legitimacy of student credentials. This process ensures that copies of an original document are genuine, valid, and have not been altered or fabricated.

Office:	Office of Admission and Registration Services (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Former and current Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Transaction Slip (CatSU-F-OARS-10) (1 original)	Office of Admission and Registration Services (OARS)
2. Official Receipt of payment of fees (1 original)	Cash Unit
3. Photocopy of documents for authentication (along with the original copy)	Document owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Transaction Slip at Window 6 and fill out the required information.	1. Provide Transaction Slip.	None	2 Minutes	*Registrar III* OARS
2. Pay required fees at the Cash Unit.	2. Process payment and issue Official Receipt.	Authentication fee – PHP 5.00 per page	4 Minutes	*Administrative Officer V* Cash Unit
3. Present the filled-out Transaction Slip, Official Receipt, and photocopied documents (with the original copy) at Window 7.	3. Receive the Transaction Slip, Official Receipt, and the documents for authentication.	None	2 Minutes	*Registrar III* OARS
4. Fill out required details in the Transaction Logbook.	4. Provide the Transaction Logbook.	None	2 Minutes	*Registrar III* OARS
5. Wait for the release of claim stub.	5.1 Release Claim Stub.	None	2 Minutes	*Registrar III* OARS
	5.2 Check the veracity of the documents; stamp and sign the copies as "Certified True	None	20 Minutes	*Registrar III* OARS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Copy".			
6. Claim authenticated document/s on the scheduled date indicated in the claim stub	6. Release the authenticated document/s (together with the original copy).	None	1 Day	*Registrar III* OARS
	TOTAL	**Authentication Fee – PHP 5.00 / page**	**1 Day, 32 Minutes**	

2. Enrolment and Registration Process for Undergraduate (Incoming and Transferee) Students

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 (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Undergraduate (Incoming, Continuing, and Transferee) Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Student Admission Form (CatSU-F-OARS-01) (1 original)	Office of Admission and Registration Services (OARS)
2. SF 9 – SHS (1 original)	Previous School attended
3. Certificate of Good Moral Character (1 original copy)	Previous School attended
4. PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority
5. Medical/Health Certificate (1 original)	Government Physician
6. Transfer Credentials (for transferees) • Certificate of Transfer (1 original) • Report of Grades/Transcript of Records (1 original) • Result of Validation Examination (1 original)	 Previous School attended Previous School attended Concerned College/Department
7. Passport-size ID pictures (3 original)	Photo studio
8. Approved Tentative Enrolment Form (CatSU-F-ACAD-02A for regular students; CatSU-F-ACAD-02B for irregular students) (3 original)	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.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form	1. Provide Student Admission Form	None	2 Minutes	*Registrar III* Office of Admission and Registration Services (OARS)
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 Minutes	*Program Chairperson of College/Dean* 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	*Program Chairperson of College/Dean* Respective College
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	*Program Chairperson of College/Dean* Respective College
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	*Program Chairperson of College/Dean* Respective College
6. Present signed TEF to Program Chairperson/College Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 Minutes	*Program Chairperson of College/Dean* Respective College
7. Scholars proceed to the respective College and present TEF to the college clerk for posting of courses.	7.1 Post courses in the automated system	None	3 Minutes	*Program Chairperson of College/Dean* Respective College
	7.2 Tags UniFAST Scholars Untag Non-UniFAST Scholars	None	2 Minutes	*Program Chairperson of College/Dean* Respective College
8. *For Non-UniFAST Scholars* proceed to cash unit for partial or full payment	8. Process payment and issue official receipt	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
of tuition and other school fees.				
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	*Registrar III* OARS
TOTAL		**UniFAST Scholars: None** **Non-UniFAST Scholars: *See Schedule of Fees***	**UniFAST Scholars: 40 Minutes** **Non-UniFAST Scholars: 44 Minutes**	

3. Enrolment and Registration Process for Continuing Undergraduate Students

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 (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Continuing Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Summary of Grades (CatSU-F-ACAD-03) and/or set of Classcards for the past semester (1 original)	College/Department/Faculty
2. Approved Tentative Enrolment Form (CatSU-F-ACAD-02A for regular students; CatSU-F-ACAD-02B for irregular students) (3 original)	College/Department
3. Program Prospectus (1 original)	College/Department; Client's copy

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Summary of Grades and/or Classcards to the Enrolling Adviser at the Colleges' Enrolment venue.	1.1 Copy the grades from Summary of Grades/Classcards to the Prospectus.	None	5 Minutes	*Program Chairperson/Dean* Respective College
	1.2 Evaluate the grades as to what courses can be taken by the student and/or whether the computed GWA meets the retention requirement of the College.	None	10 Minutes	*Program Chairperson/Dean* Respective College
2. Get three (3) copies of Tentative Enrolment Form (TEF) from enrolling Adviser.	2. Enrolling Adviser provides three (3) copies of TEF	None	5 Minutes	*Program Chairperson/Dean* Respective College
3. Copy schedules for courses posted at respective advising areas.	3. Post schedule of courses at advising areas.	None	10 Minutes	*Program Chairperson/Dean* Respective College
4. Present TEF to Enrolling Adviser for review and signature.	4. Enrolling Adviser signs TEF	None	5 Minutes	*Program Chairperson/Dean* Respective College
5. Present signed TEF to Program Chairperson/ Dean for approval.	5. Program Chairperson/ Dean approves TEF	None	5 Minutes	*Program Chairperson/Dean* Respective College
6. Present TEF to the faculty-in-charge for posting of courses.	6.1 Post courses in the automated system.	None	3 Minutes	*Program Chairperson/Dean* Respective College
	6.2 Tag *UniFAST Scholars*; or Untag *Non-UniFAST Scholars*	None	2 Minutes	*Program Chairperson/Dean* Respective College
7. *For Non-UniFAST Scholars,* proceed to Cashiering Services for partial or full	7. Process payment and issue official receipt.	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment of tuition and other school fees.				
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	*Registrar III* OARS
	TOTAL	**UniFAST Scholars: None** **Non-UniFAST: *See Schedule of Fees***	**UniFAST Scholars: 51 Minutes** **Non-UniFAST Scholars: 55 Minutes**	

SCHEDULE OF FEES (undergraduate students)	
SCHOOL FEES	**RATE (in Philippine Peso)**
Tuition Fee	PHP 100.00 per unit PHP 80 per unit for CAF students
Medical and Dental Fee	PHP 50.00
Athletic Fee	PHP 150.00
Library Fee	PHP 100.00
Student ID Fee	PHP 100.00
Student's Handbook Fee	PHP 35.00
Maintenance Fee	PHP 100.00
Journal Fee	PHP 300.00
Audio Visual Development Fee	PHP 20.00
Computer Laboratory Fees (for computer courses)	PHP 150.00 per unit
Keyboarding Fees (for computer courses)	PHP 150.00 per unit
Science Laboratory Fee	PHP 50.00 per subject
Shop Work Fee (for incoming CIT students)	PHP 50.00 per subject
NSTP	PHP 150.00

4. Enrolment and Registration Process for Graduate School (Incoming, Continuing and Transferee) Students

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 (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduate (Incoming, Continuing, and Transferee) Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transfer Credentials (for transferees) (1 original)	Previous School attended
2. Approved Tentative Enrolment Form (CatSU-F-ACAD-02B) (3 original)	Graduate School
3. Passport size ID picture (3 original)	Photo Studio
4. Letter of intent with two recommendations from former professors or head of agency (1 original)	Former Professor/Head of Agency
5. Must have taken and passed the entrance examination (for MA/MS Programs)	Graduate School
6. Partial or full payment of tuition fees	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish a Student Admission Form	1. Provide Student Admission Form	None	2 Minutes	*Registrar III* Office of Admission and Registration Services (OARS)
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 Minutes	*Dean* Graduate School
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	*Dean* Graduate School
4. Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 Minutes	*Dean* Graduate School
5. Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 Minutes	*Dean* Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
6. Present signed TEF to Chairperson/ Dean for approval.	6. Program Chairperson/College Dean Approves	None	5 Minutes	*Registrar III* OARS
7. Present TEF	7. Post courses	None	5 Minutes	*Registrar III* OARS
8. Pay fees	8. Process payment and issues official receipt	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit
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	*Registrar III* OARS
TOTAL		**See Schedule of Fees**	**44 Minutes**	

5. Enrolment and Registration Process for Continuing Graduate Students

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 (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Continuing Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Tentative Enrolment Form (CatSU-F-ACAD-02B) (2 original)	Graduate School
2. Official Receipt for partial or full payment of tuition fees (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	1. Provide two (2) copies of TEF.	None	3 Minutes	*Dean* Graduate School
2. Copy schedules of courses opted or	2. Post schedule of courses at the advising area.	None	10 Minutes	*Dean* Graduate School

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
advised to be enrolled in.				
3. Present TEF to Enrolling Adviser for review and signature.	3. Enrolling Adviser signs TEF	None	5 Minutes	*Dean* Graduate School
4. Present signed TEF to Chairperson/ Dean for approval.	4. Program Chairperson/ Dean approves TEF	None	5 Minutes	*Dean* Graduate School
5. Present TEF the In-charge for posting of courses	5. Post courses in the automated system.	None	5 Minutes	*Dean* Graduate School
6. Pay prescribed fees at the Cashiering Services.	6. Process payment and issue Official Receipt.	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit
7. Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	7. Print COE and issue class cards.	None	7 Minutes	*Registrar III* OARS
TOTAL		**See schedule of Fees**	**39 Minutes**	

SCHEDULE OF FEES (graduate students)	
SCHOOL FEES	**RATE (in Philippine Peso)**
Tuition Fee	Master's: PHP 700.00 per unit Doctoral: PHP 800 per unit Juris Doctor: PHP 700.00 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
Audio Visual Development Fee	PHP 50.00

6. Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes

The CAV is issued to students who have graduated and require a document certifying that their Official Transcript of Records, Diploma, and Certified True Copy of the Summary of RLE (for BSN and Midwifery) are authentic upon verification.

Office:	Office of Admission and Registration Services (OARS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for CAV Form/Transaction Slip (CatSU-F-OARS-10) (1 original)	Office of Admission and Registration Services (OARS)
2. Official Receipt of payment of CAV fees. (1 original)	Cash Unit
3. 2x2 ID pictures with white background (2 original)	Photo Studio
4. Documentary stamps (2 original)	Office of Admission and Registration Services (OARS)
5. Diploma (1 original and/or 1 photocopy)	Office of Admission and Registration Services (OARS)
6. Official and photocopy of Official Transcript of Records (1 original and/or 1 photocopy)	Office of Admission and Registration Services (OARS)
7. Certified True Copy of Summary of RLE for BSN and Midwifery Graduates (1 original and/or 1 photocopy)	College of Health and Sciences
8. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original and/or 1 photocopy)	Office of Admission and Registration Services (OARS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Approach OARS staff and request for a Transaction Slip.	1. Provide Transaction Slip	None	2 Minutes	*Registrar III* OARS
2. Accomplish Transaction Slip and pay prescribed fees at Cash Unit to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 150.00	4 Minutes	*Administrative Officer V* Cash Unit
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	*Registrar III* OARS
	3.2 Review and verify the submitted documents if authenticity is questionable or if	None	1 Hour	*Registrar III* OARS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	client failed to present original credentials, file/record is retrieved from the archives			
4. Wait for the issuance of claim stub and for the schedule date of release NOTE: *CAVs are expected to be available at the DFA 10 days after application.*	4.1 Provide Claim Stub	None	2 Minutes	*Registrar III* OARS
	4.2 Prepare, encode and print CAV, with Transmittal Letter and Master List of documents, then documents are forwarded to DFA via courier	None	5 Days	*Registrar III* OARS
	TOTAL	**PHP 150.00**	**5 Days, 1 Hour, 10 Minutes**	

7. Issuance/Re-Issuance of Student Credentials & Certifications

The Application for the issuance of Student Credentials Form and Transaction Slip (CSU-F-OARS-10) are 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 (OARS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Former Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Transaction Slip (CatSU-F-OARS-10)	Office of Admission and Registration Services
2. Approved Student Clearance Form (CatSU-F-ACAD-14) for OTR/Transfer Credentials/Certifications (1 original)	Office of Admission and Registration Services (OARS)
3. Affidavit of Loss (for Lost Transfer Credentials) (1 original)	Law Practitioner
4. Passport-size ID picture for OTR (1 original)	Photo Studio
5. Documentary stamps (for OTR and Certifications) (2 original)	Office of Admission and Registration Services (OARS)
6. Official Receipt of payment of fees for requested credentials (1 original)	Cash Unit
7. Authenticated PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
8. Authorization Letter and proof of identification (1 original)	From credentials owner; ID Card of authorized person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip.	1. OARS Staff provide Clearance Form & Transaction Slip	None	5 Minutes	*Registrar III* OARS
2. Wait for the staff to retrieve records and give further instruction.	2.1 Look for the student's record.	None	10 Minutes	*Registrar III* OARS
	2.2 Advise the client on the requirements to be submitted, fees to be paid, and offices where to seek clearance.	None	3 Minutes	*Registrar III* OARS
3. Accomplished Clearance Form.	3. Respective signatories to sign and approve clearance	None	15 Minutes	*College Librarian* Library Services; *Accounting III* Accounting Unit; *Director* OSADS; *Dormitory Representative; College Dean; Registrar III* OARS
4. Pay required fees at the Cash Unit	4. Process payment and issue Official Receipt	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit
5. Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of payment for prescribed fees	5. Check and receive accomplished Student Clearance, Transaction Slip, Official Receipt, and other requirements.	None	2 Minutes	*Registrar III* OARS
6. Wait for the release of claim stub.	6.1 Release Claim Stub	None	3 Minutes	*Registrar III* OARS
	6.2 Records-in-charge and Registrar III sign the Clearance Form	None	1 Hour	*Registrar III* OARS
	6.3 Prepare the credentials/ certifications	None		*Registrar III* OARS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	requested: a. Official Transcript of records b. Diploma c. Certifications (Certificate of Transfer, GWA, Units Earned, as graduate)		2 Hours 1 Hour 1 Hour	
	6.4 Review Credentials/ Certifications for possible errors and omissions: a. Official Transcript of Records b. Diploma c. Certifications (Certificate of Transfer, GWA, Units Earned, as graduate)	None	2 Hours 1 Hour 1 Hour	*Registrar III* OARS
	6.5 Approve and sign the credentials/ certifications	None	10 Minutes	*Registrar III* OARS
7. Claim requested credentials on the scheduled date indicated in the claim stub	7. Release the credentials	None	In adherence to the directive of the ARTA, processing and releasing of documents are shortened to: • Credentials – within 5 days • Certifications – within 3 days	*Registrar III* OARS
	TOTAL	**See Schedule of Fees**	**Transcript of Records – 5 days, 5 Hours, 52 Minutes** **Diploma – 5 days, 3 Hours, 52 Minutes**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			Certification – 3 Days, 4 Hours, 52 Minutes	

SCHEDULE OF FEES	
SCHOOL FEES	**RATE (in Philippine Peso)**
TRANSCRIPT OF RECORDS FEE	PHP 100.00 per sheet
RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA	PHP 150.00 per sheet
CERTIFICATION FEE	Master's: PHP 50.00 Doctoral: PHP 50.00 Juris Doctor: PHP 50.00 Undergraduate: PHP 30.00
DOCUMENTARY STAMP	PHP 30.00
SCAN FEE	PHP 20.00

8. Issuance of Certificate of Grades

Certificate of Grades (COG) provides students with an official document listing their enrolled courses and academic performance for a specific term or period. This certificate is issued upon request of students as often required for scholarship purposes.

Office:	Office of Admission and Registration Services (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Continuing Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Transaction Slip (CatSU-F-OARS-10) (1 original)	Office of Admission and Registration Services (OARS)
2. Official Receipt of payment of fees (1 original)	Cash Unit
3. One (1) Documentary stamp per COG copy (1 original)	Cash Unit
4. Certificate of Enrolment (COE) and Classcards for a particular semester and School Year (1 original)	Student requesting COG

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Transaction Slip at Window 6 and fill out the required information.	1. Provide Transaction Slip.	None	2 Minutes	*Registrar III* OARS
2. Pay required fees at the Cash Unit.	2. Process payment and issue Official Receipt	Certification – PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		Documentary Stamp Fee – PHP 30.00		
3. Present the filled-out Transaction Slip, Official Receipt, COE and Classcards at Window 7.	3. Receive the Transaction Slip, Official Receipt, COE and Classcards.	None	2 Minutes	*Registrar III* OARS
4. Fill out required details in the Transaction Logbook.	4. Provide the Transaction Logbook.	None	3 Minutes	*Registrar III* OARS
5. Wait for the release of claim stub.	5.1 Release claim stub.	None	3 Minutes	*Registrar III* OARS
	5.2 Prepare the COG requested.	None	1 Hour	*Registrar III* OARS
	5.3 Review COG for possible errors.	None	1 Hour	*Registrar III* OARS
	5.4 Approve and sign the COG.	None	10 Minutes	*Registrar III* OARS
6. Claim the COG on the scheduled date indicated in the claim stub at Window 8.	6. Release the COG.	None	3 Days	*Registrar III* OARS
	TOTAL	**Certification – PHP 30.00** **Documentary Stamp Fee – PHP 30.00**	**3 Days, 2 Hours, 24 Minutes**	

9. 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 (OARS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR UNDERGRADUATE STUDENTS 1. Approved Application for Graduation Form (CatSU-F-OARS-07) (1 original)	Office of Admission and Registration Services
2. Evaluated Program Prospectus (1 original)	College Dean
3. Approved Student Clearance Form (CatSU-F-OARS-14) (1 original)	Office of Admission and Registration Services
FOR GRADUATE STUDENTS 1. Approved Application for Graduation Form (CatSU-F-OARS-07) (1 original)	Office of Admission and Registration Services
2. Evaluated Program Prospectus (1 original)	College Dean
3. Approved Student Clearance Form (CatSU-F-OARS-14) (1 original)	Office of Admission and Registration Services
4. Official Receipt of payment for graduation fees (1 original)	Cash Unit

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 Evaluated Program Prospectus from the Dean's Office.	1. OARS Records-In-Charge provide Application for Graduation; Program Adviser provide Evaluated Program Prospectus	None	10 Minutes	*Registrar III* OARS *Dean* Respective College
2. Submit approved Application for Graduation Form accompanied with an Evaluated Program Prospectus to respective College Dean.	2.1 Accept Application for Graduation and Evaluated Program Prospectus.	None	5 Minutes	*Dean* Respective College
	2.2 Forward in bunch the Application for Graduation and Prospectus sorted by program.	None	10 Minutes	*Dean* Respective College
3. Within the month of April, inquire on the results of evaluated grades earned at the Dean's Office.	3. Submit the Results of Evaluation of Grades at the Dean's Office.	None	5 Minutes	*Registrar III* OARS
4. Comply with	4. Record	None	10 Minutes	*Registrar III*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
any lacking academic requirements and/or documents.	corrections to deficiencies and submit Final Evaluation Report.			OARS
5. Students with no deficiencies in academic and documentary requirements may request for and accomplish Student Clearance Form.	5.1 Provide Student Clearance Form.	None	5 Minutes	*Registrar III* OARS
	5.2 Respective signatories to sign and approve clearance	None	20 Minutes	*College Librarian* Library Services; *Accounting III* Accounting Unit; *Director* OSADS; *Dormitory Representative; CBO Director; College Dean; Registrar III* OARS
6. Pay required graduation fees at the Cashiering Services (for Graduate Students only)	6. Issue Official Receipt for payment of fees.	See Schedule of Fees	4 Minutes	*Administrative Officer V* Cash Unit
7. Submit approved Student Clearance Form (with Official Receipt for payment of graduation fees and other requirements for Graduate Students).	7. Receive approved Clearance and Official Receipt.	None	5 Minutes	*Registrar III* OARS
	TOTAL	**See schedule of Fees**	**1 Hour, 14 Minutes**	

SCHOOL FEES	RATE (in Philippine Peso)
TOR Fee	PHP 100.00/sheet
Diploma Fee	PHP 100.00
Scan Fee	PHP 20.00
Documentary Stamp Fee	PHP 30.00
Graduation Fee	depends on the no. of graduating students

10. Validation of Student ID

The Validation of Student ID serves to confirm the authenticity and current enrollment status of a student's identification card. This process ensures that the ID remains valid for student's various official transactions.

Office:	Office of Admission and Registration Services (OARS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Currently Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student ID Card (1 original)	Student copy
2. Certificate of Enrolment (COE) for the current semester and School Year (1 original)	Student copy

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the ID Card and COE for the current semester and SY.	1. Receive the ID and COE.	None	2 Minutes	*Registrar III* OARS
2. Fill out required details in the Transaction Logbook.	2. Provide the Transaction Logbook.	None	3 Minutes	*Registrar III* OARS
3. Wait for the release of claim stub.	3.1 Release claim stub.	None	2 Minutes	*Registrar III* OARS
	3.2 Sign at the back of the ID Card corresponding to the semester and SY where the student is currently enrolled.	None	10 Minutes	*Registrar III* OARS
4. Claim the validated ID on the scheduled date indicated in the claim stub.	4. Release the validated ID.	None	1 Day	*Registrar III* OARS
	TOTAL	**None**	**1 Day, 17 Minutes**	

STUDENT AFFAIRS AND DEVELOPMENT SERVICES

1. Application to Conduct Off-Campus Student Activities

Activities planned off-campus require approval from the Vice President for Academic Affairs. This approval should outline the necessary conditions to be followed before, during, and after the event.

Office:	Office of Student Affairs and Development Services (OSADS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Permission to conduct off campus activity form (CSU-F-OSADS-01) (4 original)	Office of Student Affairs and Development Services (OSADS)
2. Letter Request (3 original)	Client
3. Parental Consent (CSU-F-OSADS-06) (1 original)	Office of Student Affairs and Development Services (OSADS)
4. Project/Budget Proposal (1 original)	Client
5. List of Students (1 original)	Client
6. Proposed Program (1 original)	Client
7. Approved Syllabus (1 original or 1 photocopy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and fill out application forms and secure a letter request and other required documents	1. Provide the required forms to be filled out	None	2 Minutes	*Director* Office of Student Affairs and Development Services (OSADS)
2. Submit accomplished application form and other requirements	2.1 Receives application form and other supporting documents	None	2 Minutes	*Director* 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	2 Minutes	*Director* OSADS
	2.3 Forward the assessed/evaluated letter request with the required supporting	None	2 Minutes	*Director* OSADS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	documents to the 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	*Director* OSADS
	TOTAL	**None**	**10 Minutes**	

2. Recognition of Student Organization and Student Publications

Procedure for recognizing student organizations and student publications.

Office:	Office of Student Affairs and Development Services (OSADS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application (1 original, 1 photocopy)	Client
2. Application form (CSU-F-OSADS-02) (1 original, 1 photocopy)	Office of Student Affairs and Development Services
3. Approved Constitution and By-Laws of the Organization (1 original, 1 photocopy)	Client
4. Certification for Advisorship (CSU-F-OSADS-13) (1 original, 1 photocopy)	Office of Student Affairs and Development Services
5. Roster of Current officers (1 original, 1 photocopy)	Client
6. Program of Activities of the organization (1 original, 1 photocopy)	Client
7. Budget Proposal (1 original, 1 photocopy)	Client
8. Photocopy of Bankbook/Account (2 photocopies)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and fill out application forms and secure a letter request and other required documents	1. Provide the required forms to be filled out	None	2 Minutes	*Director* OSADS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Submit accomplished application form and other requirements	2.1 Receives application form and other supporting documents	None	2 Minutes	*Director* OSADS
	2.2 Checks, reviews and evaluates the attached documents in compliance to university policy.	None	5 Minutes	*Director* OSADS
	2.3 Submit assessed/evaluates forms 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	*Director* OSADS
	TOTAL	**None**	**17 Minutes**	

STUDENT SCHOLARSHIP, FINANCIAL ASSISTANCE, CAREER DEVELOPMENT AND PLACEMENT SERVICES

1. Application for Employment of Student Assistant

The Office provides instructions for the process of hiring of student assistants for the current semester, to be assigned in the various Offices/Units of the University.

Office:	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services (OSSFACDPS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Enrolment (COE) (1 photocopy)	Client/Office of the Admission and Registration Services (OARS)
2. Validated School ID (1 photocopy)	Client/ Corporate Business Operations (CBO)/ OARS
3. Letter recommendation by the Dean /Chief of Office (1 original)	Concern College/Unit
4. CSU–F-OSSFACDPS-02 (1 original)	OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	1. Review and evaluate the qualification of students in accordance with the university approved policy on hiring student assistants, if qualified submit letter recommendation	None	2 Minutes	*Deans/Chiefs of Offices* Colleges/Units
2. Attend brief interview	2. Conduct final screening and interview on the family economic status of the student	None	5 Minutes	*Director* OSSFACDPS
3. If qualified, Fill out CSU–F-OSSFACDPS-02	3. Assist in the filling out form for student assistants for data base information	None	2 Minutes	*Director* OSSFACDPS
4. Wait for the Memorandum for Employment signed by the SUC President III	4. Consolidate list of qualified Student Assistant and recommend for approval to issue Memorandum.	None	1 Day	*Director* OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Report to your respective Chiefs of Offices for your assignment	5. Disseminate the Memorandum signed to all concerned colleges/offices.	None	1 Day	*Director* OSSFACDPS
	TOTAL	**None**	**2 Days, 9 Minutes**	

2. Application for Scholarship/Student Financial Assistance

The Office provides instruction in processing of scholarship/student financial assistance application. Each scholarship programs and financial assistance benefactor have different requirements, the office provide support in identification of qualified the students.

