



CITIZEN'S CHARTER

HANDBOOK





PHILIPPINE NORMAL UNIVERSITY VISAYAS

The National Center for Teacher Education

Cadiz City

CITIZEN'S CHARTER

2025 1ST EDITION



FOREWORD

The **Citizen's Charter of Philippine Normal University Visayas** embodies the institution's commitment to **transparency, efficiency, and accountability** in service delivery, in compliance with **Republic Act No. 11032**, or the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018**. It serves as a cornerstone of PNU Visayas' core values: **Truth, Excellence, and Service**.

Mandated by law, the Citizen's Charter streamlines processes, ensuring prompt, accessible, and high-quality services for students, faculty, staff, and stakeholders. As the **National Center for Teacher Education**, PNU Visayas remains steadfast in its mission to advance education for **personal renewal and social transformation**.

This Citizen's Charter upholds the principles of good governance, integrity, and customer satisfaction, ensuring simple, transparent, and efficient transactions. It provides clear guidelines on available services, processing standards, timelines, and responsible offices.

PHILIPPINE NORMAL UNIVERSITY VISAYAS ADMINISTRATION



ACKNOWLEDGEMENT

The successful completion of this Citizen’s Charter was spearheaded by the Office of the Director for Administration, Finance, and Planning (ODAFP) and the Human Resource Management and Development Unit (HRMDU). Their efforts, along with the contributions of various offices, were instrumental in bringing this project to fruition. The table below provides a list of offices who played key roles in this project.

EXECUTIVE DOMAIN
Office
Office of the Executive Director and Provost

ADMINISTRATIVE DOMAIN
Offices
Office of the Director for Administration, Finance, and Planning (ODAFP)
Human Resources and Management Development Unit (HRMDU)
Management Information Systems Unit (MISU)
Financial Management Unit (FMU)
Administrative Services Management Unit (ASMU)
Office of the Cashier
Budget Office
Accounting Office
Facilities Management and Sustainability (FMS)
Auxiliary Services and Business Development Office (ASBUD)
Records Office
Property Management Office
Office of the Procurement
Office of the Health Services

ACADEMIC DOMAIN
Offices
Office of the Dean for Academics and the Hub
Faculty of Teacher Development
Campus Registrar Unit
Student Affairs and Services Unit
Campus Library and Resource Center
General Education and Experiential Learning Unit



AGENCY PROFILE

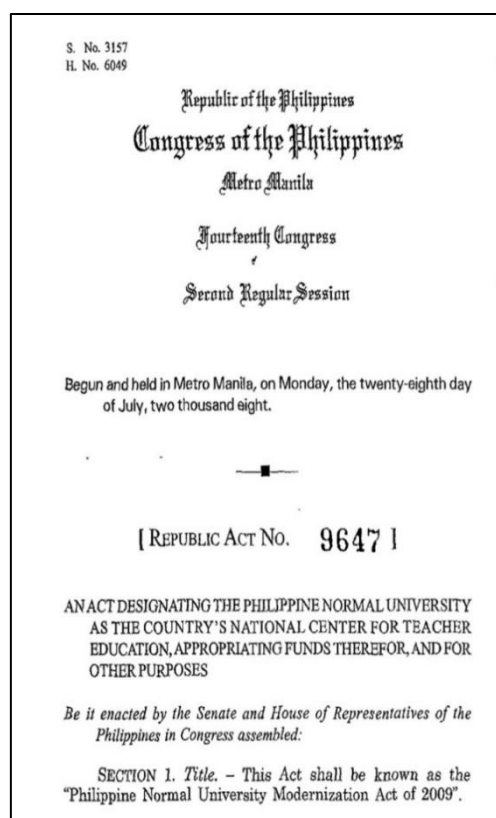
A Brief History of PNU VISAYAS

Philippine Normal University Visayas is the first teacher-training institution (TEI) in Negros Occidental. It was established via Republic Act 4242 on June 19, 1965. Then known as PNU Cadiz, the Campus formally opened on July 22, 1968 in Cadiz City. Philippine Normal College (PNC) became a university on December 26, 1991 when Pres. Corazon C. Aquino signed into law, Republic Act No. 7168, converting PNC into Philippine Normal University. In 2009, PNU was named the National Center of Excellence for Teacher Education by virtue of Republic Act 9647. Transcending its territorial limits, PNU, Cadiz Campus, launched its application as Philippine Normal University in the Visayas and the PNU's Environment and Green Technology Education Hub by virtue of Board of Regents (BOR) Resolution No U-1658 s. 2012 on December 5, 2012. Through the years, PNU Visayas has consistently demonstrated academic excellence having produced

topnotch graduates and having ranked 9th among TEIs in terms of highest number of board passers in Region VI. Recently, the University has secured 9th place among top-performing schools in the September 2023 Licensure Examination for Professional Teachers (LEPT).