Office:	Office of Student Scholarship, Financial Assistance, Career Development and Placement Services (OSSFACDPS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Grades (1 original)	Client/Office of the Admission and Registration Services (OARS)
2. Indigency Certificate (1 original)	Barangay Local Government Unit
3. Income Tax Return /Certification of Exemption (1 original)	Bureau of Internal Revenue (BIR)
4. Application Form (1 original)	OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out application form on available scholarship.	1. Check the accuracy of entries declared	None	2 Minutes	*Director* OSSFACDPS
2. Submit the application form together with the required supporting documents	2. Counter check the validity and authenticity of documents and verify if the student is qualified from the qualification criteria provided by the benefactor	None	2 Minutes	*Director* OSSFACDPS
3. Attend brief interview	3. Conduct interview for final assessment	None	5 Minutes	*Director* OSSFACDPS
4. Wait for the	4.1 Send notifications	None	3 Days	*Director* OSSFACDPS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
release of results for qualified applicants on the scholarship/ financial assistance available	through mobile phone/messenger to student applicants if they are qualified.			
	4.2 Send the final list of qualified students to the Colleges.	None	1 Day	*Director* OSSFACDPS
	TOTAL	**None**	**4 Days, 9Minutes**	

LIBRARY SERVICES

1. Circulation Service for CatSU Students, CatSU Alumni and Non-CatSU Users

Mode of borrowing and returning books and other library materials

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, CatSU Alumni and Non-CatSU Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated Library Card (1 original) *for students*	Library Services
2. Alumni ID signed by the Alumni President for CatSU Alumni (1 original)	Alumni Services
3. Temporary ID for Non-CatSU Users (1 original)	Library Services
4. Valid ID with picture for Non-CatSU Users (1 original)	Client
5. Official receipt for overdue fines if applicable (1 original)	Cash Unit
6. Books borrowed	Client

Note:

1. ***CatSU Alumni*** *are allowed to use the University Library but are* ***not allowed to borrow books for home use.***
2. ***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****.*
3. *Only a maximum of 5 outside researchers are allowed in a day.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. If for overnight use, indicate on the book card one's name, college, student number.	1.1 Verify information on Alumni ID/ Temporary ID, valid ID and Library Information Sheet.	None	2 Minutes	*College Librarian III* Library Services
2. Hand in duly accomplished book card (if for overnight use), the book/s to be borrowed, and library card/alumni ID/temporary ID.	2.1 Receive book, duly accomplished book card (if for overnight use), and library card/Alumni ID/temporary ID.	None	1 Minute	*College Librarian III* Library Services
	2.2 Scan the library card and verify the user's status at the integrated library system.	None	1 Minute	*College Librarian III* Library Services
	2.3 Scan barcode of the book and check-out under the borrower's account	None	1 Minute	*College Librarian III* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.4 Print receipt of book/s borrowed *(if books are for overnight use)*	None	1 Minute	*College Librarian III* Library Services
3. Receive book/s.	3. Issue transaction receipt and book/s borrowed.	None	1 Minute	*College Librarian III* Library Services
4. Present book/s for return / check-in.	4. Scan the barcode of the book/s for return.	None	1 Minute	*College Librarian III* Library Services
5. If the book is overdue, pay the corresponding fine	5.1 Process payment and issue Official Receipt	P50.00/ day	4 minutes	*College Librarian III* Library Services
	5.2 Verify correctness and completeness of the materials returned, and clear from the borrower's account in the integrated library system.	None	3 Minutes	*College Librarian III* Library Services
	5.3 Print receipt of book/s returned	None	1 Minute	*College Librarian III* Library Services
6. Receive transaction receipt and library card.	6. Hand over the client's library card/valid ID (for Non-CatSU Users) and alumni ID/temporary ID.	None	1 Minute	*College Librarian III* Library Services
	TOTAL	**None**	**17 Minutes**	

2. Issuance / Re-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:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Library Information Sheet (CatSU-F-LIB-05) (1 original)	Library Services
2. Certificate of Enrolment for current semester (1 original)	Office of the Admission and Registration Services
3. 1 x 1 ID picture (2 original)	Client
4. Official Receipt for Library Card Fee (1 original)	Cash Unit

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	*College Librarian III* Library Services
2. Pay Library Card Fee	2. Process payment and issue Official Receipt	PHP 100.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Present Official Receipt.	3. Receive Payment Receipt.	None	2 Minutes	*College Librarian III* Library Services
4. Receive Claim Slip.	4.1 Issue Claim Slip	None	1 Minute	*College Librarian III* Library Services
	4.2 Process library card	None	7 Days	*College Librarian III* Library Services
5. On the scheduled date of release, present Certificate of Enrolment and Claim Slip.	5. Stamp the Certificate of enrolment with “Library Card Issued”. File the Claim Slip.	None	1 Minute	*College Librarian III* Library Services
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	*College Librarian III* Library Services
	TOTAL	**PHP 100.00**	**7 Days, 14 Minutes**	

3. 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	WHERE TO SECURE
1. Certificate of Enrolment for current semester (1 original)	Office of the Admission and Registration Services (OARS)
2. Library Card (1 original)	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	*College Librarian III* Library Services
	1.2 Verify accuracy and validity of information on Certificate of Enrolment and Library Card.	None	1 Minute	*College Librarian III* Library Services
	1.2. Validate library card for current semester.	None	1 Minute	*College Librarian III* Library Services
	1.3. Stamp "Library Card Validated" on Certificate of Enrolment.	None	1 Minute	*College Librarian III* Library Services
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	*College Librarian III* Library Services
		TOTAL	**5 Minutes**	

4. Registration for Library Access

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

Office:	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) 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 (1 original)	Client
3. Official Receipt of payment for Library Research Fee (1 original)	Cash Unit
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.
2. *Only a maximum of 5 outside researchers are allowed in a day.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*College Librarian III* Library Services
	1.2 Review and approve the referral request.	None	5 Minutes	*College Librarian III* 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	4 Minutes	*Administrative Officer V* Cash Unit
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	*College Librarian III* 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	*College Librarian III* Library Services
4. Receive temporary ID / permit.	4. Issue temporary ID	None	2 Minutes	*College Librarian III* Library Services
	TOTAL	**Library Research Fee – PHP 100/ day**	**21 Minutes**	

5. Processing of 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:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Non-CatSU Organizations/Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of request (1 original)	Requesting Party
2. Official Receipt of payment of fees (1 original)	Cash Unit
Note: Reservations must be done Monday-Friday, 8:00AM – 5:00PM, at least a week prior to requested date of use.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire availability of Little Theater on requested schedule.	1. Check availability of facility on requested schedule. Verify requirements of activity being requested. If available, reserve facility for requested dates in the calendar.	None	10 Minutes	*College Librarian III* Library Services
2. Submit Letter Request to use facility to the Office of the University President for approval.	2.1 Receive Letter Request	None	1 Minute	*SUC President III* Office of the President
	2.2 Affix signature by signatories.	None	1 Minute	*SUC President III* Office of the President
3. Upon approval of request, pay prescribed fees and obtain an Official Receipt.	3. Process payment and issue Official Receipt	PHP 2,500.00/ day	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to the University Library to confirm schedule. Present approved letter request.	4.1 Receive approved letter request.	None	5 Minutes	*College Librarian III* Library Services
	4.2 Confirm reservation in the schedule.	None	5 Minutes	*College Librarian III* Library Services
5. Proceed to the facility on the scheduled date.	5. Set-up facility	None	10 Minutes	*College Librarian III* Library Services
	TOTAL	**PHP 2,500.00/ day**	**36 Minutes**	

COLLEGE OF AGRICULTURE AND FISHERIES

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Agriculture and Fisheries (CAF)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Agriculture and Fisheries (CAF)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Agriculture and Fisheries (CAF)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CAF
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CAF
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CAF
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Agriculture and Fisheries (CAF)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	College of Agriculture and Fisheries (CAF)
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Agriculture and Fisheries (CAF)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CAF
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CAF
	4.2 Approve the request	None	2 Minutes	*Dean* CAF
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CAF
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Agriculture and Fisheries (CAF)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Agriculture and Fisheries (CAF)
2. CatSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Agriculture and Fisheries (CAF)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Agriculture and Fisheries (CAF)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Logbook				
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CAF
	2.2 Complete filling out the grades in the CatSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CAF
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CAF
	3.2 Sign the CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	1 Minute	*Dean* CAF
4. Receive signed CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CAF
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Agriculture and Fisheries (CAF)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Agriculture and Fisheries (CAF)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type	1. Provide Logbook and assist the	None	1 Minute	*Dean* College of Agriculture and Fisheries (CAF)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
and time of transaction in the Logbook	student			
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V Cash Unit*
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CAF
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CAF
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CAF
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CAF
TOTAL		**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Agriculture and Fisheries (CAF)
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original)	College of Agriculture and Fisheries (CAF)
2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Agriculture and Fisheries (CAF)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CAF
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CAF
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CAF
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CAF
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CAF
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Humanities and Social Sciences (CHUMSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHUMSS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Humanities and Social Sciences (CHUMSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Humanities and Social Sciences (CHUMSS)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CHUMSS
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CHUMSS
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CHUMSS
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Humanities and Social Sciences (CHUMSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHUMSS alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	College of Humanities and Social Sciences (CHUMSS)
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Humanities and Social Sciences (CHUMSS)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CHUMSS
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/ Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CHUMSS
	4.2 Approve the request	None	2 Minutes	*Dean* CHUMSS
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CHUMSS
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Humanities and Social Sciences (CHUMSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHUMSS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	CHUMSS
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	CHUMSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Humanities and Social Sciences (CHUMSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	1.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CHUMSS
	1.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CHUMSS
2. Submit accomplished CatSU-F-ACAD-04 Form	2.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CHUMSS
	2.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CHUMSS
3. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	3. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CHUMSS
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Humanities and Social Sciences (CHUMSS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHUMSS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	CHUMSS
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Humanities and Social Sciences (CHUMSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CHUMSS
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CHUMSS
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CHUMSS
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CHUMSS
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Humanities and Social Sciences (CHUMSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHUMSS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/ Changing/ Dropping/ Withdrawing Subjects Form) (1 original)	College of Humanities and Social Sciences (CHUMSS)
2. Official Receipt of payment for Adding/ Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Humanities and Social Sciences (CHUMSS)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	1.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CHUMSS
	1.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CHUMSS
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
3. Proceed to Accounting Unit for payment verification	3. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
4. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	4.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CHUMSS
	4.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CHUMSS
5. Receive signed CATSU-F-ACAD-06 Form	5. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CHUMSS
6. Proceed to the OARS for processing of application	6. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF SCIENCE

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Science (COS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Science (COS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Science (COS)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* COS
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* COS
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* COS
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Science (COS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COS alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma for Alumni (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)

3. Request Form (1 original)	College of Science (COS)
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Science (COS)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* COS
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Certificate of Enrollment/Transcript of Records/ Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* COS
	4.2 Approve the request	None	2 Minutes	*Dean* COS
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* COS
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Science (COS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Science (COS)
2. CatSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Science (COS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Science (COS)
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	2 Minutes	*Dean* COS
	2.2 Complete filling out the grades in the CatSU-F-ACAD-14 Form	None	10 Minutes	*Dean* COS
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* COS
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* COS
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* COS
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Science (COS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Science (COS)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Science (COS)
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* COS
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* COS
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* COS
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* COS
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Science (COS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-06 (Adding/Changing/Dropping/ Withdrawing Subjects Form) (1 original)	College of Science (COS)
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Science (COS)
2. Acquire and accomplish the CatSU-F-ACAD-06 Form	2.1 Provide CatSU-F-ACAD-06 Form	None	2 Minutes	*Dean* COS
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* COS
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CatSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CatSU-F-ACAD-06 Form	None	3 Minutes	*Dean* COS
	5.2 Sign the CatSU-F-ACAD-06 Form	None	1 Minute	*Dean* COS
6. Receive signed CatSU-F-ACAD-06 Form	6. Release signed CatSU-F-ACAD-06 Form	None	2 Minutes	*Dean* COS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF BUSINESS AND ACCOUNTANCY

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Business and Accountancy (CBA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CBA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Business and Accountancy (CBA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Business and Accountancy (CBA)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CBA
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CBA
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CBA
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Business and Accountancy (CBA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CBA alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	OARS

3. Request Form (1 original)	CBA
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Business and Accountancy (CBA)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 minutes	*Dean* CBA
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 minutes	*Dean* CBA
	4.2 Approve the request	None	2 minutes	*Dean* CBA
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 minutes	*Dean* CBA
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Business and Accountancy (CBA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CBA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Business and Accountancy (CBA)
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Business and Accountancy (CBA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Business and Accountancy (CBA)
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CBA
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CBA
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CBA
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CBA
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CBA
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Business and Accountancy (CBA)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CBA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	CBA
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Business and Accountancy (CBA)
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* College of Business and Accountancy (CBA)
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CBA
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CBA
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CBA
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Business and Accountancy (CBA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CBA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/ Dropping/ Withdrawing Subjects Form) (1 original)	College of Business and Accountancy (CBA)
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Business and Accountancy (CBA)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CBA
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CBA
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CBA
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CBA
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CBA
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF EDUCATION

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Education (CoEd)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CoEd Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Education (CoEd)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Education (CoEd)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CoEd
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CoEd
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CoEd
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Education (CoEd)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CoEd alumni and students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Request Form (1 original)	College of Education (CoEd)
3. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Education (CoEd)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CoEd
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CoEd
	4.2 Approve the request	None	2 Minutes	*Dean* CoEd
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CoEd
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Education (CoEd)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CoEd Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Education (CoEd)
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Education (CoEd)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Education (CoEd)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* College of Education (CoEd)
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CoEd
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CoEd
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CoEd
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CoEd
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Education (CoEd)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CoEd Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Education (CoEd)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Education (CoEd)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* College of Education (CoEd)
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CoEd
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CoEd
	5.4 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CoEd
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Education (CoEd)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CoEd Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/Dropping/ Withdrawing Subjects Form) (1 original)	College of Education (CoEd)
2. Official Receipt of payment for Adding/ Changing/Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Education (CoEd)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CoEd
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CoEd
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CoEd
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CoEd
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CoEd
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF HEALTH SCIENCES

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Health Sciences (CHS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Health Sciences (CHS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Health Sciences (CHS)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CHS
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CHS
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CHS
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Health Sciences (CHS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	College of Health Sciences (CHS)
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Health Sciences (CHS)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CHS
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CHS
	4.2 Approve the request	None	2 Minutes	*Dean* CHS
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CHS
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Health Sciences (CHS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Health Sciences (CHS)
2. CatSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Health Sciences (CHS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Health Sciences (CHS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CHS
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CHS
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CHS
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CHS
4. Receive signed CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CatSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CHS
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Health Sciences (CHS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Health Sciences (CHS)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Health Sciences (CHS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CHS
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CHS
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CHS
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CHS
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Health Sciences (CHS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-06 (Adding/Changing/Dropping/ Withdrawing Subjects Form) (1 original)	College of Health Sciences (CHS)
2. Official Receipt of payment for Adding/ Changing/Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Health Sciences (CHS)
2. Acquire and accomplish the CatSU-F-ACAD-06 Form	2.1 Provide CatSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CHS
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CHS
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CatSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CatSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CHS
	5.2 Sign the CatSU-F-ACAD-06 Form	None	1 Minute	*Dean* CHS
6. Receive signed CatSU-F-ACAD-06 Form	6. Release signed CatSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CHS
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

6. Issuance of the Certificate of Related Learning Experiences (RLE)

Provision of certified Related Learning Experience (RLE) records, including clinical rotation summaries and case logs, to Nursing alumni for the purpose of local board examinations, employment requirements, or international credentialing.

Office:	College of Health Sciences (CHS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Client
2. Request Form (1 original)	College of Health Sciences (CHS)
3. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Related Learning experiences	1. Provide the request form for Certification	None	2 Minutes	*Dean* College of Health Sciences (CHS)
2. Pay prescribed fees and obtain official receipt	2. Process payment and issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt	3.1 Check and review the student's information	None	2 Minutes	*Dean* CHS
	3.2 Approve the request	None	1 Minute	*Dean* CHS
4. Receive the Certificate of Related Learning experiences	4.1 Process Related Learning experiences	None	7 Days	*Dean* CHS
	4.2 Print the Related Learning experiences		3 Minutes	*Dean* CHS
	4.3 Sign and Release Related Learning experiences		3 Minutes	*Dean* CHS
	TOTAL	**PHP 30.00**	**7 Days, 15 Minutes**	

7. Processing of Request for Course Description

Provision of certified Related Learning Experience (RLE) records, including clinical rotation summaries and case logs, to Nursing alumni for the purpose of local board examinations, employment requirements, or international credentialing.

Office:	College of Health Sciences (CHS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CHS Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Client
2. Request Form (1 original)	College of Health Sciences (CHS)
3. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Course Description	1. Provide the request form for Certification	None	2 Minutes	*Dean* College of Health Sciences (CHS)
2. Pay prescribed fees and obtain official receipt	2. Process payment and issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Present Transcript of Records/Diploma, Official Receipt	3.1 Check and review the student's information	None	2 Minutes	*Dean* CHS
	3.2 Approve the request	None	1 Minute	*Dean* CHS
4. Receive the Certificate of Related Learning experiences	4.1 Process Course description	None	7 Days	*Dean* CHS
	4.2 Print the Course description		3 Minutes	*Dean* CHS
	4.3 Sign and Release Course description		3 Minutes	*Dean* CHS
	TOTAL	**PHP 30.00**	**7 Days, 15 Minutes**	

COLLEGE OF INDUSTRIAL TECHNOLOGY

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Industrial Technology (CIT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Industrial Technology (CIT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Industrial Technology (CIT)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CIT
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CIT
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CIT
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Industrial Technology (CIT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	College of Industrial Technology (CIT)
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Industrial Technology (CIT)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CIT
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/Diploma, Official Receipt, and the accomplished Request form for certification	4.1Check and review the student's information	None	2 Minutes	*Dean* CIT
	4.2 Approve the request	None	2 Minutes	*Dean* CIT
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CIT
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Industrial Technology (CIT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Industrial Technology (CIT)
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Industrial Technology (CIT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Industrial Technology (CIT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* College of Industrial Technology (CIT)
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CIT
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CIT
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CIT
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CIT
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Industrial Technology (CIT)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	CIT
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Industrial Technology (CIT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CIT
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CIT
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CIT
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CIT
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Industrial Technology (CIT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing	College of Industrial Technology (CIT)

Subjects Form) (1 original)	
2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Industrial Technology (CIT)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CIT
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CIT
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Dean* CIT
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CIT
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CIT
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CIT
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

6. Processing of Application for TESDA National Competency (NC) Assessment

This application is open for CIT students, TVL or TVET graduates, workers, or individuals apply for competency assessment to obtain National Certificate (NC) or Certificate of Competency (CoC).

Office:	College of Industrial Technology (CIT) - Competency Assessment Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest passport size (3.5 cm x 4.5 cm) picture; (Polo shirt with collar, colored with white background) (2 original)	Applicant
2. Report Card/ Transcript of Records/ Diploma or Certification form the school last attended related on the qualification, Certificate of Employment (2 photocopies)	
3. Birth Certificate (1 photocopy)	
4. Valid Driver's license / student permit (Only for Driving NCII) (1 original)	
5. Competency Assessment Results Summary (CARS) for retakers (1 original)	
6. Application form (1 original)	CatSU Competency Assessment Center (CAC)
7. Self-Assessment guide (1 original)	
8. Official Receipt of payment for Assessment fee (1 original and 1 photocopy)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the accredited qualification for Competency Assessment	1.1. Provides information on the accredited qualification for Competency Assessment	None	5 Minutes	*CAC Processing Officer* College of Industrial Technology (CIT)
	1.2. Provides Self-Assessment Guide (SAG)	None	1 Minute	*CAC Processing Officer* CIT
2. Accomplish Self-Assessment Guide (SAG)	2.1 Evaluates the Self-Assessment Guide if the client is qualified to take the Competency Assessment	None	4 Minutes	*CAC Processing Officer* CIT
	2.2 Provides the list of documentary requirements	None	1 Minutes	*CAC Processing Officer* CIT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit documentary requirements	3.1. Checks the requirements as to completeness and correctness	None	4 Minutes	*CAC Processing Officer* CIT
	3.2 Provides Application Form	None	1 Minute	*CAC Processing Officer* CIT
4. Accomplish Application Form	4. Checks the Application Form	None	3 Minutes	*CAC Processing Officer* CIT
5. Secures Order of Payment	5. Issues Order of Payment	None	2 Minutes	*CAC Processing Officer* CIT
6. Pays assessment fee	6. Accepts payment and issues Official Receipt	**See Table of TESDA Promulgated Fees**	4 Minutes	*Administrative Officer V* Cash Unit
7. Submits Official Receipt	7. Receives and checks the Official Receipt Number	None	1 Minute	*CAC Processing Officer* CIT
8. Receives Admission slip	8. Issues Admission Slip	None	1 Minute	*CAC Processing Officer* CIT
9. Undergoes Assessment	9. Administers the assessment	None	1 Day	*CAC Processing Officer* CIT
10. Receive of Competency Assessment Result	10. Release of Competency Assessment Result	None	1 Minute	*CAC Processing Officer* CIT
	TOTAL	**See Table of TESDA Promulgated Fees**	**1 Day, 28 Minutes**	

TESDA PROMULGATED FEES				
Qualifications	**Full Qualifications**	**COC1**	**COC2**	**COC3**
Bread and Pastry Production NCII	1,720.00	1,688.00	1,688.00	1,688.00
Dressmaking	1,348.00	838.00	1,111.00	-
Driving NCII	1,034.00	-	-	-
Electronic Products Assembly and Servicing NCII	1,089.00	917.00	881.00	891.00
Technical Drafting NCII	1,046.00	-	-	-

7. Issuance of Certification for TESDA NC Assessment Application

The certification is processed and released to undergraduate CIT students to certify that they have already taken and passed the relevant core subjects required before they can take competency assessment.

Office:	College of Industrial Technology (CIT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CIT students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Program Prospectus (1 photocopy)	College of Industrial Technology (CIT)
2. Request Form (1 original)	College of Industrial Technology (CIT)
3. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out the request form for Certification	1. Provide the request form for Certification	None	2 Minutes	*Administrative Aide VI* College of Industrial Technology (CIT)
2. Pay prescribed fees and obtain official receipt	2. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Present Copy of Program Prospectus, Official Receipt, and the accomplished Request form for certification	3.1 Check and review the student's information	None	2 Minutes	*Administrative Aide VI* CIT
	3.2 Approve the request	None	2 Minutes	*Administrative Aide VI* CIT
4. Receive the Certification	4. Print Certification	None	2 Minutes	*Administrative Aide VI* CIT
	TOTAL	**PHP 30.00**	**12 Minutes**	

COLLEGE OF ENGINEERING AND ARCHITECTURE

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Engineering and Architecture (CEA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CEA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Engineering and Architecture (CEA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Engineering and Architecture (CEA)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CEA
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CEA
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CEA
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Engineering and Architecture (CEA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CEA alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)
2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	CEA
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Engineering and Architecture (CEA)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CEA
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/ Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CEA
	4.2 Approve the request	None	2 Minutes	*Dean* CEA
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CEA
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Engineering and Architecture (CEA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CEA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	College of Engineering and Architecture (CEA)
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	College of Engineering and Architecture (CEA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Engineering and Architecture (CEA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CEA
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CEA
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CEA
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CEA
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	4. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CEA
	TOTAL	**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Engineering and Architecture (CEA)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CEA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Engineering and Architecture (CEA)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Engineering and Architecture (CEA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CEA
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CEA
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CEA
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CEA
	TOTAL	**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Engineering and Architecture (CEA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CEA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/Dropping/Withdrawing Subjects Form) (1 original)	College of Engineering and Architecture (CEA)
2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Engineering and Architecture (CEA)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CEA
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CEA
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CEA
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CEA
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CEA
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Information and Communications Technology (CICT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CICT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Information and Communications Technology (CICT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Information and Communications Technology (CICT)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* CICT
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* CICT
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* CICT
	TOTAL	**None**	**14 Minutes**	

2. Issuance of Good Moral Character Certificate

The certification of good moral is processed and released to transferring and undergraduate students to certify that they have no record of misdemeanor nor has violated any of the school rules and regulations.

Office:	College of Information and Communications Technology (CICT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CICT alumni and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records/Diploma (1 original or 1 photocopy)	Office of Admission and Registration Services (OARS)

2. Certificate of Enrollment for enrolled students (1 original)	Office of Admission and Registration Services (OARS)
3. Request Form (1 original)	CICT
4. Official Receipt of payment of Certification Fees (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Information and Communications Technology (CICT)
2. Fill-out the request form for Certification	2. Provide the request form for Certification	None	2 Minutes	*Dean* CICT
3. Pay prescribed fees and obtain official receipt	3. Process payment and Issue official receipt	PHP 30.00	4 Minutes	*Administrative Officer V* Cash Unit
4. Present Transcript of Records/ Diploma, Official Receipt, and the accomplished Request form for certification	4.1 Check and review the student's information	None	2 Minutes	*Dean* CICT
	4.2 Approve the request	None	2 Minutes	*Dean* CICT
5. Receive the Certificate of Good Moral Character	5. Print Good Moral Certification	None	2 Minutes	*Dean* CICT
	TOTAL	**PHP 30.00**	**13 Minutes**	

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	College of Information and Communications Technology (CICT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CICT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-04 Form (Shifting Form) (1 original)	CICT
2. CATSU-F-ACAD-14 Form (Prospectus) (1 original)	CICT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Information and Communications Technology (CICT)
2. Acquire and accomplish CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	2.1 Provide the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CICT
	2.2 Complete filling out the grades in the CATSU-F-ACAD-14 Form	None	10 Minutes	*Dean* CICT
3. Submit accomplished CatSU-F-ACAD-04 Form	3.1 Receive and check the accomplished CatSU-F-ACAD-04 Form	None	2 Minutes	*Dean* CICT
	3.2 Sign the CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	1 Minute	*Dean* CICT
4. Receive signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	3. Release signed CatSU-F-ACAD-04 Form and CATSU-F-ACAD-14 Form	None	2 Minutes	*Dean* CICT
TOTAL		**None**	**18 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Information and Communications Technology (CICT)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CICT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Information and Communications Technology (CICT)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Information and Communications Technology (CICT)
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* CICT
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* CICT
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* CICT
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* CICT
TOTAL		**PHP 30.00/ subject**	**5 Days, 24 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Information and Communications Technology (CICT)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CICT Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/ Dropping/Withdrawing Subjects Form) (1 original)	CICT
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Information and Communications Technology (CICT)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CICT
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* CICT
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 30.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* CICT
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* CICT
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* CICT
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**28 Minutes**	

LABORATORY SCHOOLS

1. Enrollment Procedures

Enrolment is the process of putting a student onto the official list of students in a particular grade/year level after completing the requirements and settling all the fees needed to be paid. This process provides the procedures from accomplishing enrolment forms and personal data sheet, up to the issuance of the certificate of enrolment.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming and New Students (All year level, Kindergarten to Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Enrolment Forms (for all) (2 original)	Principal's Office or Download a Copy from CatSU-LS Official Facebook Page
2. Accomplished Personal Data Sheet (for Incoming Kindergarten, Grade 1, 7 & 11) (1 original)	
3. ID Application Form (if applicable) (1 original)	Enrolling Teacher
4. Certificate of Completion/Moving Up (for Incoming Grade 1) (1 Photocopy)	Previous School
5. ECCD Checklist (for Incoming Grade 1) (1 Photocopy)	
6. Certificate of Good Moral Character (for Incoming Grades 7 & 11) (1 Original)	
7. Form 138/Form 9/Report Card (for Incoming Grades 2 to 12) – (1 Original)	Previous School – for new students Advisers of CatSU-LS – for returning students
8. Official Receipt for ID Fee (1 original)	Cash Unit
9. Official Receipt for PTA Fee (1 original)	Principal's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get two (2) copies of Enrolment Form (all students), one (1) of Personal Data Sheet (new students), and ID Application Form (*if applicable)* from the enrolling teacher. *(These forms may also be downloaded from the CatSU Laboratory School's FB page.)*	1. Provide Enrolment Forms, blank Personal Data Sheet and ID Application form	None	5 Minutes	*Principal & Head Teacher* Laboratory Schools
2. Pay prescribed I.D. fee	2. Issue an official receipt upon	PHP 100.00	4 Minutes	*Administrative Officer V*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment of the client.			Cash Unit
3. Submit accomplished prescribed forms together with other requirements needed.	3. Receive accomplished prescribed forms together with other requirements needed.	None	5 Minutes	*Principal* Laboratory Schools
4. Proceed to the Principal's Office (Window 1) for Posting. Then, Fill out new student number on Personal Data Sheet and enrolment forms.	4. Enroll the student in the system and release the student number; issue a certificate of enrolment.	None	5 Minutes	*Principal & Head Teacher* Laboratory Schools
5. Submit all documents and the official receipt of the I.D.	5. Collect all requirements, compile and sign the enrolment forms.	None	2 Minutes	*Principal & Head Teacher* Laboratory Schools
6. Pay P100.00 for the PTA fee ***(for Taxable only)***.	6. Receive the PTA Fee and issue original receipt.	PHP 100.00/ taxable student	2 Minutes	*Principal & Head Teacher* Laboratory Schools
7. Receive documents and proceed to CBO Office for ID Processing.	7. Release one (1) student's copy of the official enrolment form, ID Application form, and ID Payment Official Receipt; Advise student to proceed to CBO Office for ID Processing	None	2 Minutes	*Principal & Head Teacher* Laboratory Schools
TOTAL:		**PHP 120.00/ non-taxable student** **PHP 220.00/ taxable student**	**25 Minutes**	

2. Issuance of Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)

A certification (enrolment, class ranking, good moral and medium of instruction) is issued to confirm attendance, awarded degrees, class/batch standing, current and past enrolment, if a student/alumna has shown exemplary behavior during the time of his/her enrolment, or to verify the language in which a student completed his/her degree education. These are commonly requested as a relevant requirement in applying for financial assistance, in pursuing education or work in other institutions or country, in a seek of a transfer, or sometimes, to verify a particular student's data. This process provides the procedures from the receipt of request for certifications (certificate of enrolment, certificate of class ranking, good moral certificate and certificate for medium of instruction), payment, preparation of the document up to its issuance.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU – Laboratory School alumni, transferees and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form (for Credentials) (1 original)	Principal's Office
2. Official Receipt (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office.	1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party.	None	3 Minutes	*Principal* Laboratory Schools
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 30.00/ document	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the principal's office with the issued official receipt attached to the *Request Form (for Credentials).*	3. Receive the *Request Form (for Credentials)* with the attached official receipt and release to client his/her claim stub; Prepare the document requested by the client and have it be signed by the principal.	None	1 Day	*Principal* Laboratory Schools
4. Present the stub issued to	4. Issue the requested,	None	3 Minutes	*Principal* Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
claim the requested, signed document.	signed document.			Schools
5. Sign the logbook of request as a proof of document issuance.	5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client.	None	3 Minutes	*Principal* Laboratory Schools
	TOTAL:	**PHP 30.00/ document**	**1 Day, 13 Minutes**	

3. Processing of Request for Document Authentication

Document authentication involves the process of verifying the legitimacy of a document, including its origin, contents, and signatures. This is done to ensure that the copy needed to be signed is verified and certified as a true copy of a particular original document. This process provides the procedures from the receipt of request for document authentication, payment, preparation of the authenticated document up to its issuance.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU – Laboratory School Alumni and Transferring Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Request Form (for Credentials) (1 original)	Principal's Office
2. Official Receipt (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office.	1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party.	None	3 Minutes	*Principal* Laboratory Schools
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 5.00/ copy	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the principal's office with the issued official	3. Receive the *Request Form (for Credentials)*	None	1 Day	*Principal* Laboratory Schools

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receipt attached to the *Request Form (for Credentials).*	with the attached official receipt and release the clients' claim stub; prepare the document requested by the client and have it signed by the principal.			
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	*Principal* Laboratory Schools
5. Sign the logbook of request as a proof of document issuance.	5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client.	None	3 Minutes	*Principal* Laboratory Schools
	TOTAL:	**PHP 5.00/ copy**	**1 Day, 13 Minutes**	

4. Processing of Request for Form 137 (Student's Permanent Record)

Form 137 or SF10 is a learner's permanent academic record. This form reflects an individual record of a learner's academic achievement per level, per quarter and school year. It is used for job applications, scholarship opportunities and other educational purposes. This process provides the procedures from the receipt of request for student's permanent record, payment, preparation of the document up to its issuance.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU – Laboratory School Alumni, Transferring Students, and Requesting School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form (for Credentials); or Signed Request (from the requesting school) (1 original)	Principal's Office -- requesting school --
2. Official Receipt (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office. (If there's a received request, there's no need to fill out a form.)	1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party.	None	3 Minutes	*Principal* Laboratory Schools
2. Pay for the cost of the document being requested. (If there's a received request, there's no need to pay for the cost.)	2. Issue an official receipt upon payment of the client.	PHP 100.00/ document	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the principal's office the *Request Form (for Credentials)* with the issued official receipt.	3. Receive the *Request Form (for Credentials)* with the attached official receipt and release to client his/her claim stub; prepare the document requested by the client and have it signed by the principal.	None	2 Days	*Principal* Laboratory Schools
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document. (If there's a received request, and it needs to be mailed, it will be sealed in a mailing envelope and will be transmitted to the Records	None	3 Minutes	*Principal* Laboratory Schools

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Services.)			
5. Sign the logbook of request as a proof of document issuance.	5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client.	None	3 Minutes	*Principal* Laboratory Schools
	TOTAL:	**PHP 100.00/ document**	**2 Days, 13 Minutes**	

5. Registration and Admission Procedures for Incoming Students (Entry Level)

Registration and admission procedures for incoming students or student enrollment is the act of signing up for school and/or specific classes at that particular school. Various requirements must be complied with, such as admission documents. The enrollment process is completed after a student is granted admission to a particular school. This process provides the procedures of the registration and admission of new students (entry level – Kinder, Grade 1 & 7).

Office or Division:	College of Education – Laboratory Schools
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming/New Students (Kinder, Grade 1, 7 & 11)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Admission Form (for all) (1 original)	Principal's Office or Download a Copy from CatSU-LS Official Facebook Page
2. Official Receipt (for all) (1 original)	Cash Unit
3. PSA Birth Certificate (for all) (1 original)	Philippine Statistics Authority (PSA)
4. 2x2 ID Photo (for all) (4 original)	Photo studio
5. Form 138/SF9 (Report Card) with ratings in the first 3 quarters (1 Certified True Copy)	School where the student is currently enrolled
6. Certificate as currently enrolled and as a candidate for Moving Up (for Incoming Kinder) (1 original) Certificate as currently enrolled and as a candidate for Completion/Graduation (for Incoming Grade 1, 7 & 11) (1 original)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Admission Form.	1. Provide the Admission Form to be filled out by the client/requesting party.	None	3 Minutes	*Principal* Laboratory Schools

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the testing fee.	2. Issue an official receipt upon payment of the client.	PHP 200.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the Principal's Office with the issued official receipt with all the other needed requirements .	3. Receive and check the completeness of all the needed requirements and record the necessary data of the applicant; Release the admission slip and the schedule of the admission test.	None	5 Minutes	*Principal* Laboratory Schools
4. Go back to the testing venue on the given schedule of admission test.	4. Administer the admission test.	None	Kinder (30 Minutes) Grade 1 (2 Hours) Grade 7 (1 Hour, 30 Minutes)	*Principal* Laboratory Schools
5. Wait for the results of the admission test to be announced and posted on CatSU-LS official Facebook page.	5. Check the admission test papers, consolidate the results, post the results of the admission test and the schedule for qualifying exam (for qualified applicants/ admission test passers).	None	3 Days	*Principal* Laboratory Schools
6. Go back for qualifying exam (for qualified applicants only) and orientation proper.	6.1 Administer the qualifying exam **No qualifying exams for Kinder.*	None	2 Hours	*Principal* Laboratory Schools
	6.2 Check the qualifying exam, consolidate and post the results.	None	3 Days	*Principal* Laboratory Schools

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	**PHP 200.00**	Kinder* **(6 Days, 42 Minutes)** Grade 1 **(6 Days, 4 Hours, 12 Minutes)** Grade 7 **(6 Days, 3 Hrs, 42 Minutes)**	

6. Processing of Request of Diploma (2nd Copy)

A diploma is awarded to a student for the successful completion of a course of study. The diploma is issued only once. Graduates who have lost or damaged copies of their diplomas maybe issued a second copy upon request by the graduate from the Office of the Principal. This process provides the procedures from the receipt of request for student's Second (2nd) Copy of Diploma, payment, preparation of the document up to its issuance.

Office or Division:	College of Education – Laboratory Schools
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form (for Credentials) (1 Original)	Principal's Office
2. Official Receipt (1 Original)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office.	1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party.	None	3 minutes	*Principal* Laboratory Schools
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 100.00/ document	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the principal's office with the issued official receipt attached to the *Request Form*	3. Receive the *Request Form (for Credentials)* with the attached	None	7 days	*Principal* Laboratory Schools

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(for Credentials).	official receipt and release claim stub to client; prepare the document requested by the client and have it signed by the principal, by the dean and by the president of the university.			
4. Present the stub issued to claim the requested, signed document.	4. Issue the requested, signed document.	None	3 Minutes	*Principal* Laboratory Schools
5. Sign the logbook of request as a proof of document issuance.	5. Recheck the entries to verify the correctness of the data written (in the logbook) by the client.	None	3 Minutes	*Principal* Laboratory Schools
	TOTAL:	**PHP 100.00/ document**	**7 Days, 13 Minutes**	

7. Processing of Request of Form 138/Report Card (2nd Copy)

A report card is a detailed account showing the student's progress in the classroom, and display the grade that a student has earned in each subject. This has long been a standard communication between school and home. Students who may have lost or damaged copies of their card maybe issued a second copy upon request. This process provides the procedures from the receipt of request for student's Second (2nd) Copy Form 138/Report Card, payment, preparation of the document up to its issuance.

Office or Division:	College of Education – Laboratory Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Currently Enrolled Students Only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form (for Credentials) (1 original)	Principal's Office
2. Official Receipt (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out a *Request Form (for Credentials)* from the Principal's Office.	1. Provide the *Request Form (for Credentials)* to be filled out by the client/requesting party.	None	3 Minutes	*Principal* Laboratory Schools
2. Pay for the cost of the document being requested.	2. Issue an official receipt upon payment of the client.	PHP 100.00/ document	4 Minutes	*Administrative Officer V* Cash Unit
3. Return to the principal's office with the issued official receipt attached to the *Request Form (for Credentials).*	3. Receive the *Request Form (for Credentials)* with the attached official receipt and release claim stub; prepare and print the document requested by the client.	None	3 Minutes	*Principal* Laboratory Schools
4. Wait for the issuance of the document and sign the logbook of request.	4. Recheck the entries to verify the correctness of the data written (in the logbook) by the client.	None	3 Minutes	*Principal* Laboratory Schools
	TOTAL:	**PHP 100.00/ document**	**13 Minutes**	

COLLEGE OF LAW

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	College of Law (COL)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COL Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	College of Law (COL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Law (COL)
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	2. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* COL
3. Proceed to the respective faculty members	3. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* COL
4. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* COL
	TOTAL	**None**	**14 Minutes**	

2. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	College of Law (COL)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COL Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	College of Law (COL)
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Law (COL)
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 100.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* College of Law (COL)
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* COL
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* COL
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* COL
	TOTAL	**PHP 100.00/ subject**	**5 Days, 24 Minutes**	

3. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	College of Law (COL)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	COL Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/ Dropping/Withdrawing Subjects Form) (1 original)	College of Law (COL)
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* College of Law (COL)
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* COL
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* COL
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 50.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* COL
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* COL
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* COL
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 50.00/ subject**	**28 Minutes**	

GRADUATE SCHOOL

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	Graduate School
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduate School Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-ACAD-24 Form (Excuse Letter) (1 original)	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* Graduate School
2. Acquire and accomplish the CatSU-F-ACAD-24 Form	1. Provide CatSU-F-ACAD-24 Form	None	2 Minutes	*Dean* Graduate School
3. Proceed to the respective faculty members	2. Sign the CatSU-F-ACAD-24 Form	None	10 Minutes	*Dean* Graduate School
3. Receive the approved CatSU-F-ACAD-24 Form	4. Approve the CatSU-F-ACAD-24 Form	None	1 Minute	*Dean* Graduate School
	TOTAL	**None**	**14 Minutes**	

2. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	Graduate School
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduate School Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	Graduate School
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* Graduate School
2. Acquire and Accomplish the Removal of Incomplete Grades Form	2. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 100.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	5.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Dean* Graduate School
	5.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Dean* Graduate School
	5.3 Sign the Removal Grade Sheet	None	5 Minutes	*Dean* Graduate School
	5.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Dean* Graduate School
	TOTAL	**PHP 100.00/ subject**	**5 Days, 24 Minutes**	

3. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	Graduate School
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduate School Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CATSU-F-ACAD-06 (Adding/Changing/Dropping/ Withdrawing Subjects Form) (1 original)	Graduate School
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Record the name, transaction type and time of transaction in the Logbook	1. Provide Logbook and assist the student	None	1 Minute	*Dean* Graduate School
2. Acquire and accomplish the CATSU-F-ACAD-06 Form	2.1 Provide CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* Graduate School
	2.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Dean* Graduate School
3. Pay prescribed fees to obtain an Official Receipt	3. Process payment and issue Official Receipt	PHP 50.00/ subject	4 Minutes	*Administrative Officer V* Cash Unit
4. Proceed to Accounting Unit for payment verification	4. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
5. Submit Official Receipt and accomplished CATSU-F-ACAD-06 Form	5.1 Receive Official Receipt and check the accomplished CATSU-F-ACAD-06 Form	None	3 Minutes	*Dean* Graduate School
	5.2 Sign the CATSU-F-ACAD-06 Form	None	1 Minute	*Dean* Graduate School
6. Receive signed CATSU-F-ACAD-06 Form	6. Release signed CATSU-F-ACAD-06 Form	None	2 Minutes	*Dean* Graduate School
7. Proceed to the OARS for processing of application	7. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 50.00/ subject**	**28 Minutes**	

D. Research, Extension and Production Division

RESEARCH AND DEVELOPMENT SERVICES

1. Consultancy/Assistance in the Conduct of Research

This service provides instructions for the process of assisting students in the conduct of their research.

Office:	Research and Development Services (RDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Consultation Form (CatSU-F-RDS-21) (1 original)	College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Request Form	1. Provide the Request Form	None	1 Minute	*Director* Research and Development Services
2. Fill out and submit the Request Form	2. Receive, check the completeness of the Request Form	None	1 Minute	*Director* Research and Development Services
3. Submit the signed Request Form to the Concerned R&DS Personnel	3. Conduct consultation and provide assistance	None	1 Day	*Director* Research and Development Services
	TOTAL	**None**	**1 Day, 2 Minutes**	

Note: Schedule and duration of actual consultancy depends on the scope/topic, requirements, and/or availability of assigned staff among others.

2. Acts on Requests for Records/Documents of Research Activities

This service provides instructions for the obtaining forms, records, or documents necessary in the submission of research, accreditation, and administrative purposes.

Office:	Research and Development Services (RDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Consultation Form (CatSU-F-RDS-24a) (1 original)	College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Request Form	1. Provide the Request Form	None	1 Minute	*Director* Research and Development Services
2. Fill out and submit the Request Form	2.1 Receive, check the completeness of the Request Form	None	2 Minutes	*Director* Research and Development Services
	2.2 Approve and sign the Request Form	None	15 Minutes	*Director* Research and Development Services
3. Submit the signed Request Form to the Concerned R&DS Personnel	3. Release the requested forms and/or documents (in hardcopy or send the softcopy through email or save in the flash drive or hard drive provided by the client)	None	3 Minutes	*Director* Research and Development Services
	TOTAL	**None**	**21 Minutes**	

EXTENSION SERVICES

1. Processing of Request for Extension Services

The services offered by the Office of the Extension Services are, but not limited to, technical assistance through consultation and/or trainings/seminars/workshops, transfer of knowledge and/or technology, professional assistance through coaching/mentoring, and community outreach and advocacy promotion activities.

Office:	Extension Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business
Who may avail:	Civil Society Organizations (CSOs), Peoples Organizations (POs), Marginalized Sector, Local Government Units (LGU), Small Medium Enterprises (SMEs) and the like
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form for Extension Services (1 original)	Extension Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Visit Extension Services and fill-out Request Form for Extension Services	1. Provide form and assist client in filling-out Request for Technical Assistance/ Advisory Consultancy	None	3 Minutes	*Director* Extension Services
2. Submit filled-out Request Form for Extension Services	2.1 Receive and review completion of details	None	10 Minutes	*Director* Extension Services
	2.2 Assign control number and forward to ES Director for evaluation	None	2 Minutes	*Director* Extension Services
	2.3 Evaluate request and refer to appropriate college	None	1 Day	*Director* Extension Services
	2.4 Assess feasibility of requested extension service/s, fill-out required fields, sign Request Form and send to		2 Days	*Extension Coordinator* Concerned College *Dean* Concerned College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Office of the Extension Services			
	2.5 Review remarks from concerned college and sign to recommend approval to the VP-REPA	None	10 Minutes	*Director* Extension Services
	2.6 Evaluate request and sign to recommend approval to the SUC President	None	1 Day	*Vice President for Research, Extension and Production Affairs* Office of the Research, Extension & Production Affairs
	2.7 Approve request	None	1 Day	*SUC President III* Office of the President
3. Receive copy of approved Request Form for Extension Services	3. Release copy of approved Request Form for Extension Services to requesting party and concerned college/s	None	5 Minutes	*Director* Extension Services
	TOTAL	**None**	**5 Days, 30 Minutes**	

CatSU Main Campus
II. Internal Services

A. Central Management

OFFICE OF THE UNIVERSITY BOARD SECRETARY

1. Processing of Request for Board Resolution Excerpt/Minutes/ Attachments

This provides the procedure from the receipt of request for excerpts of board resolution/minutes/copy of attachments, endorsement and approval of the request, preparation of the requested document/s up to release of the requested document/s. Board resolutions and discussions are confidential in nature and any requests for excerpts/minutes/attachments must be approved by the Governing Board Vice-Chair/SUC President III.

Office:	Office of the University Board Secretary
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Request Form (1 original)	Office of the University Board Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the Document Request Form	1.1 Receive the form, check the availability of the requested document/s and forward to the Acting Board Secretary for endorsement.	None	1 Hour	*Administrative Assistant III* Office of the University Board Secretary
	1.2 Review and sign the form for endorsement.	None	4 Hours	*Administrative Assistant III* Office of the University Board Secretary
	1.3 Forward to the SUC President III for approval.	None	30 Minutes	*Administrative Assistant III* Office of the University Board Secretary
	1.4 Sign the form for approval/disapproval.	None	1 Day	*Administrative Assistant III* Office of the University Board Secretary
	1.5 Prepare the document/s requested once request is approved.	None	1 Hour	*Administrative Assistant III* Office of the University Board Secretary
2. Receive the requested document/s	2. Release the document/s to the client.	None	30 Minutes	*Administrative Assistant III* Office of the University Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
				Secretary
3. Sign the Document Request Form and logbook to acknowledge receipt of the requested document/s	3. Have the client sign the Document Request Form and Monitoring Logbook	None	5 Minutes	*Administrative Assistant III* Office of the University Board Secretary
	TOTAL	**None**	**1 Day, 7 Hours, 5 Minutes**	

INFORMATION UNIT

1. Processing of Request for Digital Visual Materials and Tarpaulin Layout

This service provides the units and offices for Digital Visual Materials and Tarpaulin Layout.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter and/or Request for Technical Assistance Form (RTAF) through hard copy or via official email (with complete details of the digital visual materials or tarpaulin layout (1 original)	Information Unit
2. Attachment (images/posters must be in JPEG/PNG format, with at least 150 dpi) containing complete and accurate details on the requested layout of digital materials/ tarpaulin	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III. b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu.edu.ph or access this RTAF link https://tinyurl.com/IU-RTAF	1. Receive letter of Request/ RTAF/ Email with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request for digital visual materials/ tarpaulin	None	15 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Receive response from Information Unit	3.1 Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, assigned to layout artist	None	25 Minutes	*Information Officer III* Information Unit
	3.2 The layout artist conceptualizes the design and prepare the requested digital visual materials/ tarpaulin	None	3 Days	*Information Officer III* Information Unit
	3.3 Check/ review and approve the layout prepared by the layout artist	None	30 Minutes	*Information Officer III* Information Unit
4. Receive file of completed digital visual materials	4. Send files through the email address provided by the client	None	15 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**3 Days, 1 Hour, 30 Minutes**	

2. Processing of Request for Event Coverage

This service provides the units and offices for features, photo and/or video event coverage.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com /IU-RTAF	1. Receive letter of request/ RTAF with complete attachment and details	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on the availability of writer, photographer and videographer; non-conflict of event to other coverage requests; schedule of event/s (weekends and holidays are not included except if the client provides approved request to render overtime services)	None	10 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied If denied, communicate the reason for	None	25 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	regrets If approved, assigned staff will be present on the day of the event			
	TOTAL	**None**	**40 Minutes**	

3. Processing of Request for Information Made Through the Official Social Media Accounts of the University

Respond to inquiries made on the Catanduanes State University's institutional social media accounts.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government;
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Direct message to institutional accounts	Client sends inquiries to the University's official social media account managed by Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Send private/direct message the CatSU Facebook page account https://www.facebook.com/CatanduanesStateUniversity2012	1. Acknowledge receipt of the message	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request and formulate appropriate reply	None	1 Hour	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Respond to inquiry if information is readily available. If not, refer to the concerned offices/units	None	2 Hours	*Information Officer III* Information Unit
	TOTAL	**None**	**3 Hours, 5 Minutes**	

4. Processing of Request for Information Unit Materials

This service provides the units and offices for recent and archival files.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request letter and/or Request for Technical Assistance Form (RTAF) indicating the following: c. Purpose of request d. Date when article or image was published; or when the event was covered by the Information Unit (1 Original)	Information Unit
2. Email address where the files will be sent or USB or hard drive when files are too large to be sent online	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com/ IU-RTAF	1. Receive letter of request/ RTAF with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on intended use and availability of materials	None	15 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3.1 Inform the client whether the request is approved or denied If denied, communicate the reason for	None	25 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	regrets If approved, assigned staff to access the archive, search for, and compile materials needed			
	3.2 Access the archive, search for, and compile materials needed	None	2 Days	*Information Officer III* Information Unit
4. Receive file of completed recent and archival files	4. Send files through the email address provided by the client or save files to the flash drive or hard drive when files are too large to be sent online	None	15 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**2 Days, 1 Hour**	

5. Processing of Request for Posting/Uploading to Social Media and Official Portal

This service provides the units and offices for posting and uploading on official portal and social media sites of the University.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu.edu.ph or access this RTAF link https://tinyurl.com/IU-RTAF	1. Receive letter of request/RTAF with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on content which must be CatSU-related	None	15 Minutes	*Information Officer III* Information Unit
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, the request will be posted 1WD after the approval of the request	None	25 Minutes	*Information Officer III* Information Unit
	TOTAL	**None**	**45 Minutes**	

6. Processing of request for inclusion in the “Announcement”

Respond for inclusion in the university’s announcement through CatSU’s official social media platforms.

Office:	Information Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request letter and/or Request for Technical Assistance Form (RTAF) (1 original)	Information Unit
2. Necessary materials pertinent to the event must be attached (images/posters must be in JPEG/PNG format, with at least 150 dpi); forms or documents in PDF format. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group, and ticket price (if applicable).	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit your request via one of these three channels: a. Letter: Address a formal request to the Information Officer III b. RTAF: Complete the Request for Technical Assistance Form. c. Email: Send your formal letter to infounit@catsu .edu.ph or access this RTAF link https://tinyurl.com /IU-RTAF	1. Receive letter of request/ RTAF with complete attachment	None	5 Minutes	*Information Officer III* Information Unit
2. Wait for the Information Unit Action	2. Evaluate request based on content which must be CatSU-related/ endorsed/ approved by the SUC President III	None	10 Minutes	*Information Officer III* Information Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Receive response from Information Unit	3. Inform the client whether the request is approved or denied If denied, communicate the reason for regrets If approved, the requested announcement will be included/ posted in CatSU's official social media platforms	None	1 Day	*Information Officer III* Information Unit
	TOTAL	**None**	**1 Day, 15 Minutes**	

INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

1. Processing of Request for Technical Assistance

Provides technical support for the different units/offices in the University. Information and Communications Technology Unit was tasked to handle various IT related tasks and activities. A need to evaluate, give merit, prioritize and define requisites is needed to undertaking. Further, the resulting document will serve as a means to monitor and track pending and served tasks and activities.