Likewise, it was granted Certificate of Program Compliance (COPC) by the Commission on Higher Education (CHED) for its 7 Undergraduate Curricular Programs and Level III Accreditation for its 6

Curricular Programs in the Bachelor in Elementary Education and the Bachelor in Secondary Education and Level II Accreditation for the Bachelor in Early Childhood Education (BECEd) by the Accrediting Agency of Chartered Colleges and Universities of the Philippines (AACCUP). Further, PNU Visayas has constantly been true to its mandate as the Environment and Green Technology Education Hub by integrating environmental education and sustainability in its four-fold functions namely instruction, extension, research and production including in its support services. In fact, ISO 14001: 2015 (Environmental Management System) Certification since 2019, and has received numerous awards and recognition for its curricular programs and other endeavors. With these achievements and credibility, PNU has attracted enrollees coming from various regions in the country such as NCR, Region V, Region VI, Region VII and Region XII. Thus, securing its spot as one of the premier teacher training institutions (TEIs) in the country.



VISION

A leading future-ready teacher education university responsive to national and global development goals and directions.

MISSION

Philippine Normal University is committed to lead innovative, responsive and sustainable teacher education programs that set the standards of future-ready teachers and education leaders.

CORE VALUES

Truth-Excellence-Service





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ADMINISTRATION, FINANCE AND PLANNING



**Office of the Head of
Administrative Services and
Management Unit and Finance
Management Unit**



1. Approval of Request Forms

The faculty, staff, and students undergo activities which require them the use of school facilities, office supplies, equipment, vehicle, gasoline, etc. The requestor shall fill-out the necessary form so as to avail of the request.

Office or Division:	Administrative Services and Management Unit (ASMU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Use of Venue, Facility, and Equipment Form Request Form for the Use of School Vehicle Gasoline Vale Slip Request for Photocopy/Risograph/Bookbinding Services Requisition and Issue Slip		Facilities Management and Sustainability Office (FMSO) FMSO FMSO FMSO Supply and Property Management Office (SPMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out the request form from the concerned office	1. Receive and verify the request form	None	2 minutes	FMSO Coordinator
2. Wait for the approval of the request form	2. Check and review the availability of the request	None	1 minute	FMSO Coordinator/ SPMO
3. Wait for the approved client's copy of the request form	3. Verify the availability of the request and sign for approval	None	1 minute	ASMU Head
4. Receive the approved request form	4. Release the approved request form	None	3 seconds	FMSO Coordinator/ SPMO
END OF TRANSACTION Total No. of Minutes: 4 minutes and 3 seconds				



2. Review of Line-Item Budget in Project Proposal or Concept Paper

The faculty, staff, and students undergo activities which require them to prepare a project proposal or concept paper with line-item budget. The office should see to it that the line-item budget is reflected in APP and complies as to budget and cash availability.

Office or Division:		Financial Management Unit (FMU)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Faculty, Staff, and Students		
Concept		WHERE TO SECURE		
Project Proposal with Line-Item Budget or Concept Paper with Line-Item Budget		Requesting Unit of Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the line-item budget of project proposal or concept paper	1. Receive and verify the line-item budget and affixes the fund cluster	None	3 minutes	Budget Officer
2. Forward the line-item budget of project proposal or concept paper	2. Certify as to availability of funds	None	3 minutes	Accountant
3. Forward the line-item budget of project proposal or concept paper	3. Check and review the line-item budget against the APP	None	3 minutes	FMU Head
4. Wait for the certified line-item budget	4. Sign to certify, and release the line-item budget	None	1 minute	FMU Head
5. Forward the line-item budget of project proposal or concept paper for recommending approval	5. Recommend approval, sign, and release the line-item budget	None	1 minute	Director for Administration, Finance, and Planning
END OF TRANSACTION Total No. of Minutes: 11 minutes				



3. Respond to Queries, Issues, and Concerns Relative to ASMU and FMU

The faculty, staff, and students may have queries, issues and concerns related to the services under Administrative Services and Management Unit (ASMU) and Financial Management Unit (FMU). The Unit Head is responsible and accountable to respond, clarify, and resolve the queries, issues and concerns.