Office:	Information and Communications Technology Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Support Request Form (TSRF) (1 original)	Information and Communications Technology Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and fill-out TSRF	1. Provide TSRF and state the service and support requirements	None	5 Minutes	*Information Technology Officer I* Information and Communications Technology Unit
2. Submit the accomplished and signed TSRF	2.1 Receive the TSRF and indicate on the form the actual date and time of tracking delivery cycle time	None	10 Minutes	*Information Technology Officer I* Information and Communications Technology Unit
	2.2 Assess the severity and urgency of the reported problem and forward to the Director for concurrence and approval	None	10 Minutes	*Information Technology Officer I* Information and Communications Technology Unit
	2.3 Approve TSRF and assign personnel for the task	None	10 Minutes	*Information Technology Officer I* Information and Communications Technology Unit
	2.4 Troubleshoot and perform necessary repair	None	2 Hours – minor repair 8 Hours – major repair	*Information Technology Officer I* Information and Communications Technology Unit
3. Review if requested satisfactorily	3. If no, recommend additional action; evaluate and	None	10 Minutes	*Information Technology Officer I* Information and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
complete	indicate further action required to complete the requested task If yes, indicate delivery date and time on TSRF			Communications Technology Unit
4. Acknowledge delivery of the requested task	4. Solicit acknowledgement and acceptance of the job rendered from client	None	10 Minutes	*Information Technology Officer I* Information and Communications Technology Unit
	TOTAL	**None**	**2 Hours, 55 Minutes – Minor repair** **8 Hours, 55 Minutes – Major repair**	

PLANNING UNIT

1. Processing of Request for Technical Assistance

A. The Office aims to provide instructions for the process of providing technical planning services such as Technical Drawing/Layout, Program of Works (POW), Detailed Unit Price Analysis (DUPA) of the different units/offices in the University.

Office:	Planning Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original copy)	Planning Unit or Official Facebook Page: CATSU Planning Unit https://www.facebook.com/catsuplanningunit/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Technical Assistance Form	1. Provide Technical Assistance Request Form	None	3 Minutes	*Planning Officer III* Planning Unit
2. Submit the accomplished Technical Assistance Form	2.1 Receive and check the completeness of the form and forwarded to the Planning Officer III for approval	None	2 Minutes	*Planning Officer III* Planning Unit
	2.2 Approve the request and forwarded to Administrative Aide	None	5 Minutes	*Planning Officer III* Planning Unit
	2.3 Conduct site or ocular inspection to offices/units concerned	None	4 Hours	*Planning Officer III* Planning Unit
	2.4 Prepare preliminary drawings and budget estimates	None	6 Days – minor repairs/ rehabilitation/ improvement or fabrication 17 Days - major repairs/ rehabilitation/ improvement or fabrication	*Planning Officer III* Planning Unit
	2.5 Canvass	None	1 Day	*Planning Officer III*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	materials needed in the plan			Planning Unit
	2.6 Check/ review the preliminary drawings and budget estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 3 Days - major repairs/ rehabilitation/ improvement or fabrication	*Planning Officer II* Planning Unit
	2.7 Release the preliminary drawings and budget estimates to end-user for comment/ revision	None	5 Minutes	*Planning Officer III* Planning Unit
3. Receive the preliminary drawings and budget estimates for comment/ recommendation and send back to Planning Unit	3.1 Revise the drawings according to the comment of end-user/s	None	5 Days – minor repairs/ rehabilitation/ improvement or fabrication 10 Days - major repairs/ rehabilitation/ improvement or fabrication	*Planning Officer III* Planning Unit
	3.2 Check/review the final drawings and budget estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 3 Days - major repairs/ rehabilitation/ improvement or fabrication	*Planning Officer III* Planning Unit
	3.3 Sign the Final Drawings and Budget Estimates	None	1 Day – minor repairs/ rehabilitation/ improvement or fabrication 2 Days - major repairs/ rehabilitation/	*Planning Officer III* Planning Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			improvement or fabrication	
	3.4 Release to the end-user/s for initial if okay	None	5 Minutes	*Planning Officer III* Planning Unit
4. Receive and initial to the Final Copy of Drawings and Budget Estimates, if okay and send back to Planning Unit. Wait for the approval of the SUC President III	4.1 Receive and release the Final Drawings and Budget Estimates to the VP-AFA for recommending approval	None	5 Minutes	*Planning Officer III* Planning Unit
	4.2 Sign recommending approval of the Final Drawings and Budget Estimates and release to the Office of the President	None	5 Minutes	*Vice President for Administrative and Financial Affairs* Office of the VP-AFA
	4.3 Release to the Office of the President for approval	None	5 Minutes	*Vice President for Administrative and Financial Affairs* Office of the VP-AFA
	4.4 Sign/Approve the Final Drawings and Budget Estimates and release to the Planning Unit	None	5 Minutes	*SUC President III* Office of the President
	4.5 Release to the Planning Unit	None	5 Minutes	*SUC President III* Office of the President
5. Receive the approved Final Drawings and Budget Estimates	5. Release the approved Final Drawings and Budget Estimates	None	5 Minutes	*Planning Officer III* Planning Unit
	TOTAL	**None**	**With no revision: 10 Days, 4 Hours and 50 Minutes – minor repairs/ rehabilitation/ improvement or fabrication** **26 Days, 4 Hours and 50**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			minutes – minor repairs/ rehabilitation/ improvement or fabrication **With revision: 15 Days, 4 Hours and 50 minutes – minor repairs/ rehabilitation/ improvement or fabrication with revision** **36 Days, 4 Hours and 50 Minutes – minor repairs/ rehabilitation/ improvement or fabrication with revision**	

B. This service provides instructions for the process of providing technical assistance services such as requesting for statistical data, documents needed in the accreditation and the like.

Office:	Planning Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Assistance Request Form (CSU-F-PDS-46) (1 original)	Planning Unit or Official Facebook Page: CatSU PDS https://www.facebook.com/catsuplanningunit/
2. Email address where the files will be sent or flash drive/hard drive when files are too large to be sent online	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Technical	1. Provide Technical Assistance	None	3 Minutes	*Planning Officer III* Planning Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Assistance Form	Request Form			
2. Submit the accomplished Technical Assistance Form	2.1 Receive and check the completeness of the form	None	2 Minutes	*Planning Officer III* Planning Unit
	2.2 Check the availability of the data/documents being requested. If available, forward to the Planning Officer III for approval	None	10 Minutes	*Planning Officer III* Planning Unit
	2.3 Approve the request and forwarded to Administrative Aide	None	3 Minutes	*Planning Officer III* Planning Unit
3. Wait for the release of the requested data/document as stated in the agreed target date of completion	3.1 Forward the request form to area-in-charge	None	2 Minutes	*Planning Officer III* Planning Unit
	3.2 Prepare the needed data/documents	None	1 Day	*Planning Officer III* Planning Unit
	3.3 Send the files to the email provided of the client or save in the flash drive or hard drive if the file is too large to be sent online	None	5 Minutes	*Planning Officer III* Planning Unit
	TOTAL	**None**	**1 Day, 25 Minutes**	

CORPORATE BUSINESS OPERATIONS

1. Processing of Identification Cards (IDs)

This provides the process on ID requests of newly hired regular employees and job order/contract of service employees.

A. Regular Employees (Temporary and Permanent)

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Application Form (1 Original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Proceed to CBO	1. Provide client with the ID Application Form	None	1 Minute	*CBO Director* Corporate Business Operations
2. Proceed to Information Unit	2. Take a photo for the ID	None	1 Minute	*Information Officer III* Information Unit
3. Fill-out and submit Application Form	3. Input data in the system, transfer and save ID photo taken by Information Unit and print ID	None	10 Minutes	*CBO Director* CBO
4. Check the encoded data in the system	4. Let the client check the data encoded in the system	None	3 Minutes	*CBO Director* CBO
5. Fill out the logbook and wait for your name to be called	5. Release ID	None	2 Minutes	*CBO Director* CBO
TOTAL		**None ****	**17 Minutes**	

Note: PHP 70.00 per ID will be charged accordingly to respective colleges/units.

B. Job Order and Contract of Service Employees

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	Job Order and Contract of Service Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Application Form (1 Original)	Corporate Business Operations

2. Official Receipt (1 Original)	Cash Unit (Windows 1, 2 and 3)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay ID Fee at Cash Unit	1. Collect payment and issue an official receipt for ID Fee	PHP 150.00	7 Minutes	*Administrative Officer V* Cash Unit
2. Proceed to Information Unit	2 Take a photo for the ID	None	1 Minute	*Administrative Officer V* Information Unit
3. Proceed to CBO and present the Official Receipt	3. Check Official Receipt	None	1 Minute	*CBO Director* Corporate Business Operations
4. Fill-out and submit Application Form	4. Input data in the system, transfer and save ID photo taken by Information Unit and print ID	None	10 Minutes	*CBO Director* CBO
5. Check the encoded data in the system	5. Let the client check the data encoded in the system	None	3 Minutes	*CBO Director* CBO
6. Fill out the logbook and wait for your name to be called	6. Release ID card	None	2 Minutes	*CBO Director* CBO
	TOTAL	**PHP 150.00**	**24 Minutes**	

2. Processing of Lost Identification Cards (IDs)

This provides the process on ID requests for lost ID cards of employees and students.

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss (1 Original)	Attorney's Office
2. Certificate of Enrolment (1 Original)	Admission and Registration Office/Client
3. Payment (Official Receipt) (1 Original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and Affidavit of Loss and submit to the CBO Office	1.1 Verify the validity of the Affidavit and instruct client to proceed to the Cashier for payment	None	1 Minute	*CBO Director* Corporate Business Operations
	1.2 Check client's name and information against the database	None	1 Minute	*CBO Director* Corporate Business Operations
2. Proceed to the Cashiering Services for payment	2. Receive payment and release Official Receipt	PHP 150.00	5 Minutes	*Administrative Officer V* Cash Unit
3. Proceed to CBO and present the Official Receipt	3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2	None	5 Minutes for new photos	*CBO Director* Corporate Business Operations
	3.2 Print ID Card	None	5 Minutes	*CBO Director* Corporate Business Operations
4. Fill out the logbook and wait for your name to be called.	4. Release ID Card	None	1 Minutes	*CBO Director* Corporate Business Operations
	TOTAL	**PHP 150.00**	**18 Minutes**	

3. Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change

This provides the process on ID re-issuance requests for damaged ID cards and ID Cards with data change.

Office:	Corporate Business Operations (CBO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Application Form (1 Original)	Corporate Business Operations
2. Old ID Card (1 Original)	Client
3. Official Receipt (OR) (1 Original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Proceed to CBO Office to request for re-issuance of new ID and surrender the old ID.	1.1. Verify validity of request for re-issuance and instruct client to proceed to the Cashier for payment.	None	1 Minute	*CBO Director* Corporate Business Operations
	1.2 Check client's name and information against the database and encode the necessary changes, if any.	None	5 Minutes	*CBO Director* Corporate Business Operations
2. Proceed to the Cashiering Services for payment	2. Receive payment and release Official Receipt	P150 per ID	5 Minutes	*Administrative Officer V* Cash Unit
3. Proceed to CBO and present the Official Receipt.	3.1 Take a photo for the ID if the client prefers a new photo, otherwise continue to 3.2.	None	5 Minutes for new photos	*CBO Director* Corporate Business Operations
	3.2 Print ID	None	5 Minutes	*CBO Director* Corporate Business Operations
4. Fill out the logbook and wait for your name to be called.	4. Release ID	None	1 Minutes	*CBO Director* Corporate Business Operations
5. Fill out the Client Satisfaction Survey Form electronically or drop off a paper copy in the designated box.	5. Provide client with Client Satisfaction Survey Form (electronically or on paper).	None	5 Minutes	*CBO Director* Corporate Business Operations
	TOTAL	**PHP 150.00**	**27 Minutes**	

GENDER AND DEVELOPMENT SERVICES

1. GAD Related Complaints/ Cases

Allegations of unfair treatment by staff members and students. Allegations of inadequate teaching, advice, assessment and evaluation.

Office:	Gender and Development Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Employee ID (1 original)	Corporate Business Operations

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire and present the requirements to the information desk.	1. Verify the validity of the ID and COE	None	2 Minutes	*Gender and Development Focal Person* Gender and Development Services
2. Detailed the Complaints in privacy	2. The GAD Focal Person gives brief advice about her rights in privacy	None	1 Hour	*GAD Focal Person* GAD Services
3. Request to have a copy of IEC Materials related to the Complaints/ Case	3. Assist the client; then give to the client the IEC Materials that he/she want to read	None	3 Minutes	*GAD Focal Person* GAD Services
4. Fill out the logbook for Complaints/ Cases	4. Provide a client a Logbook	None	3 Minutes	*GAD Focal Person* GAD Services
		TOTAL	**1 Hour, 7 Minutes**	

2. Lactation Service

Lactation services encompass a range of support and assistance provided to breastfeeding mothers and their infants. The goal of lactation services is to promote successful breastfeeding experiences by providing education and guidance. This support may include help with breastfeeding techniques, addressing common challenges such as latch difficulties or low milk supply, guidance on breast pumping and milk storage, and assistance with breastfeeding positions. Lactation services also play a crucial role in addressing concerns related to infant nutrition, maternal health, and overall well-being during the breastfeeding journey.

Office:	Gender and Development Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order, Part-timer)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Employee ID (1 Original)	Corporate Business Operations

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TME**	**PERSON RESPONSIBLE**
1. Inquire and present the requirements to the information desk.	1. Verify the validity of the Employee ID	None	2 minutes	*Gender and Development Focal Person* Gender and Development Services
2. Fill out the lactation logbook	2. Guide the client to the Lactation Room; then prepare the breastpump device and breastmilk storage bag or ziplocks.	None	5 minutes	*GAD Focal Person* GAD Services
3. Lactate in the Lactation Room	3. Give the client a privacy inside the Lactation Room.	None	30 minutes	Client
4. Storing the milk in a refrigerator.	4. Help the client to store the milk in a refrigerator.	None	5 minutes	*GAD Focal Person* GAD Services Client
5. Completion of transaction	5. The GAD Focal Person gives brief orientation about her rights and obligations as parenting student/employee.	None	10 minutes	*GAD Focal Person* GAD Services
		TOTAL	**52 minutes**	

LEGAL UNIT

1. Issuance of Certificate/Affidavit of No Pending Administrative Case

Issuance of Certificate/Affidavit of No Pending Administrative Case to the requesting employees upon accomplishment of the Request Form.

Office:	Legal Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form (1 original)	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form	1.1 Receive the Request Form	None	15 Minutes	*Attorney IV* Legal Unit
	1.2 Check and verify records if employee has pending administrative case/case status	None	20 Minutes	*Attorney IV* Legal Unit
	1.3 Draft certification/ affidavit of no pending administrative case	None	20 Minutes	*Attorney IV* Legal Unit
	1.4 Review and sign the certificate/ affidavit	None	20 Minutes	*Attorney IV* Legal Unit
2. Release the requesting employee and receive the signed certificate	2. Release the signed Certificate and scan/file receiving copy	None	30 Minutes	*Attorney IV* Legal Unit
	TOTAL	**None**	**1 Hour, 45 Minutes**	

2. Processing of Request for Formal Written Legal Advice and Opinion

Issuance of written legal advice, opinion, comment and/or recommendation to the University President, colleges/units, committees, employees (on work-related matters) and students (for academic and other concerns relative to their stay in the University) regarding legal matters.

Office:	Legal Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter (1 original)	Requesting party
2. Pertinent Supporting Documents	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit referral	1.1 Receive referral, check attachments, records and endorses	None	15 Minutes	*Attorney IV* Legal Unit
	1.2 Refer for initial review, studies and research applicable policy/law	None	3 Days for simple matters; 5 Days for complex matters	*Attorney IV* Legal Unit
	1.3 Drafting initial comment and recommendations	None		*Attorney IV* Legal Unit
	1.4 Final review, revise and sign draft legal opinion, advices, comments/ recommendations	None	4 Days for simple not requiring extensive research 8 Days for complex matters	*Attorney IV* Legal Unit
2. Receive the signed legal advice, opinion, comments/ recommendations	2. Release to the concerned unit/office and scans/files the receiving copy	None	30 Minutes	*Attorney IV* Legal Unit
	TOTAL	**None**	**7 Days, 45 Minutes – Simple Matters** **15 Days, 45 Minutes – Complex Matters**	

3. Document Drafting and/or Review

Drafting or review of legal and administrative documents to the requesting unit/offices.

Office:	Legal Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter (1 original)	Requesting party
2. Pertinent Supporting Documents	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits referral	1.1 Receives referral, check attachments, recorded and endorse	None	15 Minutes	*Attorney IV* Legal Unit
	1.2 Refers for initial review, studies and researches applicable policy/law	None	2 Days for standard 4 Days for documents without draft or requiring major revision 8 Days for non-standard, complex and voluminous documents	*Attorney IV* Legal Unit
	1.3 Drafting/ revising of the documents and the transmittal letter	None		*Attorney IV* Legal Unit
	1.4 Final review, revises and signs initial on draft MOAs, MOUs and other undertaking	None	3 Days for standard 6 Days for documents without draft or requiring major revision 7 Days for non-standard, complex, and voluminous documents	*Attorney IV* Legal Unit
2. Receives the initialed legal documents	2. Releases to the concerned unit/office and scans/files the receiving copy	None	30 Minutes	*Attorney IV* Legal Unit
	TOTAL	**None**	**5 Days, 45**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			Minutes for standard **10 Days, 45 Minutes for documents without draft or requiring major revision** **15 Days, 45 Minutes for non-standard, complex and voluminous documents**	

4. Legal Advisory and Counseling Services to Walk-in Clients

Legal advisory and counseling services to walk-in clients with simple legal queries regarding work-related issues.

Office:	Legal Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Logbook Entry (CatSU-LB-LEG-03)	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Register in the logbook (CatSU-LB-LEG-03)	1.1 Assist the client to register in the logbook	None	5 Minutes	*Attorney IV* Legal Unit
	1.2 Render legal advisory and counselling services to walk-in clients with simple queries	None	*	*Attorney IV* Legal Unit
	1.3 Assist the client to accomplish log-out in the logbook after the services rendered	None	5 Minutes	*Attorney IV* Legal Unit
	TOTAL	**None**	**10 Minutes**	

**Note – Processing time does not include actual performance of actual legal advisory and counseling which may vary depending on the query of the client*

QUALITY ASSURANCE UNIT

1. Request for Use of Accreditation Room

Clients may request the use of the Accreditation Room for university-related activities, including student-initiated events, free of charge. Request submission is available online or through walk-in service. The Accreditation Room is offered for free access to university-related activities, including student-initiated activities, from Monday through Friday, 8:00am to 5:00pm depending on its availability. However, priority is given to the conduct of Quality Assurance activities like ISO, AACCUP, RQAT, and the like.

In case the time of use of Accreditation Room is beyond 5:00 PM on weekdays, please notify the Quality Assurance Unit (QAU). For weekends, the requesting unit/college/group must request Compensatory Time-Off for one (1) QAU personnel, if needed. The Guidelines in the Use of Accreditation Room is incorporated in the Google Form, for online request, and at the back of hard copy of the request for walk in request.

A. Online Request

Office:	Quality Assurance Unit
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Online Reservation, Accomplished Request Form in Google Form – Request for Use of Accreditation (1 response) The request form is available through this link: https://forms.gle/FfR9jUpEqQDS6tsz7 Or by scanning this QR code:	Quality Assurance Unit
2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy)	Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Access the link or the QR Code to know the availability of the Accreditation Room and accomplish the google	1. Check the Online Calendar of Accreditation Room if the clients already booked the requested date and time	None	30 Minutes	*Administrative Officer V* Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
form to book an appointment for the use of Accreditation Room.	of use. Review the responses on the google form for the Request of Use of Accreditation Room if the request have been recorded. Receive and designate request number for the request.			
2. Wait for QAU Action (approved or denied)	2.1 Evaluate request	None	25 Minutes	*Administrative Officer V* QA Unit
	2.2 Approve or deny the request	None	5 Minutes	*Administrative Officer V* QA Unit
3. Receive response from QAU	3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved, send an email of confirmation to the email provided in the google form*	None	30 Minutes	*Administrative Officer V* QA Unit
	TOTAL	**None**	**1 Hour, 30 Minutes**	

B. Walk-in Request

Office:	Quality Assurance Unit
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job-Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form – Request for Use of Accreditation Room (CatSU-F-QAU-07) (1 original)	Quality Assurance Unit
2. Approved Letter Request/ Approved Activity Request, if any (1 photocopy)	Quality Assurance Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Inquire the availability of Accreditation Room for the schedule to be requested and accomplish the form for Request for Use of Accreditation Room (CatSU-F-QAU-07)	1. Check availability of Accreditation Room and review all fields are properly filled-out. Receive, record and designate request number for the accomplished form for the Request for Use of Accreditation Room.	None	30 Minutes	*Administrative Officer V* Quality Assurance Unit
2. Wait for QAU Action (approved or denied)	2.1 Evaluate request	None	25 Minutes	*Administrative Officer V* QA Unit
	2.2 Approve or deny the request	None	5 Minutes	*Administrative Officer V* QA Unit
3. Receive response from QAU	3. Inform the client(s) whether application is approved or denied; *if denied, communicate reason for regrets via email provided in the request form; if approved,*	None	30 Minutes	*Administrative Officer V* QA Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	furnish a soft copy of approved Request for Use of Accreditation Room (CatSU-F-QAU-07) via email provided in the form.			
	TOTAL	**None**	**1 Hour, 30 Minutes**	

B. Administrative and Finance Division

ACCOUNTING UNIT

1. Issuance of Certification for Contributions and Loan Remittances

The Issuance of Certification for Contributions and Loan Remittances provides an official document verifying an employee's remitted contributions and loan payments. This certification serves as proof of compliance and may be required for various purposes, including employment, financial transactions, loans applications, and other transactions.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 original)	Accounting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out and submit Request Form	1.1 Receive accomplished request form and evaluate completeness of information	None	5 Minutes	*Accountant III* Accounting Unit
	1.2 Prepare Certification	None	4 Hours	*Accountant III* Accounting Unit
	1.3 Check/ review and sign the Certification	None	10 Minutes	*Accountant III* Accounting Unit
2. Receive the Certification and sign in the logbook	2. Record the transaction and release the Certification	None	10 Minutes	*Accountant III* Accounting Unit
	TOTAL		**4 Hours, 25 Minutes**	

2. Issuance of Certification for PhilHealth Contributions and Claims

The Issuance of Certification for PhilHealth Contributions and Claims provides members with an official document verifying their premium contributions and claims history. This certification serves as proof of PhilHealth coverage and may be required for various purposes, such as employment, hospitalization, reimbursement, or other official transactions.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service

	and Job Order)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PhilHealth Claim Form 1 (CF-1) (1 original)	PhilHealth Website (www.philhealth.gov.ph)
2. Request Form (1 original)	Accounting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out and submit Request Form together with the CF 1	1.1 Receive accomplished request form and CF-1 and evaluate completeness of information	None	5 Minutes	*Accountant III* Accounting Unit
	1.2 Prepare Certification of PhilHealth remittance	None	4 Hours	*Accountant III* Accounting Unit
	1.3 Fill-out or check the Employer Information and sign the CF-1 and the Certification	None	10 Minutes	*Accountant III* Accounting Unit
2. Receive the CF-1 and Certification and sign in the logbook	2. Record the transaction and release the CF-1 and Certification	None	10 Minutes	*Accountant III* Accounting Unit
	TOTAL		**4 Hours, 25 Minutes**	

CASH UNIT

1. Collection of Payment and Issuance of Official Receipt

This includes collection from payments of fees from employees.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Corporate Business Operations (CBO) and Office of Admission and Registration Services (OARS)
2. Order of payment/Other Transaction Slip (for payment of miscellaneous and other fees)	Colleges/Servicing Unit/Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the needed requirement to the Collecting Clerk for review and verification	1. Input data on the system	None	30 Seconds	*Administrative Officer V* Cash Unit
2. Fill out the logbook placed in the window (Name, External/ Internal and Time Started)	2. Assist client in filling out the logbook	None	30 seconds	*Administrative Officer V* Cash Unit
3. Pay the amount indicated in the assessment form/order of payment slip.	3. Receive cash as payment	Certification fees Undergraduate: PHP 30.00 Graduate: PHP 50.00 Authentication fee PHP 5.00/page Auditorium/Gym Rental PHP 18,000.00/day Gate pass PHP 50.00	1 Minute	*Administrative Officer V* Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
		and other related fees		
4. Wait until your transaction has been generated on the system and while the Official Receipt is being printed.	4. Issue the Official Receipt	None	1 Minute	*Administrative Officer V* Cash Unit
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	1 Minute	*Administrative Officer V* Cash Unit
	TOTAL	**Certification fees Undergraduate: PHP 30.00 Graduate: PHP 50.00** **Authentication fee PHP 5.00/page** **Auditorium/Gym Rental PHP 18,000.00/day** **Gate pass PHP 50.00** **and other related fees**	**4 Minutes**	

2. Disbursement of Cash

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

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client
2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	*Disbursing Officer/ Disbursing Clerk* Cash Unit
2. Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll	None	3 Minutes	*Disbursing Officer/ Disbursing Clerk* Cash Unit
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	*Disbursing Officer/ Disbursing Clerk* Cash Unit
	TOTAL	**None**	**5 Minutes**	

3. Disbursement of Check

Disbursement of check on payment of travel of employees.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Casual, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) - if claimant (1 original)	Client
2. Authorization Letter and Valid of Identification - if claimant is not the direct client (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid	1. Verify the	None	1 Minute	*Administrative*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
ID/Authorization Letter (if needed)	validity of the ID/Authorization Letter			*Officer V* Cash Unit
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	*Administrative Officer V* Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter	3. Issue the Check	None	1 Minute	*Administrative Officer V* Cash Unit
	TOTAL	**None**	**5 Minutes**	

4. Disbursement of Petty Cash

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

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client
2. Petty Cash Voucher (CSU-F-CASH-14) • Inspection and Acceptance Report • Certification (Lowest Price) • Certification – Emergency Purchase • Official Receipt or Sales Invoice or CENRR or RER *CENRR (PHP 1 to PHP 300)* *RER (PHP 301 to PHP 1000)* Additional requirements for replacement of item • Pre-Inspection Report • Waste Materials Report • Post-Inspection Report Additional Requirements for New Item and Replacement (PHP 1,000 – PHP 7500) • Canvass Forms Additional Requirements for New Item and Replacement (PHP 2,000 – PHP 7,500)	Cash Unit

• Purchase Request	
3. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	*Administrative Officer V* Cash Unit
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	*Administrative Officer V* Cash Unit
3. Sign on the Cash Book	3. Make sure that the client has signed the Cash Book	None	30 Seconds	*Administrative Officer V* Cash Unit
4. Receives and count the cash before leaving the counter	4. Sees to it the amount if given to the client is correct	None	30 Seconds	*Administrative Officer V* Cash Unit
	TOTAL	**None**	**5 Minutes**	

DOCUMENT CONTROL CENTER (ISO CENTER)

1. Registration and Control of Documented Information

This procedure covers the registration and control of documented information affecting the Quality Management System (QMS) of the Catanduanes State University in compliance with the ISO 9001:2015 requirements.

Office:	Document Control Center (ISO Center)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Documented information (e.g. procedure manual, work instruction, quality objective, process FMEA, and forms) (1 original)	Requesting party
2. Document Registration Form (1 original copy per type of document to be registered)	ISO Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish the Document Registration Form and submit with the attached documented information.	1.1 Receive and review the completeness of the filled-out Document Registration Form	None	5 Minutes	*Document Controller* Document Control Center
	1.2 Review the documented information against the Document Master List and the correctness of its document identification If correct/ complete, proceed to the next step. If incomplete/ incorrect, return the documents to the client for revision.	None	35 Minutes	*Document Controller* Document Control Center
	1.3 Submit the accomplished Document Registration form with the attached	None	4 Hours	*Document Controller* Document Control Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	documented information to the ISO Chairperson for approval			
	1.4 Once approved, reproduce the documented information and stamp "CONTROLLED" on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp "ISSUED" (first page only) with affixed signature and date of issue of the Document Controller	None	8 Hours	*Document Controller* Document Control Center
2. Receive the CONTROLLED documented information	2.1 Issue the CONTROLLED documented information to the requesting office/unit as indicated in the Distribution Form.	None	3 Hours	*Document Controller* Document Control Center
	2.2 The new and original documented information shall be stamped with "MASTER COPY" before filling.	None	20 Minutes	*Document Controller* Document Control Center
	TOTAL	**None**	**2 Days, 1 Hour**	

2. Request for Documented Information

Request of Catanduanes State University units and offices for documented information affecting the Quality Management System (QMS) of the university.

Office:	Document Control Center (ISO Center)
Classification:	Simple

Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Document Form (1 original)	ISO Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill and submit the Request for Document Form	1.1. Receive the accomplished Request for Document Form	None	15 Minutes	*Document Controller* Document Control Center
	1.2 Look for the requested documented information	None	1 Hour	*Document Controller* Document Control Center
	1.3 Submit the accomplished Request for Document Form, attached with the requested documented information to the ISO Chairperson for approval.	None	45 Minutes	*Document Controller* Document Control Center
2. Receive the requested documented information.	2.1 Reproduce the documented information and stamp “CONTROLLED” on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp “ISSUED” (first page only) with affixed signature and date of issue of the Document Controller.	None	1 Hour	*Document Controller* Document Control Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.2 Issue the CONTROLLED documented information to the requesting office/unit.	None	1 Hour	*Document Controller* Document Control Center
	TOTAL	**None**	**4 Hours**	

3. Revision of Controlled Documented Information

This procedure covers the revision of controlled documented information affecting the Quality Management System (QMS) of the Catanduanes State University in compliance with the ISO 9001:2015 requirements.

Office:	Document Control Center (ISO Center)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Division Heads, Office/Unit Heads, Chiefs of Offices, Deans, Directors, and Principal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revised documented information (e.g. procedure manual, work instruction, quality objective, process FMEA, and forms) (1 original)	Requesting party
2. Document Change Notice Form (1 copy per documented information to be revised)	ISO Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish the Document Registration Form and submit with the attached documented information.	1.1 Receive and review the completeness of the filled-out Document Registration Form	None	5 Minutes	*Document Controller* Document Control Center
	1.2 Review the documented information against the Document Master List and the correctness of its document identification If correct/ complete, proceed to	None	35 Minutes	*Document Controller* Document Control Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	the next step. If incomplete/ incorrect, return the documents to the client for revision.			
	1.3 Submit the accomplished Document Change Notice Form, attached with the revised documented information to the ISO Chairperson for approval.	None	4 Hours	*Document Controller* Document Control Center
	1.4 Reproduce the revised documented information and stamp “CONTROLLED” on all pages, except for manuals in book-form, which shall be stamped on the first page only, and stamp “ISSUED” (first page only) with affixed signature and date of issue of the Document Controller.	None	8 Hours	*Document Controller* Document Control Center
2. Receive the CONTROLLED revised documented information and turn over the previous version of the	2.1 Issue the CONTROLLED revised documented information to the requesting office/unit as indicated in the	None	4 Hours	*Document Controller* Document Control Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
CONTROLLED documented information.	Distribution Form.			
	2.2 Retrieve the obsolete documents (i.e., previous version of the CONTROLLED documented information).	None	1 Hour	*Document Controller* Document Control Center
	2.3 Indicate and record the revisions in the Document Revision Record for its revision description history.	None	1 Hour	*Document Controller* Document Control Center
	2.4 The new and original documented information shall be stamped with “MASTER COPY” before filling.	None	20 Minutes	*Document Controller* Document Control Center
	TOTAL	**None**	**2 Days, 3 Hours**	

GENERAL SERVICES UNIT

1. Request for Fabrication

Request for fabrication of office tables, shelves, cabinets and others that require carpentry works with available needed materials

Office:	General Services Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished 1 copy of Service Request Form	General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Service Request form from the GSU Office	1. Release a Service Request Form.	None	1 Minute	*Administrative Officer V* General Services Unit
2. Fill out the Service Request Form	2. Assist the client in filling out the Service Request Form	None	4 Minutes	*Administrative Officer V* General Services Unit
3. Submit the filled-out Service Request form and wait for the confirmation	3.1 Receive and check the filled-out service request form.	None	3 Minutes	*Administrative Officer V* General Services Unit
	3.2 Forward the service request form to Carpenter Foreman for Assessment	None	1 Minute	*Administrative Officer V* General Services Unit
	3.3 Assess the type of work being requested and check the availability of materials. Sign the Order Confirmation and forward to the Unit Head for recommending approval	None	10 Minutes	*Administrative Officer V* General Services Unit
	3.4 Sign the recommending approval in the Service	None	5 Minutes	*Administrative Officer V* General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request form and forward to CAO-Admin for approval			
	3.5 Sign and approve the Service request form	None	5 Minutes	*Chief Administrative Officer* Office of the Chief Administrative Officer for Administration
4. Wait for the delivery of the fabricated furniture	4.1 Schedule and designate personnel to fabricate the requested furniture	None	Table – 10 – 20 Days	*Administrative Officer V* General Services Unit
	4. 2 Check and Inspect the fabricated furniture	None	15 minutes	*Administrative Officer V* General Services Unit
	4.3 Submit report to AOV and SPMU the attached Manufacturing Cost Sheet	None	15 Minutes	*Administrative Officer V* General Services Unit
5. Acceptance of fabricated furniture and signing of "completed work checked by" portion on the Service Request	5. Deliver the fabricated furniture and receive the signed Service request form	None	10 - 30 Minutes	*Administrative Officer V* General Services Unit
	TOTAL	**None**	**Table – 5 days and Chair –** **Shelves – Cabinet – Flash door Door jamb - 10 – 20 days, 1 hour, 50 minutes**	

2. Request for Repair and Maintenance

Request for repair and maintenance such as carpentry, masonry, electrical and plumbing.

Office:	General Services Unit
Classification:	Highly Technical
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished 1 copy of Service Request Form	General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Service Request form	1. Instruct the client to provide the needed information in the Service Request Form	None	2 Minute	*Administrative Officer V* General Services Unit
2. Fill out the Service Request Form	2. Assist the client in filling out the Service Request Form.	None	3 Minutes	*Administrative Officer V* General Services Unit
3. Signing of Service Request	3.1 Assess the type of work being requested	None	10 Minutes	*Administrative Officer V* General Services Unit
	3.2 Sign the Service Request Form and forward to Unit Head	None	5 Minutes	*Administrative Officer V* General Services Unit
	3.3 Determine the nature of work to be done, then sign	None	5 Minutes	*Administrative Officer V* General Services Unit
	3.4 Forward the service request to Material Custodian to check the availability of materials **Note: If materials needed are unavailable, client is advised to prepare a Purchase Request, noted by the head of office,*	None	5 Minutes	*Administrative Officer V* General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submitted to the Office of SAO for control and approved by the President/OIC			
	3.5 Forward the signed Service Request Form to Chief Administrative Officer – Administration for signing	None	5 Minutes	*Chief Administrative Officer* Office of the Chief Administrative Officer for Administration
	3.6 Sign the Service Request Form	None	5 Minutes	*Administrative Officer V* General Services Unit
	3.7 Receive materials, inspected by the Inspection Committee and release to In-Charge	None	5 Minutes	*Administrative Officer V* General Services Unit
	3.8 Schedule for repair/ Designate Personnel	None	5 minutes	*Administrative Officer V* General Services Unit
4. Wait for the GSU personnel to check/inspect/work on the requested service	4.1 Implementation of the Service Request	None	1 - 10 Days	*Administrative Officer V* General Services Unit
	4.2 Checking and Inspection of work done	None	15 Minutes	*Administrative Officer V* General Services Unit
5. Acceptance of work done and signing of Service Request Form for completion of work	5. Turn-over of work/service done and accept the signed Service request form	None	5 -15 Minutes	*Administrative Officer V* General Services Unit
	TOTAL	**None**	**1-10 days and 1 hour & 30 minutes**	

Note: If materials needed are unavailable, client is advised to prepare a Purchase Request.

3. Request for Installation of Tarpaulin

Request for installation of tarpaulin, streamers and banners

Office:	General Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Service Request Form	General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Service Request Form	1. Instruct the client to provide the needed information in the Service Request Form	None	3 Minutes	*Administrative Officer V* General Services Unit
2. Fill out the Service Request Form	2. Assist the client in filling out the Service Request Form	None	4 Minutes	*Administrative Officer V* General Services Unit
3. Submit the filled-out Service Request form and wait for the confirmation	3.1 Receive and check the completeness of filled-out service request form	None	3 Minutes	*Administrative Officer V* General Services Unit
	3.2 Forward the service request form to Carpenter Foreman for order confirmation	None	2 Minutes	*Administrative Officer V* General Services Unit
	3.3 Sign the Order Confirmation and forward to the Unit Head for recommending approval	None	5 Minutes	*Administrative Officer V* General Services Unit
	3.4 Sign the recommending approval in the Service Request form and forward to CAO-Admin for approval	None	5 Minutes	*Administrative Officer V* General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Sign and approve the Service request form	None	5 Minutes	*Chief Administrative Officer* Office of the Chief Administrative Officer for Administration
	3.6 Installation of tarpaulin/ streamer/ banner	None	20 Minutes	*Administrative Officer V* General Services Unit
4. Acceptance of work done, signing of Service Request Form	4. Receive signed Service Request Form	None	5 Minutes	*Administrative Officer V* General Services Unit
	TOTAL	**None**	**52 minutes**	

HEALTH SERVICES

1. Medical Consultation and Treatment

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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Assessment form	Health Services
2. Employee University ID	HRMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID **FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	None	1 Minute	*Medical Officer III* Health Services
2. Provide information i.e chief complaint	2. Conduct Assessment	None	2 Minutes	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3. Get vital signs	None	3 Minutes	*Medical Officer III* Health Services
4. Submit for medical examination	4. Perform Physical exam/issue prescription if needed	None	15 Minutes	*Medical Officer III* Health Services
4. Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicine	4. Provide medicine if there is prescription	None	2 Minutes	*Medical Officer III* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**24 Minutes**	

Note: Emergency cases are given immediate medical treatment

2. Issuance of Medical Certificate

Prepared and issued medical certificates for clients, facilitating their employment processes, reinstatement, sick leave, excuse letter and other related needs.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present I	1. Check ID	None	1 minute	*Medical Officer III* Health Services
2. Fill-Up the Request Form	2. Provide Request Form	None	1 minute	*Medical Officer III* Health Services
3. Submit self for taking of vital signs	3. Provide Request Form	None	3 minutes	*Medical Officer III* Health Services
4. Submit for Medical Assessment	4. Get vital signs	None	2 minutes	*Medical Officer III* Health Services
5. Sign and Received the Medical Certificates form	5. Conduct Medical Examination	None	10 minutes	*Medical Officer III* Health Services
6. Sign on logbook	6. Assist in signing	None	1 minute	*Medical Officer III* Health Services
TOTAL		**None**	**18 Minutes**	

3. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID	None	1 Minute	*Dentist II* Health Services
2. **FOR NEW PATIENT**, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Assist in filing-up the record	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Dentist II* Health Services
4. Answer Necessary data needed	4. Conduct Assessment	None	2 minutes	*Dentist II* Health Services
5. Consultation proper	5. Perform Physical exam.	None	15 minutes	*Dentist II* Health Services
6. Submit self for diagnosis and dental treatment/management a. Minor oral surgery b. Control Secondary Infection c. Other Emergency Cases	 6.1 Do oral surgery 6.2 Provide prescription 6.3 Do Appropriate intervention	None	 15 minutes 15 minutes 15 minutes	*Dentist II* Health Services
7. Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicine	7. Provide medicine	None	2 minutes	*Dentist II* Health Services
8. Sign logbook	8. Assist in signing	None	1 minute	*Dentist II* Health Services
	TOTAL	**None**	**41 Minutes**	

Note: Emergency cases are given immediate medical treatment

4. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID	None	1 Minute	*Dentist II* Health Services
2. FOR NEW PATIENT, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	Get vital signs	None	3 minutes	*Dentist II* Health Services
4. Answer necessary data	Conduct Assessment	None	2 minutes	*Dentist II* Health Services
5. Submits for Oral Screening	Perform Oral screening	None	15 minutes	*Dentist II* Health Services
6. Received the signed Oral Screening form	Signed the oral screening form	None	2 minutes	*Dentist II*
7. Sign logbook	Assist in signing	None	1 minute	Health Services
	TOTAL	**None**	**26 Minutes**	

5. Promotion of Oral Health/Specific Protection and Counseling Certificate

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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID	None	1 minute	*Medical Officer III* Health Services
2**. FOR NEW PATIENT**, fill-out Medical Patient	2. Retrieve record / Assist in	None	2 minutes	*Medical Officer III* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Form **FOR FORMER PATIENT**, records are retrieved	filing-up the Medical Patient Form			
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 minutes	*Medical Officer III* Health Services
	3.2 Conduct Interview	None	2 minutes	*Medical Officer III* Health Services
	3.3 Perform Physical exam	None	15 minutes	*Medical Officer III* Health Services
4. Present Dentist's prescription (if any) to the Dental Aide on duty for dispensing of medicine	4. Provide medicine if there is prescription If none, proceed to next step	None	2 Minutes	*Dentist II* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 minute	*Medical Officer III* Health Services
	TOTAL	**None**	**26 Minutes (if with medicines dispensed)** **24 Minutes (if no medicines dispensed)**	

6. Referral of Dental Care

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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID	None	1 Minute	*Dentist II* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. FOR NEW PATIENT, fill-out Medical Patient Form **FOR FORMER PATIENT**, records are retrieved	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 Minutes	*Dentist II* Health Services
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Dentist II* Health Services
	3.2 Conduct Interview	None	2 Minutes	*Dentist II* Health Services
	3.3 Perform Physical examination	None	15 Minutes	*Dentist II* Health Services
4. Wait for the issuance of Referral Form	4. Issue Referral Form	None	3 Minutes	*Dentist II* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Dentist II* Health Services
6. Bring back return slip to the Dental Services for record purposes	6. Get return slip	None	1 Minute	*Dentist II* Health Services
	TOTAL	**None**	**28 Minutes**	

7. 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:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Patient Form (if new patient) (1 original)	Health Services
2. Valid Identification Card (1 original)	Corporate Business Operations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present ID	1. Check ID	None	1 Minute	*Medical Officer III* Health Services
2. FOR NEW PATIENT, fill-out Medical Patient Form **FOR FORMER**	2. Retrieve record / Assist in filing-up the Medical Patient Form	None	2 Minutes	*Medical Officer III* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
PATIENT, records are retrieved				
3. Submit self for taking of vital signs	3.1 Get vital signs	None	3 Minutes	*Medical Officer III* Health Services
	3.2 Conduct Interview	None	2 Minutes	*Medical Officer III* Health Services
	3.3 Perform Physical examination	None	22 Minutes	*Medical Officer III* Health Services
4. Wait for the issuance of Referral Form	4. Issue Referral Form	None	2 Minutes	*Medical Officer III* Health Services
5. Sign the logbook	5. Assist in signing the logbook	None	1 Minute	*Medical Officer III* Health Services
6. Bring back return slip to the Health Services for record purposes	6. Get return slip	None	1 Minute	*Medical Officer III* Health Services
	TOTAL	**None**	**34 Minutes**	

HUMAN RESOURCE MANAGEMENT UNIT

1. Issuance of Certified Copy of Document from 201 Files

Eligible employees in the University may request for certified true copy of their 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 Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip (1 original)	Human Resource Management Unit
2. Valid identification card (1 original)	Requesting Party
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid Identification Card/ Letter of authorization	1. Validate identity of the client and the authenticity of the authorization letter (if needed)	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
2. Accomplish and submit request form together with the Official Receipt	2.1 Receive accomplished request form and evaluate completeness of information and the Official Receipt	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible	None	2 Hours	*Administrative Officer V* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	personnel			
	2.2 Retrieve the 201 files, search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document	None	8 Hours	*Administrative Officer V* Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	6 Hours	*Administrative Officer V* Human Resource Management Unit
4. Receive the documents requested	4. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**None**	**2 Days, 1 Hours, 30 Minutes****	

******Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 2(b) of JMC No. 2019-001 on the IRR of RA 11022
******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.

2. Issuance of Personnel Records

Eligible employees in the University may request for their 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 Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip (1 original)	Human Resource Management Unit
2. Valid Identification Card (1 original)	Requesting Party
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid Identification Card/ Letter of authorizatio n	1. Validate identity of the client and the authenticity of the authorization letter (if needed)	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
2. Accomplish and submit request form	2.1 Receive accomplished request form and evaluate completeness of information	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	4 Hours	*Administrative Officer V* Human Resource Management Unit
	2.3 Retrieve the 201 files, search for the requested documents, print/photocopy and prepare the requested document	None	12 Hours	*Administrative Officer V* Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	6 Hours	*Administrative Officer V* Human Resource Management Unit
3. Receive the documents requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer V* Human Resource Management Unit
	TOTAL	**None**	**2 Days, 7 Hours, 30 Minutes**	

**Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 2(b) of JMC No. 2019-001 on the IRR of RA 11022

**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.

MOTOR POOL SERVICES

1. Request for Transportation Services

The request for transportation services provides employees with official transport arrangements for work-related travel. This service ensures safe, efficient, and well-coordinated transportation for official duties, fieldwork, training or other approved activities.

Office:	Motor Pool Services
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vehicle Trip Tickets Form (1 original)	Motor Pool Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of vehicles and drivers based on their requested schedule	1. Check the availability of vehicles and drivers and inform the requesting unit regarding the availability of vehicle If available, inform the requesting unit and provide Vehicle Trip Tickets Form If not available, inform the requesting unit the reason of unavailability.	None	10 Minutes	*Officer-In-Charge* Motor Pool Services
2. Fill out the Vehicle Trip Tickets Form	2. Assist the client in filling out the Vehicle Trip Tickets Form	None	5 Minutes	*Officer-In-Charge* Motor Pool Services
3. Submit the filled-out Vehicle Trip Tickets Form	3.1 Receive and check the completeness of filled-out Vehicle Trip Tickets Form	None	3 Minutes	*Officer-In-Charge* Motor Pool Services
	3.2 Sign the Vehicle Trip Tickets Form and forward to	None	10 Minutes	*Officer-In-Charge* Motor Pool Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office of the CAO-Administration for approval			
	3.3 Approve the Vehicle Trip Tickets Form	None	5 Minutes	*Chief Administrative Officer* Office of the Chief Administrative Officer for Administration
	3.4 Issue approved Vehicle Trip Tickets to the driver	None	1 Hour	*Officer-In-Charge* Motor Pool Services
4. Wait for the approval of the Vehicle Trip Tickets	4.1 Inform the clients for the approval of the Vehicle Trip Tickets	None	15 Minutes	*Officer-In-Charge* Motor Pool Services
	4.2 Conduct trip to destination and provide safe transportation and assistance to the passenger	None	8 Hours	*Officer-In-Charge* Motor Pool Services
5. Upon completion of the trip, confirms the trip and signs in the vehicle trip ticket	5. Fill out and sign the trip tickets. Trip tickets must have confirmation by passengers upon return to station	None	5 Minutes	*Officer-In-Charge* Motor Pool Services
	TOTAL	**None**	**1 Day, 1 Hour, 53 Minutes**	

Note: The duration of trip depends on the destination of travel

RECORDS UNIT

1. Request for a Copy of Document/s

The request for a copy of documents provides employees with official copies of their records for personal or administrative use. This service ensures the timely and accurate issuance of employee-related documents.

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Not Applicable

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the logbook	1.1 Advise the requesting party to log in the logbook her/his name together with the kind of document/s and sign	None	2 Minutes	*Administrative Officer V* Records Unit
	1.2 Search where the documents filed through Electronics Records	None	20 Minutes	*Administrative Officer V* Records Unit
	1.3 Photocopy or print the scanned copy of the requested document/s	None	4 Minutes	*Administrative Officer V* Records Unit
2. Receive the requested document/s	3. Release the authenticated document/s	None	1 minute	*Administrative Officer V* Records Unit
	TOTAL	**None**	**27 Minutes**	

2. Request for Authentication of Documents

The request for authentication of documents service verifies the authenticity of employee records and certifications. This ensures that document issued by organization are valid and accurate.

A. Regular Employees

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be authenticated (original and photocopy)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and photocopy of document/s	1.1 Receive the document/s from the client	None	2 Minutes	*Administrative Officer V* Records Unit
	1.2. Advise the client to log in the logbook her/his name together with the number of copies of the documents and sign	None	2 Minutes	*Administrative Officer V* Records Unit
2. Wait for the release of authenticated document/s	2.1 Check and stamps the document/s	None	5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour (More than 20 documents)	*Administrative Officer V* Records Unit
	2.2 Review and sign the document/s	None	5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour (More than 20 documents)	*Administrative Officer V* Records Unit
3. Receive the authenticated document/s	3. Release the authenticated document/s	None	1 minute	*Administrative Officer V* Records Unit

TOTAL	**None**	**15 Minutes (1-10 documents)** **25 Minutes (11-20 documents)** **2 Hours, 5 Minutes (More than 20 documents)**	

B. Non-Regular Employees

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be authenticated (original and photocopy)	Client
2. Official Receipt (1 original)	Cash Unit (Windows 1,2 and 3)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay authentication fee at Cash Unit	1. Collect payment and issue an Official Receipt for Authentication Fee	PHP 5.00 per copy	4 Minutes	*Administrative Officer V* Cash Unit
2. Present the original and photocopy of document/s and OR	2.1 Receive the document/s and official receipt from the client	None	2 Minutes	*Administrative Officer V* Records Unit
	2.2 Advise the client to log in the logbook her/his name together with the number of copies of the documents and sign	None	2 Minutes	*Administrative Officer V* Records Unit
2. Wait for the release of authenticated document/s	2.1 Check and stamps the document/s	None	5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour	*Administrative Officer V* Records Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			(More than 20 documents)	
	2.2 Review and sign the document/s	None	5 Minutes (1-10 documents) 10 Minutes (11-20 documents) 1 Hour (More than 20 documents)	*Administrative Officer V* Records Unit
3. Receive the authenticated document/s	3. Release the authenticated document/s	None	1 minute	*Administrative Officer V* Records Unit
	TOTAL	**None**	**19 Minutes (1-10 documents)** **29 Minutes (11-20 documents)** **2 Hours, 9 Minutes (More than 20 documents)**	

SECURITY SERVICES

1. Issuance of Vehicle Gate Pass

This allows employees to bring a vehicle inside the University campus. This pass serves as an official permit to ensure security, regulate vehicle movement, and maintain proper documentation of entries and exits.

Office:	Security Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Contract of Service, Job Order and Part-Timer)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Driver's License ID (1 photocopy and original ID must be presented upon application)	Land Transportation Office
2. OR/CR of the Vehicle (1 photocopy)	Land Transportation Office
2. Application for Vehicle Gate Pass (1 original)	Security Services
4. Official Receipt (1 original)	Cash Unit (Windows 1, 2 and 2)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the requirement at the Security Services	1.1 Check for the completeness of the requirements and the vehicle	None	10 Minutes	*Security Officer III* Security Services
	1.2 If complete, issue application form and advise client to fill out the form and pay the Gate Pass Fee at the Cash Unit If incomplete, advise client to ensure the completeness of the requirements before applying for the issuance of gate pass	None	5 Minutes	*Security Officer III* Security Services
2. Pay the corresponding fee at the Cash Unit	2. Process payment and issue Official Receipt	PHP 50.00	4 Minutes	*Administrative Officer V* Cash Unit
3. Submit filled out	3. Receive and record entry in	None	5 Minutes	*Security Officer III* Security Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
application form together with all the required documents	the logbook and encode in the database: • Name of Applicant • O.R. No. • Type of Vehicle • Vehicle Plate Number			
4. Claim the applicant's copy and the OR	4.1 Issue the applicant's copy and OR	None	5 Minutes	*Security Officer III* Security Services
	4.2. Affix the gate pass stickers to the vehicle	None	1 Minute	*Security Officer III* Security Services
	TOTAL	**PHP 50.00**	**20 Minutes**	

Note: The amount of vehicle gate pass depends on the Bid price of the lowest bidder.

SUPPLY AND PROPERTY MANAGEMENT UNIT

1. Request for the Issuance of Office, IT, Janitorial, Electrical and Hardware Supplies and Materials

This ensures the efficient distribution of essential supplies and materials to support daily operations and maintenance within the University. This service provides authorized personnel with the necessary items needed for administrative work, IT functions, facility, and technical repairs.