Office or Division:		Administrative Services and Management Unit (ASMU) and Financial Management Unit (FMU)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Faculty, Staff, and Students		
Concept		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ASMU/FMU office	1. Receive the client-visitor	None	5 seconds	Head of ASMU/FMU
2. Share and relay the queries, issues, and concerns	2. Listen to the queries, issues, and concerns	None	5 minutes	Head of ASMU/FMU
3. Listen to the response, clarification, and solution provided	3. Respond and give solution to the queries, issues, and concerns	None	5 minutes	Head of ASMU/FMU
END OF TRANSACTION Total No. of Minutes: 10 minutes and 5 seconds				



Disbursement Office



1. Disbursement Through Check

The disbursement/issuance of check for payment to payees are transactions involving inside and outside clients. Examples of these transactions are: honoraria for services rendered, cash advance, and reimbursement of travel or seminar expenses, scholarship refund, procurement of supplies and materials, janitorial and security service contracts and others.

Office or Division:	Disbursing's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Faculty and Staff, Part-timers, Students, Suppliers, Contractors, and Other Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (ID)		Issuing Government or Private Agencies		
*Authorization Letter to Deposit Check		*Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. (submit photocopy in case of new transaction)	1. Receive and verify the valid ID presented	None	3 seconds	Disbursing Officer
2. Fill-out and affix signature in Box E of Disbursement Voucher (DV) and sign the Logbook of Checks Issued	2. Assist payee in filling-out the Disbursement Voucher and Logbook of Checks Issued	None	1-3 minutes *15-30 minutes	Disbursing Officer Disbursing Officer
3. Receive the check	3. Release the check	None	3 seconds	Disbursing Officer
END OF TRANSACTION Total No. of Minutes: 33 minutes and 6 seconds				



2. Disbursement Through Cash

The salaries, honoraria, and other emoluments may be released in cash. The Disbursing Officer as Bonded Accountable Officer may request for Cash Advance for payment of pays. Proper liquidation is made after the cash advance is disbursed.

Office Division:	Disbursing's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty and Staff, Part-timers, Students and Other Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (ID) (for students and outside clients only)		Issuing Government or Private Agencies		
*Authorization Letter to Deposit Cash		*Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Identification Card (ID) (submit photocopy in case of new transaction) *Submit Authorization Letter to allow Cashier to deposit the cash to payee's bank account	1. Receive and verify the ID presented. *Receive and confirm the Authorization Letter	None	3 seconds	Disbursing Officer
2. Affix signature on the Payroll to acknowledge receipt of cash. *Wait for the copy of the Deposit Slip	2. Present the Payroll with details/ breakdown of Net Pay. *Deposit the cash to payee's bank account	None *Bank charge	1-3 minutes *15-30 minutes	Disbursing Officer Disbursing Officer
3. Receive and count the cash as reflected in the Payroll/Payslip. *Receive and acknowledge the	3. Release the pay envelope containing the cash and with attached Payslip *Scan and send the copy of Deposit Slip to the payee through email or private message	None	5-10 seconds	Disbursing Officer



copy of the Deposit Slip				
END OF TRANSACTION Total No. of Minutes: 33 minutes and 13 seconds				



Office of the Cashier



1. Receipt of Enrolment Fees

During the enrolment period, students are required to pay the enrolment fees as stated in the approved schedule of fees of the university. The CTL students are required to pay the assessed fees. The CTP and Graduate School students are required to pay the minimum amount of PHP5,000.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All CTL, CTP, Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completely signed Clearance	1. Receive and verify the Clearance	None	10 seconds	Cashier
2. Wait for the assessment of enrolment fees and the issuance of the Official Receipt	2. Access the PWEBSS, generate the assessment of enrolment fees and print out the Official Receipt	None	3-5 minutes	Cashier
3. Pay in cash the assessed enrolment fees	3. Receive the cash payment	As reflected in Official Receipt	15-30 seconds	Cashier
4. Receive the Official Receipt for payment made	4. Issue the Official Receipt for payment received	None	10 seconds	Cashier
END OF TRANSACTION		Total No. of Minutes: 5 minutes and 50 seconds		