Office:	Supply and Property Management Unit
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	Employees (Permanent and Temporary)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Requisition Issue Slip (1 original)	Supply and Property Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Requisition Issue Slip	1.1 Receive the RIS and check the availability of supplies based on the list submitted If the supply is available, check the available column If not available, advise the end-user to prepare Purchase Request	None	5 Minutes	*Administrative Officer V* Supply and Property Management Unit
	1.2 Prepare the available supplies/items	None	5 Minutes	*Administrative Officer V* Supply and Property Management Unit
2. Receive the requested supplies/items	2. Release the available supplies/items	None	30 Minutes	*Administrative Officer V* Supply and Property Management Unit
3. Sign and acknowledge the receipt of the items in the RIS	3. Receive and file the signed RIS for recording and monitoring purposes	None	5 Minutes	*Administrative Officer V* Supply and Property Management Unit
	TOTAL	**None**	**45 Minutes**	

C. Academic Division

LIBRARY SERVICES

1. Circulation Service for CatSU Faculty (Permanent, Contract of Service, Part Time)

Mode of borrowing and returning books and other library materials

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library Card (1 original)	Library Services
2. Employee ID (1 original)	Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Hand in duly accomplished book card, the book/s to be borrowed, and library card/employee ID.	1.1 Receive book, duly accomplished book card, and library card/employee ID.	None	1 Minute	*College Librarian III* Library Services
	1.2 Scan the library card and verify borrower's status at the integrated library system.	None	1 Minute	*College Librarian III* Library Services
	1.3 Scan barcode of book and check-out under the borrower's account.	None	1 Minute	*College Librarian III* Library Services
	1.4 Print receipt of book/s borrowed *(if books are for overnight use)*	None	1 Minute	*College Librarian III* Library Services
2. Receive book/s and transaction receipt	2. Issue transaction receipt and book/s borrowed.	None	1 Minute	*College Librarian III* Library Services
3. Present book/s for return / check-in.	3. Scan the barcode of the book/s for return.	None	1 Minute	*College Librarian III* Library Services
4. If the book is overdue, pay the corresponding fine	4.1 Process payment and issue Official Receipt	PHP 50.00/ day	4 Minutes	*Administrative Assistant V* Cash Unit
	4.2 Verify correctness and completeness of the materials	None	3 Minutes	*College Librarian III* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	returned, and clear from the borrower's account in the integrated library system.			
5. Receive transaction receipt and library card/employee ID.	5. Hand over the client's library card/employee ID.		1 Minute	*College Librarian III* Library Services
	TOTAL	**PHP 50.00/ day**	**14 Minutes**	

2. Issuance of Library Card to Faculty (Part-Time and Contract of Service)

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

Office or Division:	Library Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	CatSU Faculty (Part-Time and Contract of Service only)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Library Information Sheet (CatSU-F-LIB-05) (1 original)	Library Services
2. 1 x 1 ID picture (2 original)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Library Information Sheet with attached ID pictures.	1. Verify accuracy of information in the Library Information Sheet.	None	5 Minutes	*College Librarian III* Library Services
2. Receive Claim Slip.	2.1 Issue Claim Slip.	None	1 Minute	*College Librarian III* Library Services
	2.2 Process library card	None	7 Days	*College Librarian III* Library Services
3. On the scheduled date of release, present Claim Slip.	3. File the Claim Slip.	None	1 Minute	*College Librarian III* Library Services
4. Receive Library Card and sign in issuance logbook.	4. Issue Library Card and instruct student to sign in the	None	1 Minute	*College Librarian III* Library Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issuance logbook.			
	TOTAL	**None**	**7 Days, 8 Minutes**	

3. Processing of Request for Bookbinding Service

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

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU Teaching and Non-Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request for Book Binding Services (CSU-F-LIB-07) (1 original)	Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*College Librarian III* 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	*College Librarian III* Library Services
3. Receive bound materials.	3. Issue bound materials.	None	1 Minute	*College Librarian III* Library Services
	TOTAL	**None**	**8 Minutes**	

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

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

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:	CatSU Teaching and Non-Teaching Personnel (Permanent, Temporary, Job-Order, Contract of Service, Part-timers, Casual)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CSU-F-LIB-06 Form (Application for Use of AudioVisual Equipment, Facilities and Services) (1 original)	Library Services
2. Letter Request (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present request letter and/or Inquire availability of Little Theater, or Discussion Room.	1.1 Receive request/inquiry	None	3 Minutes	*College Librarian III* Library Services
	1.2 Check the availability of the facility.	None	10 Minutes	*College Librarian III* Library Services
2. Accomplish Request Form for Use of Facilities (CSU-F-LIB-06)	2.0 Instruct client to accomplish the Request Form	None	5 Minutes	*College Librarian III* Library Services
	2.1 Approve request	None	2 Minutes	*College Librarian III* Library Services
3. Proceed to the facility on schedule.	3. Set-up facility	None	10 Minutes	*College Librarian III* Library Services
	TOTAL	**None**	**30 Minutes**	

D. Research, Extension and Production Division

RESEARCH AND DEVELOPMENT SERVICES

1. Consultancy/Assistance in the Conduct of Research

This service provides instructions for the process of assisting students in the conduct of their research.

Office:	Research and Development Services (RDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Faculty and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Consultation Form (CatSU-F-RDS-21) (1 original)	College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Request Form	1. Provide the Request Form	None	1 Minute	*Director* Research and Development Services
2. Fill out and submit the Request Form	2. Receive, check the completeness of the Request Form	None	1 Minute	*Director* Research and Development Services
3. Submit the signed Request Form to the Concerned R&DS Personnel	3. Conduct consultation and provide assistance	None	1 Day	*Director* Research and Development Services
	TOTAL	**None**	**1 Day, 2 Minutes**	

Note: Schedule and duration of actual consultancy depends on the scope/topic, requirements, and/or availability of assigned staff among others.

2. Acts on Requests for Records/Documents of Research Activities

This service provides instructions for the obtaining forms, records, or documents necessary in the submission of research, accreditation, and administrative purposes.

Office:	Research and Development Services (RDS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Faculty and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Consultation Form (CatSU-F-RDS-24a) (1 original)	College Research Coordinator's Office/ Research and Development Services CatSU website catsu.edu.ph/researchservices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish Request Form	1. Provide the Request Form	None	1 Minute	*Director* Research and Development Services
2. Fill out and submit the Request Form	2.1 Receive, check the completeness of the Request Form	None	2 Minutes	*Director* Research and Development Services
	2.2 Approve and sign the Request Form	None	15 Minutes	*Director* Research and Development Services
3. Submit the signed Request Form to the Concerned R&DS Personnel	3. Release the requested forms and/or documents (in hardcopy or send the softcopy through email or save in the flash drive or hard drive provided by the client)	None	3 Minutes	*Director* Research and Development Services
	TOTAL	**None**	**21 Minutes**	

EXTENSION SERVICES

1. Processing of Application for Reservation for the Utilization of the CatSU-Extension Services Training Hall

Request for utilization of the CatSU-Extension Services Training Hall is coursed through the office of the Extension Services. The training hall is primarily used for extension activities of the University. However, other CatSU units/offices/colleges may utilize the venue for other university-related activities, excluding student-initiated events.

Office:	Extension Services (ES)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Heads of Offices/Units/Colleges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Reservation for the Utilization of the CatSU-Extension Services Training Hall Form (1 original)	Extension Services
2. Signed Guidelines in the Use of the CatSU-Extension Services Training Hall (1 original)	Extension Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Extension Services and inquire on availability of training hall	1. Check availability of training hall If available, provide Application Form and Guidelines If not, state reason of unavailability	None	3 Minutes	*Director* Extension Services
2. Receive and fill out Application Form, and read and sign Guidelines	2. Assist client in filling-out Application Form and Guidelines	None	5 Minutes	*Director* Extension Services
3. Submit filled-out Application Form and Guidelines	3.1. Receive and review completion of details	None	2 Minutes	*Director* Extension Services
	3.1 Review application and sign to recommend approval to the VP-REPA	None	5 Minutes	*Director* Extension Services
	3.2 Evaluate	None	1 Day	*VP for Research,*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and sign Application Form			*Extension, Production Affairs* Office of the VP-REPA
	3.3 Receive approved Application Form with attached Guidelines and inform client via email/text message	None	5 Minutes	*Director* Extension Services
4. Receive copy of Approved Application Form and Guidelines	4. Release copy of Approved Application Form and Guidelines to client	None	5 Minutes	*Director* Extension Services
	TOTAL	**None**	**1 Day, 25 Minutes**	

CatSU Panganiban Campus

I. External Services

OFFICE OF THE CAMPUS DIRECTOR

1. Issuance of Certificate of Appearance

Service offered to a client who needs a certificate of appearance as proof of visit at the campus during the specified date

Office:	Office of the Campus Director
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 original)	Client
2. Purpose of Visit	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request at the staff for a Certificate of Appearance	1. Interview client and check ID.	None	1 Minute	*Campus Director* Office of the Campus Director
2. Fill-in the Visitor's Logbook the data required	2. Validate the Name and purpose of visit provided by the client	None	2 Minutes	*Campus Director* Office of the Campus Director
3. Wait for the release of the requested document.	3.1 Fill out the data in the Certificate of Appearance	None	5 Minutes	*Campus Director* Office of the Campus Director
	3.2. Review and sign the document requested.	None	1 Minute	*Campus Director* Office of the Campus Director
4. Receive the requested document.	4. Let the Client sign the logbook for the release of the requested document.	None	1 Minute	*Campus Director* Office of the Campus Director
	TOTAL	**None**	**10 Minutes**	

GUIDANCE COUNSELING OFFICE

1. Conducting College Entrance Examination

The College Entrance Examination is offered to incoming first-year students seeking admission to any of the curricular programs in the Colleges. They need to pass the admission examination conducted during the summer. It is also offered to other College students from other learning institutions who would like to transfer to Catanduanes State University – Panganiban Campus, as well as those who wish to shift to another course, may avail of this service.

Office:	Guidance Counseling Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming CatSU PC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate (PSA) (1 Photocopy)	Philippine Statistics Authority (PSA)
2. CSU-CEE Application Form (CSU-F-GCTO-02 (1 original)	CatSU-Guidance, Counseling & Testing Office www.catsu.edu.ph
Additional Requirements:	
A. Graduating Senior High Students	
1. Certificate of Good Moral Character (1 photocopy)	Previous School Attended
2. 2” x 2” ID pictures (2 original)	Client
3. General Weighted Average (GWA) for G12 Senior High School for 1st Semester	Previous School Attended
4. 1 piece long Brown envelope	Client
B. Senior High School Graduates	
1. Student Report Card (Form 138) (1 photocopy) *The original copy is to be shown	Previous School Attended
2. Certificate of Good Moral Character (1 photocopy)	Previous School Attended
3. 1 piece long Brown envelope	Client
4. 2” x 2” ID pictures (2 original)	Client
C. Student Shifting Course	
1. Certificate of Grades/ Evaluation of the subjects from the previous course taken signed by the College Dean/ Program adviser (1 photocopy) *Original copy to be shown	Previous School Attended
2. Endorsement from the Dean of the College where the student was formerly enrolled	Previous School Attended
3. Certificate of Good Moral Character (1 photocopy)	F Previous School Attended
4. 1 piece long Brown envelope	Client
5. 1” x 1” ID pictures (2 original)	Client
Note: Students shifting courses within the same college do not need to take the CSU-College Entrance Examination.	
D. Returnees/Transferees	
1. Transcript of Records or Certification of Grade from the previous course taken (1 photocopy) *Original copy to be shown	Previous School Attended

2. Certificate of Good Moral Character (1 photocopy)	Previous School Attended
3. 1 piece long Brown envelope	Client
4. 1” x 1” ID pictures (2 original)	Client
5. Honorable Dismissal (for transferees) (1 photocopy)	Previous School Attended

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Approach the Guidance Counselor I at the Guidance and Testing Office and inquire about how to apply for College Entrance Examination.	1. Interview the applicant	None	14 Minutes	*Guidance Counselor I* Guidance Counseling Office
2. Download the CSU_ CEE Application Form from the CSU website @ www.catsu.edu.ph or ask form from the guidance office.	2. Issue CEE form to client.	None	1 Minute	*Guidance Counselor I* Guidance Counseling Office
3. Fill out the CEE application form and personal data sheet and submit to the Guidance Services together with the other required documents	3.1 Release a copy of the College Entrance Exam application form and Individual Student Profile Form to Client.	None	15 Minutes	*Guidance Counselor I* Guidance Counseling Office
	3.2 Let the client sign in the logbook for record purposes.	None	5 Minutes	*Guidance Counselor I* Guidance Counseling Office
	3.3 Receive and validate fully accomplished CEE Form, Individual	None	20 Minutes	*Guidance Counselor I* Guidance Counseling Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Student Profile Form, and other submitted requirements			
	3.4 Release of Test Permit	None	5 Minutes	*Guidance Counselor I* Guidance Counseling Office
4. Report to the Testing Center on the scheduled date of examination and present your test permit.	4. Validate the Test permit and assist the examinee	None	4 Minutes	*Guidance Counselor I* Guidance Counseling Office
5. After completion of the entrance examination, proceed to the Office of the ARES Director for the scheduling of your interview. (for specific courses only)	5. Post-interview schedule of the client	None	5 Minutes	*ARES Director* Office of the ARES Director
6. Report for interview as scheduled by the ARES Director. Wait for your turn	6. Interview incoming students.	None	15 Minutes	*ARES Director* Office of the ARES Director *Department Chairman* Education and Agriculture Department
7. See bulletin boards at the Office of the ARES Director for the results of the Exam and Interview. For further queries on results approach the office desk.	7. Posting of CEE and Interview Result in the Bulletin.	None	5 Minutes	*ARES Director* Office of the ARES Director
*If qualified, report for enrolment as scheduled by the Registrar's Office.				
	TOTAL	**None**	**1 Hour, 29 Minutes**	

2. Issuance of Certificate of Good Moral Character

Certificate of Good Moral Character is offered to CatSU PC students transferring to another school. This certification is issued to recognize the student's outstanding character and is offered to facilitate their smooth transition to another esteemed educational institution.

Office:	Guidance Counseling Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Identification Card (1 original)	Corporate Business Operations (CBO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay the required fees at the Cash Unit. *Make sure to secure the Official Receipt that will be issued upon payment.	1. Receive cash payment and Issue the Official Receipt	Certification Fee – PHP 30.00/page	7 Minutes	*Administrative Officer III* Cash Unit
2. Proceed to the Guidance Services and state your purpose. Present the Official Receipt	2.1 Check the Official Receipt	None	5 Minutes	Guidance Counselor I Guidance Counseling Office
	2.2 Prepare the certificate.	None	15 Minutes	Guidance Counselor I Guidance Counseling Office
	2.3 Release the Certificate.	None	10 Minutes	Guidance Counselor I Guidance Counseling Office
4. Sign the logbook.	4. Let the client sign the Logbook for record purposes.	None	5 Minutes	Guidance Counselor I Guidance Counseling Office
	TOTAL	**PHP 30.00/ page**	**42 Minutes**	

3. Provision of Counseling to Students (Non-referred Cases/ Walk-in Counselees)

Providing counseling to students will help them explore and understand themselves through counseling sessions with the Guidance Counselor, either individually or in groups. All bonafide students of Catanduanes State University – Panganiban Campus can avail of the service as scheduled by the Guidance Counselor.

Office:	Guidance Counseling Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Identification Card (1 original)	Corporate Business Operations (CBO)
2. Referral Counseling Form (1 original)	Guidance, Counseling and Testing Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Visit the Guidance Counselor I at the Guidance Office 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	*Guidance Counselor I* Guidance Counseling Office
2. Attend counseling scheduled sessions.	2. Conduct counseling sessions.	None	2 Hours	*Guidance Counselor I* Guidance Counseling Office
	TOTAL	**None**	**2 Hours, 30 Minutes**	

4. Provision of Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)

Providing counseling to students 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 Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Identification Card (1 original)	Corporate Business Operations (CBO)
2. Referral Counseling Form (1	Guidance, Counseling Office

original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill out the referral counseling form from the Guidance Office.	1. Interview and release referral Counseling Form	None	5 Minutes	*Guidance Counselor I* Guidance Counseling Office
2. Submit the accomplished form and wait for the counseling schedule.	2. Verify the accomplished form and post-counseling schedule.	None	10 Minutes	*Guidance Counselor I* Guidance Counseling Office
3. Attend counseling scheduled sessions.	3. Conduct counseling sessions.	None	2 Hours	*Guidance Counselor I* Guidance Counseling Office
	TOTAL	**None**	**2 Hours, 15 Minutes**	

ADMISSION AND REGISTRATION SERVICES

1. Processing of Enrolment and Registration

External service offered to clients 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:	CatSU PC Students (Incoming and Transferee)

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and complete a Student Admission Form at the Office of Admission and Registration Services (OARS)	1. Provide Student Admission Form	None	2 Minutes	*Registrar III* Admission and Registration Services
2. Present credentials to Enrolling Advisers at the Colleges' Enrolment venue	2. Checks and receive credentials attached	None	2 Minutes	*Chairperson* Agriculture Department *Chairperson* Education Department
3. Get two (2) copies of the Tentative	3. Verify the Official Receipt presented and	None	5 Minutes	*Chairperson* Agriculture Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Enrolment Form (TEF) from Enrolling Adviser	permit library facility usage			*Chairperson* Education Department
4. Copy schedules for courses posted at respective advising areas	4. Post Schedule of courses at Advising Areas	None	10 Minutes	*Chairperson* Agriculture Department *Chairperson* Education Department
5. Present TEF to the Enrolling Adviser for review and signature	5. The Enrolling Adviser signs TEF	None	5 Minutes	*Chairperson* Agriculture Department *Chairperson* Education Department.
6. Present TEF and Official Receipt for payment for fees to the OARS staff for the 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	*Registrar III* Admission and Registration Services
	TOTAL	**None**	**30 Minutes**	

2. Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose

External service to clients who are former students 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:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for CAV Form/Transaction Slip (CSU-PC-F-OARS-10) (1 original)	Office of the Admission and Registration Services (OARS)
2. Official Receipt of payment of CAV fees (1 original)	Cash Unit
3. 2 x 2 ID pictures with white background (2 original)	Photo Studio

4. Documentary stamps (2 original)	OARS
5. Diploma (1 original, 1 photocopy)	OARS
6. Official Transcript of Records (1 original, 1 photocopy)	OARS
7. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency (1 original)	OARS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance Form and Transaction Slip	1. Provide Transaction Slip	None	2 Minutes	*Registrar III* Admission and Registration Services
2. Accomplish the Transaction Slip and pay prescribed fees at Cash Unit to obtain an Official Receipt	2. Receive cash payment and Issue Official Receipt	Certification, Authentication and Verification (CAV) Fee – PHP 150.00	7 Minutes	*Administrative Officer III* Cash Unit
3. Submit the Official Receipt and Transaction Slip together with other requirements	3.1 Receive Official Receipt and other requirements	None	2 Minutes	*Registrar III* Admission and Registration Services
	3.2 Submitted documents are forwarded to Registrar III for review and verification. If authenticity is questionable or if the client fails to present original credentials, the file/record is retrieved from the archives.	None	1 Hour	*Registrar III* Admission and Registration Services
	3.3 Provide Claim Stub * Remind the client to claim the document	None	2 Minutes	*Registrar III* Admission and Registration Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	at the DFA.			
	3.4 Prepare, encode, and print CAV with Transmittal Letter and Master List of Documents	None	3 Days	*Registrar III* Admission and Registration Services
	3.5 Forward the CAV to the courier for dispatch to the DFA	None	14 Minutes	*Registrar III* Admission and Registration Services
NOTE: *CAVs are expected to be available at the DFA 10 days after the application.*				
	TOTAL	**PHP 150.00**	**3 Days, 1 Hour, 27 Minutes**	

3. Issuance and Re-issuance of Student Credentials and Certifications

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

Office:	Admission and Registration Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU – PC former and current Students

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

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Request for Clearance	1. OARS provides Clearance and	None	10 Minutes	*Registrar III* Admission and

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Form and Transaction Slip	Transaction Slip			Registration Services
2. Accomplish Clearance Form	2. Signatories sign the Clearance Form	None	15 Minutes	*Registrar III* Admission and Registration Services
3. Pay the required fees at the Cash Unit	3. Receive cash payment and issue an official receipt	See Schedule of Fees	7 Minutes	*Administrative Officer III* Cash Unit
4. Present accomplished and approved Student Clearance, Transaction Slip, and Official Receipt of Payment for the prescribed fees	4.1 Receive Official Receipt and other Requirements	None	4 Minutes	*Registrar III* Admission and Registration Services
	4.2 Provide claim stub * Remind the client to be back on the scheduled date for the release of the document.	None	2 Minutes	*Registrar III* Admission and Registration Services
	4.3 Prepare, encode, and print the requested credentials/certification	None	Official Transcript of Records – 2 Hours Diploma – 2 Hours Certification – 1 Hour	*Registrar III* Admission and Registration Services
	4.4 Review and verify	None	Official Transcript of Records – 3 Hours Diploma – 1 Hour Certification – 3 Hours	*Registrar III* Admission and Registration Services
	4.5 Sign/approve the requested credentials/ certification	None	1 Day	*Registrar III* OARS *ARES Director* ARES *Campus Director* Office of the Campus Director *SUC President III* Office of the President

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Claim your requested credentials from the OARS on the scheduled date indicated in the claim stub.	5. OARS Staff release the credentials	None	5 Minutes	*Registrar III* Admission and Registration Services
	TOTAL	**See Schedule of Fees**	**Official Transcript of Records – 1 Day, 5 Hours and 43 Minutes** **Diploma – 1 Day, 3 Hours and 43 Minutes** **Certification – 1 Day, 4 Hours and 43 Minutes**	

SCHEDULE OF FEES	
SCHOOL FEES	**RATE (in Philippine Peso)**
TRANSCRIPT OF RECORDS FEE	PHP 100.00 per sheet
RE-ISSUANCE OF TRANSCRIPT OF RECORD/ DIPLOMA	PHP 150.00 per sheet
CERTIFICATION FEE	Undergraduate: PHP 30.00
DOCUMENTARY STAMP	PHP 30.00
SCAN FEE	PHP 20.00

ACCOUNTING UNIT

1. Verification and Adjustment of Student Fees/Account Balance

This service aims to verify student fees/account balances to ensure accuracy.

Office:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2C Government to Citizens
Who may avail:	CatSU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Identification Card (1 original)	Corporation Business Operation
2. Assessment Form (1 original)	Office of Admission and Registration Services (OARS)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the School Identification Card and the Assessment Form	1. Receive the document presented and validate	None	2 Minutes	*Accountant II* Accounting Unit
2. State the purpose whether to verify account balance or request for adjustment of fees	2. Check account balance / adjust fees as requested in accordance with the University	None	3 Minutes	*Accountant II* Accounting Unit
	TOTAL	**None**	**5 Minutes**	

CASH UNIT

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:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	Incoming Students, Outside Creditors and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Enrolment (1 original)	Office of Admission & Registration Services (OARS)
2. Assessment of Statement of Account (for payment of tuition fee)	Accounting Unit
3. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip. (1 original)	CBO/Servicing Unit/Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the needed requirement to the Collecting Officer for review and verification.	1. Input data on the system	None	2 Minutes	*Administrative Officer III* Cash Unit
2. Pay the amount indicated in the assessment slip/order of payment slip/order slip	2. Receives cash as payment and Issue an Official Receipt Receive cash as payment	See Schedule of Fees	5 Minutes	*Administrative Officer III* Cash Unit
	TOTAL	**See Schedule of Fees**	**7 Minutes**	

SCHOOL FEES	RATE (in Philippine Peso)
Medical and Dental	100
Library Fee	100
Library Card	100
Athletic Fee	150
Handbook Fee	35
Maintenance Fee	200

SCHOOL FEES	RATE (in Philippine Peso)
Journal Fee	300
Audio Visual Development Fee	50
Transcript of Record Fee	100/sheet
Honorable Dismissal Fee	50
Diploma Fee	150
Scan Fee	20
Graduation Fee	Depends on the number of student
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	30/subject
ID Fee (Alumni and Freshmen)	120
Adding/Changing/Dropping	30/subject
Certification Fee	30
Authentication Fee	5/page
Thesis Fee	700
Microsoft Testing Fee	1,300
Certification, Authentication & Verification FEE	150/page
Rental of Function Hall (8hours)	3,000
Rental of Chair Monoblock (1 day)	8 per unit
Rental of Table Metal Fabricated (1 day)	35 per unit

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. Students may avail themselves of this service for the payment of student labor, refund of fees, and scholarship grants.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	CatSU PC Students, Outside Creditors and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client (Outside Creditors and Other Stakeholders) CBO/OARS (for student)
2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization	1. Verify the validity of the ID/authorization	None	2 Minutes	*Administrative Officer III* Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
Letter	letter			
2. Sign on the monitoring logbook and payroll	2. Provide the logbook and present the payroll	None	3 Minutes	*Administrative Officer III* Cash Unit
3. Receive and count the cash before leaving the counter * For Outside Creditors, Official Receipts are issued as proof of payment for the goods and services rendered.	3. Sees to it the amount given to the client is correct	None	3 Minutes	*Administrative Officer III* Cash Unit
	TOTAL	**None**	**8 Minutes**	

3. Disbursement of Check

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

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Outside Creditors and Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (ID) (1 original)	Client
2. Authorization Letter and Proof of Identification (if claimant is not the direct client) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present valid ID/Authorization Letter (if needed)	1. Verify the validity of the ID/Authorization Letter	None	1 Minute	*Administrative Officer V* Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Sign the Disbursement Voucher and the Columnar Book	2. See to it that the Disbursement Voucher and Columnar Book was signed	None	3 Minutes	*Administrative Officer V* Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter *Note: Official Receipt is issued as a proof of payment for the goods and services rendered*	3. Issue the Check and receive the Official Receipt	None	1 Minute	*Administrative Officer V* Cash Unit
	TOTAL	**None**	**5 Minutes**	

HUMAN RESOURCE MANAGEMENT UNIT

1. Issuance of Certified Copy of Document from 201 Files

Inactive/separated employees of the University may request for certified true 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 Unit
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
1. CatSU-F-HRM-19 Request Form (1 original)	Human Resource Management Unit
2. Official Receipt of Payment (1 original)	Cash Unit
3. Valid identification card (1 original)	Client
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer IV* Human Resource Management Unit
2. Accomplish and submit CatSU-F-HRM-19 Request Form	2.1 Receive accomplished request and evaluate completeness of information	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer IV* Human Resource Management Unit
	2.3 Retrieve the 201 files,	None	8 Hours	*Administrative Officer IV*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	search for the requested documents, print/photocopy, stamp certified true copy, and prepare the requested document			Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	8 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.5 Advise client to pay Certification/ Authentication Fee at the Cash Unit	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
3. Pay the corresponding fee at the Cash Unit	3. Process payment and issue Official Receipt	PHP 5.00 per page, authentication	7 Minutes	*Administrative Officer III* Cash Unit
4. Receive the documents requested	4.1 Receive proof of payment	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	4.2 Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**PHP 5.00 per page, authentication**	**2 Days, 3 Hours, 37 Minutes**	

****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.

2. Preparation and Issuance of Personnel Records

Inactive/separated employees of the University may request for their personal records such as Service Records, Employment Certificate, Certification of Leave Balances, Certificate of no Pending Case, and the like; subject to the guidelines and other conditions that the government and the University may prescribe.

Office:	Human Resource Management Unit
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
1. CatSU-F-HRM-19 Request Form (1 original)	Human Resource Management Unit
2. Official Receipt of Payment (1 original)	Cash Unit
3. Valid identification card (1 original)	Client
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer IV* Human Resource Management Unit
2. Accomplish and submit CatSU-F-HRM-19 Request Form	2.1 Receive accomplished request and evaluate completeness of information	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer IV* Human Resource Management Unit
	2.3 Retrieve the 201 files, search for the requested documents, print/photocopy	None	16 Hours	*Administrative Officer IV* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	and prepare the requested document			
	2.4 Review, sign, secure approval of the authorized signatory	None	8 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.5 Advise client to pay Certification/ Authentication Fee at the Cash Unit	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
3. Pay the corresponding fee at the Cash Unit	3. Process payment and issue Official Receipt	PHP 30.00 per document	7 Minutes	*Administrative Officer III* Cash Unit
4. Receive the documents requested	4.1 Receive proof of payment	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	4.2 Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**PHP 30.00 per document**	**3 Days, 3 Hours, 37 Minutes**	

3. Processing of Request for Employment Verification

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

A. Walk-In

Office:	Human Resource Management Unit
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
1. CatSU-F-HRM-19 Request Form (1 original)	Human Resource Management Unit
2. Letter of Request (1 original)	Client
3. Valid identification card (1 original)	Client
4. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer IV* Human Resource Management Unit
2. Accomplish and submit CatSU-F-HRM-19 Request Form	2.1 Receive accomplished request and evaluate completeness of information	None	15 Minutes	*Administrative Officer IV* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	1 Hour	*Administrative Officer IV* Human Resource Management Unit
	2.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	4 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	2 Hours	*Administrative Officer IV* Human Resource Management Unit
3. Receive the documents/ information requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**None**	**1 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.

A. Online

Office:	Human Resource Management Unit
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
1. Letter of Request (1 original)	Client
2. Valid identification card (1 original)	Client
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit thru email the following: a. letter of request b. Valid Identification Card c. Letter of authorization	1.1 Receive and acknowledge email	None	4 Hours	*Administrative Officer IV* Human Resource Management Unit
	1.2 Forward the request to the Unit Head for information and assignment to the responsible personnel	None	4 Hours	*Administrative Officer IV* Human Resource Management Unit
	1.3 Retrieve the 201 files, review, verify, validate, refer to concerned office, prepare and provide the needed information	None	16 Hours	*Administrative Officer IV* Human Resource Management Unit
	1.4 Review, sign, secure approval of the authorized signatory	None	8 Hours	*Administrative Officer IV* Human Resource Management Unit
2. Receive the reply	2. Send email reply	None	4 Hours	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**None**	**4 Days, 5 Hours**	

**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

SUPPLY AND PROPERTY MANAGEMENT UNIT

1. Receipt of Delivered Supplies, Materials, and Equipment

This service authorizes the receipt, inspection and acceptance of delivered, materials and equipment for CatSU Panganiban Campus.

Office:	Supply and Property Management Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Suppliers/Dealers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Order (1 original)	BAC Secretariat/Procurement Unit
2. Supplies, Materials, and Equipment	Client
3. Delivery Receipt, Sales Invoice, Official Receipt, Statement of Account (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Supplier delivers the goods and presents proof of delivery	1. Receives and checks actual delivery against Delivery Receipt and Purchase Order as to quantity and specifications	None	Small volume quantity - 1 Hour Medium volume quantity – 2 Hours Large volume quantity - 4 Hours	*Administrative Officer I* Supply and Property Management Unit
2. Get the signed delivery receipt	2.1 Sign the Direct Receipt and receive the Sales Invoice; if delivery is complete, make a note in the Direct Receipt for incomplete deliveries and inform the supplier of the deficiency	None	5 Minutes	*Administrative Officer I* Supply and Property Management Unit
	2.2 Prepare and issue a Request for Inspection and Inspection and Acceptance Report to the Inspectorate Team and End User	None	5 Minutes	*Administrative Officer I* Supply and Property Management Unit
	2.3 Checks, inspects and accepts deliveries. Inspection and Acceptance	None	Small volume quantity - 1 Hour Medium	*Administrative Officer I* Supply and Property Management Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	Report signed by the Inspectorate Team, End-user, and Supply Services personnel if delivery is completed and conformed to specifications, as to quantity and		volume quantity – 2 Hours Large volume quantity - 4 Hours	
	2.4 Prepares Disbursement Voucher (DV) for accepted item, collates delivery and inspection documents, and forward to Accounting Office to process payment.	None	15 Minutes	*Administrative Officer I* Supply and Property Management Unit
	TOTAL	**None**	**Small volume quantity – 2 Hours and 25 Minutes** **Medium volume quantity – 4 Hours and 25 Minutes** **Large volume quantity – 1 Day and 25 Minutes**	

2. Disposal of Unserviceable Properties

This service authorizes the disposal of unserviceable properties of CatSU – Panganiban Campus.

Office:	Supply and Property Management Unit
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity/ies
Who may avail:	Business Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bidding Documents	Disposal Secretariat/Committee

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure bidding documents	1. Issues bidding documents/guidelines to interested bidder/s.	None	10 Minutes	*Administrative Officer I* Supply and Property Management Unit (SPMU)
2. Attend the inspection of items for bidding	2. Supervise the inspection of items for bidding	None	30 Minutes	*Administrative Officer I* SPMU
3. Attend the pre-bid conference	3. Answer queries/clarifications about the items for disposal, scope of work, and other requirements.	None	30 Minutes	*Administrative Officer I* SPMU
4. Submit sealed bidding documents	4.1 Open bid documents.	None	7 Days	*Administrative Officer I* SPMU
	4.2 Evaluate the bid documents.	None	3 Days	*Administrative Officer I* SPMU
5. Receive a Notice of Award	5. Prepare and issue the Notice of Award to the winning bidder.	None	1 Day	*Administrative Officer I* SPMU
6. Pay the bid amount	6. Receive payment and issue the Official Receipt	Bid Amount	10 Minutes	*Administrative Officer I* SPMU
7. Submit the official receipt	7. Record the official receipt number and issue a gate pass to the client.	None	10 Minutes	*Administrative Officer I* SPMU
8. Hauling of unserviceable items	8. Checks and verifies items and documents.	None	30 Minutes	*Administrative Officer I* SPMU
	TOTAL	**Bid Amount**	**11 Days, 2 Hours**	

HEALTH SERVICES

1. Consultation and Physical Examination

External service is offered to clients needing medical health care during their stay in CatSU-PC school.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment (1 original)	Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO)
2. Patient's Record Form (1 original)	Medical Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	1 Minute	*Nurse I* Health Services
2. For new patients, fill out the medical patient form For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	14 Minutes	*Nurse I* Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs. Examine and assess the patient's condition.	None	10 Minutes	*Nurse I* Health Services
4. Wait for final advice for release from the clinic.	4. Evaluate the patient's condition and give health teachings. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed.	None	35 Minutes	*Nurse I* Health Services
	TOTAL	**None**	**1 Hour**	

2. Consultation and Treatment for Dental Care

External service is offered to clients needing dental care during their stay in CatSU PC.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Identification Card/Certificate of Enrolment (1 original)	Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO)
2. University Employee Identification Card (1 original)	CBO Main Campus
3. Patient's Record Form (1 original)	Medical Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/ Certificate of Enrolment	1. Verify the Identification Card/ Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new patients, fill out the dental health record For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	12 Minutes	*Dentist II* Health Services
3. Proceed to the designated area for vital signs assessment	3.Get vital signs and examine the patient's condition	None	15 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the history of the present illness	4. Interview the patient on present illness.	None	10 Minutes	*Dentist II* Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	45 Minutes	*Dentist II* Health Services
6. Wait for advice for release.	6. Release prescription medicine and record log for medicine	None	10 Minutes	*Dentist II* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	dispenses. And schedule follow up if condition requires.			
	TOTAL	**None**	**1 Hour, 37 Minutes**	

3. Dental Curative Service

External service is offered to the clients for the curative dental service of CatSU-Panganiban Campus.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment	Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO)
2. Employee University Identification Card	CBO Main Campus
3. Dental Health Record	Dental Service
4. Duly signed Parents' Consent for students below 18 years old	Dental Service
5. Medical Clearance from attending physicians for compromised patient	Licensed Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new patients, fill out the dental health record For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	15 Minutes	*Dentist II* Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs and examine the patient's condition	None	12 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the	4. Interview the patient on present illness.	None	10 Minutes	*Dentist II* Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
history of the present illness				
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	Minor Oral Surgery – 1 Hour Control or secondary infection – 30 Minutes Other emergency cases – 20 Minutes	*Dentist II* Health Services
6. Wait for advice for release.	6. Release prescription medicine and record log for medicine dispenses. And schedule follow-up if the patient's condition needs.	None	10 Minutes	*Dentist II* Health Services
	TOTAL	**None**	**Minor Oral Surgery – 1 Hour, 52 Minutes** **Control or secondary infection - 1 Hour, 27 Minutes** **Other emergency cases – 1 Hour, 17 Minutes**	

4. Promotion of Oral Health, Specific Protection, and Counseling

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

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Freshmen Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment (1 original)	Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO)
2. Employee University Identification Card (1 original)	CBO Main Campus
3. Patient's Record Form (1 original)	Medical Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new patients, fill out the dental health record *For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	15 Minutes	*Dentist II* Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs and examine patient's condition	None	12 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the history of the present illness	4. Interview patient on present illness.	None	10 Minutes	*Dentist II* Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires	None	45 Minutes	*Dentist II* Health Services
	TOTAL	**None**	**1 Hour, 27 Minutes**	

5. Treatment of Minor Wounds and Minor Ailment

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

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Identification Card/ Certificate of Enrolment (1 original)	Office of the Admission and Registration Services (OARS) and Corporate Business Operations (CBO)
2. Employee University Identification Card (1 original)	CBO Main Campus
3. Patient's Record Form (1 original)	Medical Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	1 Minute	*Nurse I* Health Services
2. For new patients, fill out the medical patient form For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	9 Minutes	*Nurse I* Health Services
3. Proceed to the designated area for treatment	3. Evaluate patient's condition and give her health teachings and treatment	None	30 Minutes	*Nurse I* Health Services
4. Wait for final advice for release from the clinic.	4. Record important data regarding treatment. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed.	None	20 Minutes	*Nurse I* Health Services
	TOTAL	**None**	**1 Hour**	

LIBRARY SERVICES

1. Circulation Services

External service offered to CatSU PC students for the check in and check out of library materials for the room and overnight use and to non-students' researchers allowing them to utilize CatSU PC library facilities.

Office:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Students and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For CatSU – PC Student:	
1. Library Card (1 original)	Library Services
For General Public	
1. Valid identification Card (1 original)	Client
2. Library Fees Official Receipt (1 original)	Cash Unit
3. Referral letter (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
For CatSU – PC Student:				
1. CHECK OUT Student request for library materials to be borrowed together with library card to library staff	1.1 The librarian/staff will fill out the charge-out form and collect the Borrower's Library Card	None	3 Minutes	*College Librarian I* Library Services
	1.2 The Librarian/staff will lend the book.	None	3 Minutes	*College Librarian I* Library Services
2. CHECK-IN Student returns library materials borrowed to library staff	2.1 Librarian/staff receive the book from Borrower.	None	3 Minutes	*College Librarian I* Library Services
	2.2 Librarian/staff fill up the charge-in form and return Borrower's Library Card.	None	4 Minutes	*College Librarian I* Library Services
	TOTAL	**None**	**13 Minutes**	
For General Public				
1. Present a referral letter from the Dean of your school or Chief Librarian with the	1. Verify the document presented and interview the client.	None	3 Minutes	*College Librarian I* Library Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
approval of the Campus Director.				
2. Pay Library fees at Cash Unit	2. Receive cash payment and Issue Official Receipt	PHP 50.00/ Day	7 Minutes	*Administrative Officer III* Cash Unit
3. Proceed to Library Services and present the Official receipt.	3. Verify the Official Receipt presented and permit library facility usage.	None	2 minutes	*College Librarian I* Library Services
	TOTAL	**PHP 50.00/ Day**	**12 Minutes**	

2. Issuance of Library Card to Freshmen and Transferees

External service is offered to new/transferee students of CatSU-PC as their permit to access the 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 (1 original)	Library Services
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original)	Office of the Admission and Registration Services (OARS)
3. 1 x 1 ID picture (2 original)	Client
4. Official Receipt for Library Card Fee (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Certificate of Enrolment for verification, complete the Library Card Application Form and then submit	1.1 Verify COE	None	1 Minute	*College Librarian I* Library Services
	1.2 Release Library card application form.	None	1 Minute	*College Librarian I* Library Services
	1.3 Receive the Application Form and check entries.	None	1 Minute	*College Librarian I* Library Services
2. Pay the Library Card fee at Cash Unit	2. Receive cash payment and Issue Official Receipt	Library Card Fee – PHP 100.00	7 Minutes	*Administrative Officer III* Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Present Official Receipt	3.1 Validation of Official Receipt	None	1 Minute	*College Librarian I* Library Services
	3.2 Prepare and print Library Card	None	7 Minutes	*College Librarian I* Library Services
	3.3 Validate Library Card for the current semester.	None	2 Minutes	*College Librarian I* Library Services
4. Receive of library card	4. Release of library card.	None	5 minutes	*College Librarian I* Library Services
	TOTAL	**PHP 100.00**	**25 Minutes**	

3. Online Database Service Access

External 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 (1 original)	Library Services/ CBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Library Card/ID	1. Check Library Card/ID	None	3 Minutes	*College Librarian I* Library Services
2. Settlement of accountability (if Any)	2.1 The Librarian will explain the copyright law that governs electronic materials	None	15 Minutes	*College Librarian I* Library Services
	2.2 The Librarian will download and provide a soft copy of the research material to the client.	None	15 Minutes	*College Librarian I* Library Services
3. Sign the logbook	3. Let Client to Sign Logbook.	None	2 Minutes	*College Librarian I* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
* *Clients must sign a logbook when they acquire any electronic material from the Online Databases to track in case of copyright violation*				
	TOTAL	**None**	**35 Minutes**	

4. Replacement of Lost/Damaged Library Card

External 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 (1 original)	Library Services
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original)	Office of the Admission and Registration Services (OARS)
3. 1 x 1 ID picture (2 original)	Client
4. Official Receipt for Library Card Fee (1 original)	Cash Unit
5. Affidavit of Loss signed by a legal officer from the outside institution (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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 I* Library Services
	1.2 Release Library card application form	None	1 Minute	*College Librarian I* Library Services
	1.3 Receive the Application Form and check entries	None	1 Minute	*College Librarian I* Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
2. Pay the Library Card fee at Cash Unit	2. Receive cash payment and Issue an Official Receipt	Library Card Fee – PHP 100.00	7 Minutes	*Administrative Officer III* Cash Unit
3. Present Official Receipt	3.1 Validation of Official Receipt	None	1 Minute	*College Librarian I* Library Services
	3.2 Prepare and print Library Card	None	7 Minutes	*College Librarian I* Library Services
	3.3 Validate Library Card for the current semester.	None	2 Minutes	*College Librarian I* Library Services
4. Receive of library card	4. Release of library card.	None	5 minutes	*College Librarian I* Library Services
	TOTAL	**PHP 100.00**	**30 Minutes**	

5. Retrieval and Validation of Library

External 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 (1 original)	Library Services
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a) (1 original)	Admission and Registration Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit Library Card together with COE for the current semester	1.1 The Librarian will receive the requirements for validation.	None	8 Minutes	*College Librarian I* Library Services
	1.2 The Librarian will validate the library card for the current semester	None	5 Minutes	*College Librarian I* Library Services
2. Receive the validated Library Card	2. Release the Library Card to the student.	None	2 Minutes	*College Librarian I* Library Services
	TOTAL	**None**	**15 Minutes**	

6. Signing of Students Clearance

External service offered to CatSU PC students who needs to accomplish Clearance Form.

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. Affidavit of Loss (for lost Library Card) (for students) (1 original)	Client
2. School ID (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the requirements	1. The librarian/staff will verify the presented requirements	None	2 minutes	*College Librarian I* Library Services
2. Settlement of accountability (if Any)	2.1 The Librarian/staff will give the payment slip to settle accountability (if Any)	None	2 minutes	*College Librarian I* Library Services
	2.2 Issue library transaction receipt indicating unreturned books and overdue fines	None	2 minutes	*College Librarian I* Library Services
	2.3 Receive the payment and 3 Issue Official Receipt	Overdue fines – PHP 50.00 / day (if any)	7 Minutes	*Administrative Officer III* Cash Unit
3. Present Official Receipt to the Library Staff (If Any)	3. Sign Clearance	None	1 Minute	*College Librarian I* Library Services
	TOTAL	**Overdue fines – PHP 50.00 / day (if any)**	**14 Minutes**	

AGRICULTURE DEPARTMENT

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	Agriculture Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Agriculture Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	Agriculture Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-24 Form	1. Provide CSU-F-ACAD-24 Form	None	2 Minutes	*Chairperson* Agriculture Department
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	*Chairperson* Agriculture Department
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	*Chairperson* Agriculture Department
TOTAL		**None**	**13 Minutes**	

2. Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee

The Office provides fast and efficient delivery of services to clients with a systematized academic record of students and office procedures in full coordination with various departments and colleges through a database management system.

Office:	Agriculture Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Bachelor of Science in Agriculture Students (Incoming and Transferees)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original)	Office of the Admission and Registration Services (OARS)
2. PSA birth certificate (1 photocopy)	Philippine Statistics Authority (PSA)
3. Certification of general weighted average in previous course taken (for shifting students) (1 photocopy)	Previous School attended
4. Transcript of Records or Certification of	Previous School attended

general weighted average in the previous course taken (for shifting students) (1 original)	
5. Honorable Dismissal (for transferees) (1 photocopy)	Previous School attended
6. Form 138 (High School Report Card) (1 original)	Previous School attended
7. Medical Certificate (1 original)	Medical Physician
8. Good Moral Certificate (1 original)	Previous School attended

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present credentials to Enrolling Advisers at the colleges' enrolment venue.	1.1 Receive and check credentials	None	2 Minutes	*Chairperson* Agriculture Department
	1.2 Issue Summary of Subjects Taken form to the Client.	None	1 Minute	*Chairperson* Agriculture Department
2. Fill out all the needed information on the Summary of Subjects Taken and submit it to Enrolling Advisers.	2.1 Receive and validate the Summary of Subjects Taken	None	2 Minutes	*Chairperson* Agriculture Department
	2.2 Issue form Tentative Enrolment Form	None	3 Minutes	*Chairperson* Agriculture Department
3. Fill out the Tentative Enrolment Form and submit it for review and evaluation	3.1 Review and evaluate the Tentative Enrolment Form and post the course.	None	3 Minutes	*Chairperson* Agriculture Department
	3.2 Sign the Tentative Enrolment Form	None	2 Minutes	*Chairperson* Agriculture Department
4. Present Tentative Enrolment Form for posting	4.1 Countersign Tentative Enrolment Form for review and evaluation of client's scholarship	None	7 Minutes	*OSSS Coordinator* Office of Student Affairs and Development
	4.2 Otherwise, an order of payment slip is issued.	None	2 Minutes	*Information Technology Officer I* Information and Communication Technology Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Proceed to the Cash Unit and pay the order of payment slip.	5. Receive and process the order of payment slip and Issue an Official Receipt	See schedule of fees	7 Minutes	*Administrative Officer III* Cash Unit
6. Present the signed Tentative Enrolment Form for approval and wait for the release of the Certificate of Enrolment at the Office of Admission and Registration.	6.1 Receive and validate the Tentative Enrolment Form	None	2 Minutes	*ARES Director* ARES
	6.2 Approves the Tentative Enrolment Form	None	2 Minutes	*ARES Director* ARES
	TOTAL	**See schedule of fees**	**33 Minutes**	

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

3. Processing of Shifting to another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	Agriculture Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Agriculture Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSU-F-ACAD-04 Form (Shifting Form) (1 original)	Agriculture Department
2. CSU-F-ACAD-14 Form (Prospectus) (1 original)	Agriculture Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	*Chairperson* Agriculture Department
	1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	*Chairperson* Agriculture Department
2. Submit accomplished CSU-F-ACAD-04 Form	2.1 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	*Chairperson* Agriculture Department
	2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	1 Minute	*Chairperson* Agriculture Department
3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	*Chairperson* Agriculture Department
	TOTAL	**None**	**17 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	Agriculture Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Agriculture Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1 original)	Agriculture Department
2. Official Receipt of payment for Removal of	Cash Unit

Incomplete Grades (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1.Acquire and Accomplish the Removal of Incomplete Grades Form	1. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	7 Minutes	*Administrative Officer V* Cash Unit
3. Proceed to Accounting Unit for payment verification	3. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Chairperson* Agriculture Department
	4.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Chairperson* Agriculture Department
	4.3 Sign the Removal Grade Sheet	None	5 Minutes	*Chairperson* Agriculture Department
	4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Chairperson* Agriculture Department
	TOTAL	**PHP 30.00/ subject**	**5 Days, 26 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	Agriculture Department
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAF Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSU-F-ACAD-06 (Adding/Changing/ Dropping/ Withdrawing Subjects Form) (1 original)	Agriculture Department
2. Official Receipt of payment for Adding/Changing/ Dropping/Withdrawing Subjects fees. (1 original)	Cash Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.1 Provide CSU-F-ACAD-06 Form	None	2 Minutes	*Chairperson* Agriculture Department
	1.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Chairperson* Agriculture Department
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	7 Minutes	*Administrative Officer III* Cash Unit
3. Proceed to Accounting Unit for payment verification	3. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	*Chairperson* Agriculture Department
	4.2 Sign the CSU-F-ACAD-06 Form	None	1 Minute	*Chairperson* Agriculture Department
5. Receive signed CSU-F-ACAD-06 Form	5. Release signed CSU-F-ACAD-06 Form	None	2 Minutes	*Chairperson* Agriculture Department
6. Proceed to the OARS for processing of application	6. Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**30 Minutes**	

EDUCATION DEPARTMENT

1. Application of Excuse Letter

This allows the student to notify their subject teachers of being absent in class on exceptional events such as emergencies, family matters, illness, or important personal matters that can't be postponed.

Office:	Education Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Education Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSU-F-ACAD-24 Form (Excuse Letter) (1 original)	Education Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-24 Form	1. Provide CSU-F-ACAD-24 Form	None	2 Minutes	*Chairperson* Education Department
2. Proceed to the respective faculty members	2. Sign the CSU-F-ACAD-24 Form	None	10 Minutes	*Chairperson* Education Department
3. Receive the approved CSU-F-ACAD-24 Form	3. Approve the CSU-F-ACAD-24 Form	None	1 Minute	*Chairperson* Education Department
TOTAL		**None**	**13 Minutes**	

2. Posting Summary of Subjects Taken and Tentative Enrolment Form of BED and BTVTED Program Enrollee

The Office provides fast and efficient delivery of services to clients with a systematized academic record of students and office procedures in full coordination with various departments and colleges through a database management system.

Office:	Education Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CatSU PC Bachelor of Elementary Education and Bachelor of Technical Vocational Teacher Education Students (Incoming and Transferee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01) (1 original)	Office of the Admission and Registration Services
2. PSA birth certificate (1 photocopy)	Philippine Statistics Authority (PSA)
3. Certification of general weighted average in previous course taken (for shifting students) (1	Previous School attended

photocopy)	
4. Transcript of Records or Certification of general weighted average in the previous course taken (for shifting students) (1 original)	Previous School attended
5. Photocopy of Honorable Dismissal (for transferees) (1 original)	Previous School attended
6. Form 138 (High School Report Card) (1 original)	Previous School attended
7. Medical Certificate (1 original)	Medical Physician
8. Good Moral Certificate (1 original)	Previous School attended

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present credentials to Enrolling Advisers at the colleges' enrolment venue.	1.1 Receive and check credentials	None	2 Minutes	*Chairperson* Education Department
	1.2 Issue Summary of Subjects Taken form to the Client.	None	3 Minutes	*Chairperson* Education Department
2. Fill out all the needed information on the Summary of Subjects Taken and submit it to Enrolling Advisers.	2.1 Receive and validate the Summary of Subjects Taken	None	2 Minutes	*Chairperson* Education Department
	2.2 Issue form Tentative Enrolment Form	None	3 Minutes	*Chairperson* Education Department
3. Fill out the Tentative Enrolment Form and submit it for review and evaluation	3.1 Review and evaluate the Tentative Enrolment Form and post the course.	None	3 Minutes	*Chairperson* Education Department
	3.2 Sign the Tentative Enrolment Form	None	2 Minutes	*Chairperson* Education Department
4. Present Tentative Enrolment Form for posting	4.1 Countersign Tentative Enrolment Form for review and evaluation of client's scholarship	None	5 Minutes	*OSSS Coordinator* Office of Student Affairs and Development
	4.2 Otherwise, a payment slip will be issued	None	2 Minutes	*Information Technology Officer I* Information and Communication Technology Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
5. Proceed to the Cash Unit and pay the order of payment slip.	5. Receive and process the order of payment slip and Issue an Official Receipt	See schedule of Fees	7 Minutes	*Administrative Officer III* Cash Unit
6. Present the signed Tentative Enrolment Form for approval and wait for the release of the Certificate of Enrolment at the Office of Admission and Registration.	6.1 Receive and validate the Tentative Enrolment Form	None	2 Minutes	*ARES Director* ARES
	6.2 Approves the Tentative Enrolment Form	None	2 Minutes	*ARES Director* ARES
	TOTAL	**See schedule of Fees**	**33 Minutes**	

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

3. Processing of Shifting to Another Program

This service is designed to accommodate students who have decided to change their educational path due to various reasons such as career interests, academic goals, or personal circumstances.