2. Receipt of Other Fees

The university caters the other needs of students and of outside clients. Students may request for their school records and documents like Transcript of Records, Certification, and Honorable Dismissal. Also, the university has Income-Generating Projects like canteen lease, dormitory bed space, and sale of produce, wherein the university may cater to outside clients.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Faculty and Staff, All Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		University Offices eg. Registrar's Office, Business and Development Office, Office of Students Services, Library, FMAS & BDO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment issued by a particular office	1. Receive and verify the Order of Payment	None	10 seconds	Cashier
2. Wait for the assessment of fees and issuance of Official Receipt	2. Access the PWEBSS, generate the assessment of fees, print out the Official Receipt and fill-out the Order of Payment	None	3-5 minutes	Cashier
3. Pay in cash the assessed fees	3. Receive the cash payment	As reflected in Official Receipt	15-30 seconds	Cashier
4. Receive the Official Receipt for payment made and the Order of Payment with payment details	4. Issue the Official Receipt for payment received and return the Order of Payment filled out with payment details	None	10 seconds	Cashier
END OF TRANSACTION		Total No. of Minutes: 5 minutes and 50 seconds		



3. Disbursement Through Petty Cash Fund

The petty cash fund is intended for the incurred expenses which amount to not more than Two Thousand Pesos only. The disbursement of petty cash follows the usual procurement process and requirements but is being paid in cash. It may either be in the form of cash advance or reimbursement.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Faculty and Staff, Part-timers, Students, Suppliers, Contractors, and Other Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request, Purchase Order, Quotation, Abstract of Canvass and other procurement documents and RER/CENRR		Supply, Property and Management Office Procurement Office Accounting Office		
Official Receipt or Sales Invoice		Issuing Agency or Establishment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete and accomplished requirements	1. Receive and verify the documents submitted	None	15-20 seconds	Cashier
2. Affix signature in Box B of Petty Cash Voucher for cash advance or Box D for reimbursement	2. Prepare the Petty Cash Voucher and affix signature as Payor	None	3-5 minutes	Cashier
3. Receive the cash as cash advance or reimbursement of petty cash expense incurred	3. Prepare and release the cash	None	10-15 seconds	Cashier
END OF TRANSACTION		Total No. of Minutes: 5 minutes and 35 seconds		



Budget Office



1. Identifying Source of Fund

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll, PR, LIB, Travel Order, Itinerary of travel		Clients/End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for Fund Cluster/Source, Responsibility Center and MFO	➤ Evaluate documents for Fund Cluster/Source, Responsibility Center and MFO	None	3 minutes	Budget Officer and End-User
	➤ Check submitted documents if budget is stipulated in the PAPs	None	5 minutes	Budget Officer
	➤ Record the requested budget in the Registry Allotments/Obligations			
	➤ Post the amount in the funding source	None	2 minutes	Budget Officer and End-User
	➤ Determine funding source (GAA/STF)			
	➤ Release of documents with Funding Source and Signature			
END OF TRANSACTION		Total No. of Minutes: 10 minutes		



2. Process of Obligations (Obligation Request Status/Budget Utilization Request Status)

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll, PR, LIB, Travel Order, Itinerary of travel		Clients/End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for Financial Obligations	Evaluate the completeness of documents for financial obligations	None	5 minutes	Budget Officer and End-User
	Verifies availability of allotment/budgeted income based on the Registry of Allotment, Obligations and Disbursement	None	3 minutes	Budget Officer
	Prepare ORS/BURS	None	5 minutes	Budget Officer
	Certifies availability of allotment for Fund 101 and Budgeted Income for Fund 164. Sign Box B of ORS/BURS	None	3 minutes	Budget Officer
	Records the ORS/BURS in the Registry of Allotment, Obligations and Disbursement	None	3 minutes	Budget Officer
	Forward to Director, AFP and Executive Director & Provost for approval	None	4 minutes	Budget Officer, DAFP & EDP
	Forward to Accounting Staff for preparation of Disbursement Voucher	None	2 minutes	Budget Officer, Accountant
END OF TRANSACTION		Total No. of Minutes: 25 minutes		