Office:	Education Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Education Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSU-F-ACAD-04 Form (Shifting Form) (1 original)	Education Department
2. CSU-F-ACAD-14 Form (Prospectus) (1 original)	Education Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	1.1 Provide the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	*Chairperson* Education Department
	1.2 Complete filling out the grades in the CSU-F-ACAD-14 Form	None	10 Minutes	*Chairperson* Education Department
2. Submit accomplished CSU-F-ACAD-04 Form	2.1 Receive and check the accomplished CSU-F-ACAD-04 Form	None	2 Minutes	*Chairperson* Education Department
	2.2 Sign the CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	1 Minute	*Chairperson* Education Department
3. Receive signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	3. Release signed CSU-F-ACAD-04 Form and CSU-F-ACAD-14 Form	None	2 Minutes	*Chairperson* Education Department
	TOTAL	**None**	**17 Minutes**	

4. Submission of Request for Removal of Incomplete Grades

Completion of the incomplete grades of students, resulting from missed examinations or non-submission of required coursework, as indicated on the grade sheets provided by faculty members, is facilitated through a formal process. Students initiate this process by completing a removal form, which must be approved by the respective faculty member, dean, and university registrar.

Office:	Education Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Education Department Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal of Incomplete Grades Form (1	Education Department

original)	
2. Official Receipt of payment for Removal of Incomplete Grades (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1.Acquire and Accomplish the Removal of Incomplete Grades Form	1. Provide Removal of Incomplete Grades Form	None	2 Minutes	*Registrar III* Office of the Admission and Registration Services
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	7 Minutes	*Administrative Officer III* Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
4. Submit Official Receipt and accomplished Removal of Incomplete Grades Form	4.1 Receive Official Receipt and check the accomplished Removal of Incomplete Grades Form	None	2 Minutes	*Chairperson* Education Department
	4.2 Prepare, encode, review and print Removal Grade Sheet	None	5 Days	*Chairperson* Education Department
	4.3 Sign the Removal Grade Sheet	None	5 Minutes	*Chairperson* Education Department
	4.4 Submit the Removal Grade Sheet to the OARS for approval and updating of Student Record	None	5 Minutes	*Chairperson* Education Department
	TOTAL	**PHP 30.00/ subject**	**5 Days, 26 Minutes**	

5. Submission of Request to Add/Change/Drop/Withdraw Subjects

This allows the student to modify their course schedule by adding, changing, dropping or withdrawing subjects, helping them adjust their studies to fit their needs and gives them more flexibility in choosing classes.

Office:	Education Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Education Department Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CSU-F-ACAD-06 (Adding/Changing/ Dropping/Withdrawing Subjects Form) (1 original)	Education Department
2. Official Receipt of payment for Adding/Changing/Dropping/Withdrawing Subjects fees (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and accomplish the CSU-F-ACAD-06 Form	1.1 Provide CSU-F-ACAD-06 Form	None	2 Minutes	*Chairperson* Education Department
	1.2 Provide assistance and instructions in accomplishing the form	None	5 Minutes	*Chairperson* Education Department
2. Pay prescribed fees to obtain an Official Receipt	2. Process payment and issue Official Receipt	PHP 30.00/ subject	7 Minutes	*Administrative Officer III* Cash Unit
3. Proceed to Accounting Services for payment verification	3. Verification of Payment	None	5 Minutes	*Accountant III* Accounting Unit
4. Submit Official Receipt and accomplished CSU-F-ACAD-06 Form	4.1 Receive Official Receipt and check the accomplished CSU-F-ACAD-06 Form	None	3 Minutes	*Chairperson* Education Department
	4.2 Sign the CSU-F-ACAD-06 Form	None	1 Minute	*Chairperson* Education Department
5. Receive signed CSU-F-ACAD-06 Form	5. Release signed CSU-F-ACAD-06 Form	None	2 Minutes	*Chairperson* Education Department
6. Proceed to the OARS for processing of application	6.Process the application	None	5 Minutes	*Registrar III* Office of the Admission and Registration Services (OARS)
	TOTAL	**PHP 30.00/ subject**	**30 Minutes**	

CatSU Panganiban Campus
II. Internal Services

OFFICE OF THE CAMPUS DIRECTOR

1. Issuance of Travel Order

Service offered to a client who requests for travel order for their official travels or official business.

Office:	Office of the Campus Director
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service and Job Order)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request to Travel (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the Travel Request and other attachments that the client may provide	1. Validate the travel date and purpose, ensure all required signatories are present on the request, and route it to the Budget Officer and Administrative, Finance, and Production Services (AFPS) for further processing.	None	5 Minutes	*Campus Director* Office of the Campus Director
2. Wait for the release of the requested document.	2.1 Approve the travel request, ensuring that sufficient funds are available as confirmed by the Budget Officer, and with the recommending approval signed by the Administrative Officer V of the AFPS.	None	2 Minutes	*Campus Director* Office of the Campus Director
	2.2. Prepare the Travel Order	None	5 Minutes	*Campus Director* Office of the Campus Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.3. Review and sign the document requested.	None	1 Minute	*Campus Director* Office of the Campus Director
	2.4. Approve the Travel Order	None	1 Minute	*Campus Director* Office of the Campus Director
3. Receive the requested document.	3. Let the Client sign the logbook for the release of the requested document.	None	1 Minute	*Campus Director* Office of the Campus Director
	TOTAL	**None**	**15 Minutes**	

CASH UNIT

1. Collection of Payment and Issuance of Official Receipt

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

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (ID) (1 original)	Client
2. Assessment of Statement of Account (for payment of tuition fee) (1 original)	Accounting Unit
3. Order of payment/other transaction slip (for payment of miscellaneous and other fees)/order slip (1 original)	CBO/Servicing Unit/Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present posting & assessment slip/order slip of payment to the Collecting Officer for review and verification	1. Review and Verify payment details and Input data to Record	None	2 Minutes	*Administrative Officer III* Cash Unit
2. Pay the amount indicated in the assessment slip/order of payment slip/order slip	2. Receives cash as payment and issue an official receipt	See schedule of fees	5 Minutes	*Administrative Officer III* Cash Unit
	TOTAL	**See schedule of fees**	**7 Minutes**	

SCHOOL FEES	RATE (in Philippine Peso)
Certification Fee	30.00
Authentication/Verification Fee	5.00/page

2. Disbursement of Cash

CatSU PC Employees may avail this service for the payment of honoraria overload, wages, and refund of fees, travel expenses, and scholarship grants.

Office:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 original)	Client
2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present a valid ID/authorization letter to the Disbursing Officer.	1. Verify the validity of the ID/authorization letter	None	2 Minutes	*Administrative Officer III* Cash Unit
2. Sign on the monitoring logbook and payroll	2. Provide the logbook and present the payroll	None	3 Minutes	*Administrative Officer III* Cash Unit
3. Receive and count the cash before leaving the counter	3. Sees to it the amount given to the client is correct	None	2 Minutes	*Administrative Officer III* Cash Unit
	TOTAL	**None**	**7 Minutes**	

3. Disbursement of Check

CatSU PC 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:	Cash Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 original)	Client
2. Authorization letter and proof of Identification (if the claimant is not the direct client) (1 original)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present a valid ID/authorization letter to the Disbursing Officer.	1. Verify the validity of the ID/authorization letter	None	2 Minutes	*Administrative Officer III* Cash Unit
2. Sign the Disbursement Voucher and Columnar Book	2. Provide the logbook and present the payroll	None	3 Minutes	*Administrative Officer III* Cash Unit
3. Receive and review the Check for errors (if there is any) before leaving the counter	3.1 Issue the Check and issue the Official Receipt	None	2 Minutes	*Administrative Officer III* Cash Unit
	3.2 Let the client sign in the logbook.	None	2 Minutes	*Administrative Officer III* Cash Unit
		TOTAL	**9 Minutes**	

HUMAN RESOURCE MANAGEMENT UNIT

1. Preparation and Issuance of Personnel Records

Eligible employees in the University may request for their 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 Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-HRM-19 Request Form (1 original)	Human Resource Management Unit
2. Valid identification card (1 original)	Client
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer IV* Human Resource Management Unit
2. Accomplish and submit CatSU-F-HRM-19 Request Form	2.1 Receive accomplished request and evaluate completeness of information	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	4 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.3 Retrieve the 201 files, verify, update records and prepare the requested	None	12 Hours	*Administrative Officer IV* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	document			
	2.4 Review, sign, secure approval of the authorized signatory	None	6 Hours	*Administrative Officer IV* Human Resource Management Unit
3. Receive the documents requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**None**	**2 Days, 7 Hours, 30 Minutes**	

2. Issuance of Certified Copy of Document from 201 Files

Eligible employees in the University may request for certified true copy of their 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 Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CatSU-F-HRM-19 Request Form (1 original)	Human Resource Management Unit
2. Valid identification card (1 original)	Client
3. Authorization letter or Special Power of Attorney (SPA) and valid ID of the representative (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	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	*Administrative Officer IV* Human Resource Management Unit
2. Accomplish and submit CatSU-F-HRM-19 Request Form	2.1 Receive accomplished request and evaluate completeness of information	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	2.2 Forward the request form and supporting documents to the Unit Head for information and assignment to the responsible personnel	None	2 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.3 Retrieve the 201 files, verify, update records, stamp certified true copy, and prepare the requested document	None	8 Hours	*Administrative Officer IV* Human Resource Management Unit
	2.4 Review, sign, secure approval of the authorized signatory	None	6 Hours	*Administrative Officer IV* Human Resource Management Unit
3. Receive the documents requested	3. Release the requested document and have the client sign in the logbook	None	30 Minutes	*Administrative Officer IV* Human Resource Management Unit
	TOTAL	**None**	**2 Days, 1 Hour, 30 Minutes****	

******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.

SUPPLY AND PROPERTY MANAGEMENT UNIT

1. Receipt of Delivered Supplies, Materials, and Equipment

This service authorizes the receipt, inspection and acceptance of delivered, materials and equipment for CatSU PC.

Office:	Supply and Property Management Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Details of requested supplies, materials, and equipment (1 original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the details of requested supplies, materials, and equipment	1.1 Receive details of requested supplies, materials, and equipment and validate	None	2 Minutes	*Administrative Officer I* Supply and Property Management Unit
	1.2 Prepare Requisition and Issue Slip for supplies and materials issuance.	None	8 Minutes	*Administrative Officer I* Supply and Property Management Unit
	1.3 Otherwise, Prepare Inventory and Custodian Slip (ICS) for Equipment/ properties costing below Php 50, 000.00 and Property Acknowledgement Receipt (PAR) for Equipment/properties with costs above Php 50,000.00.	None	5 Minutes	*Administrative Officer I* Supply and Property Management Unit
2. Receive and counter-check items as per request.	2. Check, count, and issue items to end users.	None	17 minutes	*Administrative Officer I* Supply and Property Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
3. Sign in the RIS/ICS/PAR	3. Facilitate the signing of RIS/ICS/PAR. If applicable paste the sticker on the equipment upon issuance.	None	3 minutes	*Administrative Officer I* Supply and Property Management Unit
	TOTAL	**None**	**35 Minutes**	

2. Returning of Unserviceable Properties

This service provides instructions for the disposal of unserviceable properties at CatSU – Panganiban Campus

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Office:	Supply and Property Management Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, and Job Order)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Unserviceable Property for Disposal	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return Unserviceable Properties	1.1 Receive the unserviceable property	None	2 Minutes	*Administrative Officer I* Supply and Property Management Unit
	1.2 Prepares the Unserviceable Property Return Slip (UPRS)	None	13 Minutes	*Administrative Officer I* Supply and Property Management Unit
2. Sign the UPRS	2.1 Received signed UPRS	None	5 Minutes	*Administrative Officer I* Supply and Property Management Unit
	2.2 Prepare the Inventory and Inspection Report of Unserviceable Properties (IIRUP) and Waste Material Report.	None	10 Minutes	*Administrative Officer I* Supply and Property Management Unit
	TOTAL	**None**	**30 Minutes**	

GENERAL SERVICES UNIT

1. Providing Maintenance Works

Internal Service that is performed for preventive and corrective maintenance action at the Catanduanes State University – Panganiban Campus.

Office:	General Services Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Services Form (1 original)	General Services Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit a fully accomplished Request for Services Form	1.1 Receive the Request for Services Form	None	5 Minutes	*Carpenter Foreman* General Services Unit
	1.2 Verify accomplished RSF document	None	15 Minutes	*Carpenter Foreman* General Services Unit
	1.3 Prepare a work plan on the service request and get approval from the Head of Admin. and Finance Service and Campus Director; enter in the PMC report.	None	10 Minutes	*Carpenter Foreman* General Services Unit
	1.4 Prepare Purchase Request for the materials needed and get supplies at the Supply Services.	None	30 Minutes	*Carpenter Foreman* General Services Unit
	1.5 Render requested service.	None	Fabrication of carpentry works - 5 Days Repair of furniture and fixture - 3 Days Repair and maintenance of office air condition units- 2 Days	*Carpenter Foreman* General Services Unit
2. Receive	2. Turn-over	None	20 Minutes	*Carpenter*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
accomplished work.	accomplished work.			*Foreman* General Services Unit
	Total	**None**	**Fabrication of carpentry works - 5 Days, 1 Hour and 20 Minutes** **Repair of furniture and fixture - 3 Days, 1 Hour and 20 Minutes** **Repair and maintenance of office air condition units - 2 Days, 1 Hour and 20 Minutes**	

RECORDS UNIT

1. Processing of Request for Authentication of Documents

Employees may request authentication of documents for their official and personal purposes.

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be authenticated (original and photocopy)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present the original and photocopy of document/s	1.1 Receive the document/s from the client	None	1 minute	*Administrative Officer I* Records Unit
	1.2 Instruct the requesting party to log in the logbook her/his name together with the number of copies of the documents and sign	None	2 minutes	*Administrative Officer I* Records Unit
2. Wait for the release of authenticated document/s	2.1 Check and stamp the document/s	None	2 minutes	*Administrative Officer I Records Unit*
	2.2 Review and sign the document/s	None	2 minutes	*Administrative Officer I Records Unit*
3. Receive the authenticated document/s	3. Release the authenticated the document/s	None	1 minute	*Administrative Officer I Records Unit*
	Total	**None**	**8 Minutes**	

Non-Regular Employee

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Contract of Service and Job Order)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be authenticated (original and photocopy)	Client

2. Official Receipt (OR) (1 original)	Cash Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pay authentication fee at Cash Unit	1. Collect payment and issue an official receipt for Authentication Fee	PHP 5.00/ page	7 minutes	*Administrative Officer III Cash Unit*
2. Present the original and photocopy of document/s	2.1 Receive the document/s and official receipt from the client	None	1 minute	*Administrative Officer I Records Unit*
	2.2 Instruct the requesting party to log in the logbook her/his name together with the number of copies of the documents and sign	None	2 minutes	*Administrative Officer I Records Unit*
3. Wait for the release of authenticated document/s	3.1 Check and stamp the document/s	None	2 minutes	*Administrative Officer I Records Unit*
	3.2 Review and sign the document/s	None	2 minutes	*Administrative Officer I Records Unit*
4. Received the authenticated document/s	4. Release the authenticated the document/s	None	1 minute	*Administrative Officer I Records Unit*
	Total	**PHP 5.00/ page**	15 Minutes	

2. Processing of Request for Retrieval of Documents

Search and retrieval of documents from records.

Office:	Records Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent and Temporary)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form for Retrieval (CatSU-F-REC-03) (1 original)	Records Unit

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Accomplish the request form for retrieval (CatSU-F-REC-03)	1.1 Guide the requesting party to complete the necessary information and details of the document/s to be retrieve	None	2 Minutes	*Administrative Officer I* Records Unit
	1.1 Search where the documents filed through Electronic/ Logbook	None	10 Minutes	*Administrative Officer I* Records Unit
	1.2 Secure a photocopy of the specific document/s requested	None	4 Minutes	*Administrative Officer I* Records Unit
2. Release the requested document/s	2. Instruct the requesting party to log in the logbook her/his name and sign	None	2 Minutes	*Administrative Officer I* Records Unit
	TOTAL	**None**	**18 Minutes**	

HEALTH SERVICES

1. Consultation and Physical Examination

Internal service is offered to clients needing medical health care during their stay in CatSU-PC school.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee University Identification Card (1 original)	Client
2. Patient's Record Form (1 original)	Medical Service

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	1 Minute	*Nurse I* Health Services
2. For new patients, fill out the medical patient form For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	14 Minutes	*Nurse I* Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs. Examine and assess the patient's condition.	None	10 Minutes	*Nurse I* Health Services
4. Wait for final advice for release from the clinic.	4. Evaluate the patient's condition and give health teachings. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed.	None	35 Minutes	*Nurse I* Health Services
	TOTAL	**None**	**1 Hour**	

2. Consultation and Treatment for Dental Care

Internal service is offered to clients needing dental care during their stay in CatSU-PC.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee University Identification Card (1 original)	Client
2. Patient's Record Form (1 original)	Medical Service

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new patients, fill out the dental health record For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	12 Minutes	*Dentist II* Health Services
3. Proceed to the designated area for vital signs assessment	3.Get vital signs and examine the patient's condition	None	15 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the history of the present illness	4. Interview the patient on present illness.	None	10 Minutes	*Dentist II* Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	45 Minutes	*Dentist II* Health 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	*Dentist II* Health Services
	TOTAL	**None**	**1 Hour, 37 Minutes**	

3. Dental Curative Service

Internal service is offered to the clients for the curative dental service of CatSU-Panganiban Campus.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees (Permanent, Temporary, Job-Order, Contract of Service, Part-Timer, Casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee University Identification Card (1 original)	CBO Main Campus
2. Dental Health Record (1 original)	Dental Service
3. Duly signed Parents' Consent for students below 18 years old (1 original)	Dental Service
4. Medical Clearance from attending physicians for compromised patient (1 original)	Licensed Physician

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new patients, fill out the dental health record For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	15 Minutes	*Dentist II* Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs and examine the patient's condition	None	12 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the history of the present illness	4. Interview the patient on present illness.	None	10 Minutes	*Dentist II* Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment.	None	Minor Oral Surgery – 1 Hour Control or secondary infection – 30 Minutes Other	*Dentist II* Health Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
			emergency cases – 20 Minutes	
6. Wait for advice for release.	6. Release prescription medicine and record log for medicine dispenses. And schedule follow-up if the patient's condition needs.	None	10 Minutes	*Dentist II* Health Services
	TOTAL	**None**	**Minor Oral Surgery – 1 Hour and 52 Minutes** **Control or secondary infection - 1 Hour and 22 Minutes** **Other emergency cases – 1 Hour and 12 Minutes**	

4. Promotion of Oral Health, Specific Protection, and Counseling

Internal service offered to clients for promotive and restorative dental services for Newly Hired Employees of CatSU-PC.

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Newly Hired Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee University Identification Card (1 original)	CBO Main Campus
2. Patient's Record Form (1 original)	Medical Service

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	5 Minutes	*Dentist II* Health Services
2. For new	2. Retrieve record	None	15 Minutes	*Dentist II*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
patients, fill out the dental health record *For former patients, records are retrieved.	/ Assist in filing out the record			Health Services
3. Proceed to the designated area for vital signs assessment	3. Get vital signs and examine patient's condition	None	12 Minutes	*Dentist II* Health Services
4. State the reason for consultation and reveal the history of the present illness	4. Interview patient on present illness.	None	10 Minutes	*Dentist II* Health Services
5. Submit for diagnosis and dental treatment	5. Release diagnosis and perform dental treatment. Release prescription medicine and record log for medicine dispenses. And schedule follow up if condition requires	None	45 Minutes	*Dentist II* Health Services
	TOTAL	**None**	**1 Hour, 27 Minutes**	

5. Treatment of Minor Wounds and Minor Ailment

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

Office:	Health Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee University Identification Card (1 original)	CBO Main Campus
2. Patient's Record Form (1 original)	Medical Service

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present Identification Card/Certificate of Enrolment	1. Verify the Identification Card/Certificate of Enrolment	None	1 Minute	*Nurse I* Health Services
2. For new patients, fill out the medical patient form For former patients, records are retrieved.	2. Retrieve record / Assist in filing out the record	None	9 Minutes	*Nurse I* Health Services
3. Proceed to the designated area for treatment	3. Evaluate patient's condition and give her health teachings and treatment	None	30 Minutes	*Nurse I* Health Services
4. Wait for final advice for release from the clinic.	4. Record important data regarding treatment. Let the patient sign the record book and release a referral slip for further medical attention if the case is needed.	None	20 Minutes	*Nurse I* Health Services
	TOTAL	**None**	**1 Hour**	

COMPUTER OPERATIONS SERVICES

1. Providing Technical Support

The purpose is to provide technical support for the different units/offices in the University. COS is tasked to handle various IT-related tasks and activities. A need to evaluate, give merit, prioritize, and define requisites is needed before undertaking.

Internal service is offered to client for the purpose to provide technical support for the different units/offices in the University. COS is tasked to handle various IT-related tasks and activities. A need to evaluate, give merit, prioritize, and define requisites is needed before undertaking.

Office:	Computer Operation Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	CatSU PC Employees (Permanent, Temporary, Casual, Contractual, Contract of Service, Job Order and Part timers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Support Request Form (1 original)	Computer Operation Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Acquire and complete the technical support request form	1.1 Receive the TSRF and indicate on the form the actual date and time of receipt for tracking and delivery cycle time	None	2 Minutes	*Senior Administrative Assistant II* Computer Operation Services
	1.2 Assess the severity and urgency of the reported problem. Take immediate action based on sound judgment	None	6 Minutes	*Senior Administrative Assistant II* Computer Operation Services
	1.3 Concurs and approved TSRF and assigns personnel for the task	None	2 Minutes	*Senior Administrative Assistant II* Computer Operation Services
	1.4 Troubleshoots and performs necessary repairs. Indicates the delivery date on TSRF and solicits acknowledgment	None	32 Minutes	*Senior Administrative Assistant II* Computer Operation Services

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
	and acceptance of the job rendered from the requisitioning individual. If the request is not satisfactorily completed it will be evaluated again and will indicate further action required to complete the requested task indicate the delivery date on the follow-up report and perform needed action.			
2. Receive the accomplished task and sign TSRF.	2. Deliver the accomplished task and retain a copy of the approved and signed TSRF.	None	3 Minutes	*Senior Administrative Assistant II* Computer Operation Services
	TOTAL	**None**	**45 Minutes**	

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 CatSU 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 CatSU 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
Office of the University Board Secretary	2/F, Left Wing, Admin. Building	ubss@catsu.edu.ph
Legal Unit	2/F, Left Wing, Admin. Building	legalunit@catsu.edu.ph
Internal Audit Unit	3/F, Left Wing, Admin. Building	ias@catsu.edu.ph
Executive Assistance Services	2/F, Left Wing, Admin. Building	eas@catsu.edu.ph
Planning Unit	2/F, Left Wing, Admin. Building	pds@catsu.edu.ph
Project Management Unit	GF, Right Wing, Admin Building	pmo@catsu.edu.ph
Information and Communications Technology Unit	3/F, Left Wing, Admin. Building	its@catsu.edu.ph
Information Unit	GF, Right Wing, Admin Building	infounit@catsu.edu.ph
Quality Assurance Unit	3/F, Right Wing, Admin. Building	qa@catsu.edu.ph
Gender and Development Office	GAD Building	genderdev@catsu.edu.ph
Alumni Relations Services	3/F, Left Wing, Admin. Building	alumnirelations@catsu.edu.ph
Corporate Business Operations	2/F, 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
Center for Island Climate Change Solutions	Research Center for Weather and Climate Change Building	ciccs@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_dean@catsu.edu.ph
College of Science	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	Address	Contact Information
College of Law	3F, Admin. Building	col@ catsu.edu.ph
Graduate School	3F, Admin. Building	gradschool@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	cao_admin@catsu.edu.ph
Chief Administrative Officer - Finance Division	2/F, Right Wing, Admin. Building	cao_finance@catsu.edu.ph
Budget Unit	2/F, Right Wing, Admin. Building	budgetunit@catsu.edu.ph
Procurement Unit	GF, Left Wing, Admin. Building	bac@catsu.edu.ph
Supply and Property Management Unit	Ground Floor, CSU Gymnasium	supply@catsu.edu.ph
Cash Unit	2/F, Right Wing, Admin. Building	cashier@catsu.edu.ph
Accounting Unit	2/F, Right Wing, Admin. Building	accounting@catsu.edu.ph
Human Resource Management Unit	2/F, Right Wing, Admin. Building	hrms@catsu.edu.ph
Records Unit	GF, Left Wing, Admin. Building	recordsunit@catsu.edu.ph
General Services	B&G Building	bgs@catsu.edu.ph
Motor Pool Services	B&G Building	motorpool@catsu.edu.ph
Health Services	Infirmary Building	healthservices@catsu.edu.ph
Security Services	GF, Admin Building	security@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	vprepa@catsu.edu.ph
Research and Development Services	Research Building	rds@catsu.edu.ph
Extension Services	Extension Building	es@catsu.edu.ph
Abaca Technology Innovation Center	ATIC Building	atic@catsu.edu.ph

Office	Address	Contact Information
PANGANIBAN CAMPUS		
Campus Administrator's Office	CatSU Panganiban Campus	catsu_panganiban@catsu.edu.ph
Academic, Research and Extension Services at Panganiban Campus		arespc@catsu.edu.ph
Financial and Reproduction Services		afapc@catsu.edu.ph
Office of the Admission and Registration Services, Panganiban Campus		registrarpc@catsu.edu.ph