Accounting Office



1. Certifying Availability of Funds

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PR, PO, LIB, Travel Order, Itinerary of travel			Clients/End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for review of proposals, line-item budget, itinerary, purchase requests and other similar requests	• Evaluate documents for appropriateness of costs and details indicated in the request	None	5 minutes	Accountant II and End-User
	• Check submitted documents if request is stipulated in the PAPs. • Verify availability of funds for related activity/request and its fund source as indicated by the budget office in	None	3 minutes	Accountant II
	• Release of documents with Funding Source and Signature	None	2 minutes	Accountant II and End-User
END OF TRANSACTION Total No. of Minutes: 10 minutes				



2. Processing of Documents for Disbursement Voucher Preparation for Payment of Goods & Services

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payroll, Purchase Request, Purchase Order, LIB, Travel Order, Itinerary of travel, BAC Resolution, Supplier's billing, etc.			Clients/End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for payment processing	<ul style="list-style-type: none">Receives documents from end-users, and partially checks completeness of documents for payment processing.Returns incomplete documents immediately to end-user.Stamps pre-verified documents as "received" & forwards to Accountant	None	5-10 minutes	Senior Bookkeeper and End-User
	<ul style="list-style-type: none">Reviews completeness of documents and correctness of details	None	1 day	Accountant II
	<ul style="list-style-type: none">For documents that require monitoring and additional reconciliations and or computations (e.g computations for Liquidation Damages, Inventory Entries), prepare additional documentation and attach to set of documents	None	1 day	Accountant II/ Senior Bookkeeper
	<ul style="list-style-type: none">Stamps completed documents with "Approved for DV" and forwards to Budget assistant and Disbursement Officer for BURS/ORS preparation	None	3 minutes	Accountant II



	and Voucher Preparation respectively			
END OF TRANSACTION Total No. of Minutes: 2 days				



3. Processing of Documents for Disbursement Voucher Preparation for Payment of Salaries, Honoraria, Overtime and other Personnel Services

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payroll Summary, Schedule of Deductions, Special Orders, Notice of transfer of cash allocation			Clients/End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for Disbursement Voucher Preparation	<ul style="list-style-type: none">• Receives documents from end-users, and partially checks completeness of documents for payment processing• Returns incomplete documents immediately to end-user• Stamps pre-verified documents as “received” & forwards to Accountant	None	5-10 minutes	Senior Bookkeeper and HRMDS
	<ul style="list-style-type: none">• Reviews completeness of documents, lawfulness and appropriateness of expense• Prepares Payroll summary and reconciles with schedule of deductions• Certifies Correctness of payroll summary Forwards completed computation to HRMDS head, FMU head, & EDP for Signatures	None	1-3 days	Accountant II HRMDS Head FMU head EDP



	<ul style="list-style-type: none">Stamps completed documents with “Approved for DV” and prepares Disbursement VoucherForwards to Budget assistant and Disbursement Officer for BURS/ORS preparation and logging/monitoring of DVs respectively	None	5-10 minutes	Accountant II
		None	3 minutes	Budget assistant Disbursement officer
END OF TRANSACTION		Total No. of days: 3 days		



4. Processing of Documents for Disbursement Voucher Preparation for Cash Advances

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
LIB, Travel Order/Authority, Itinerary of travel, etc.			Clients/End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for payment processing	<ul style="list-style-type: none"> Receives documents from end-users, and partially checks completeness of documents for payment processing Returns incomplete documents immediately to end-user Stamps pre-verified documents as “received” & forwards to Accountant 	None	5-10 minutes	Senior Bookkeeper and End-User
	<ul style="list-style-type: none"> Reviews completeness of documents, and correctness of details 	None	5-10 minutes	Accountant II
	<ul style="list-style-type: none"> Checks if end-user has remaining unliquidated cash advances and obligations Issue a certificate of “No Unliquidated Cash Advances” and attaches it to the reviewed and completed Cash Advance request 	None	5 minutes	Accountant II
	<ul style="list-style-type: none"> Stamps completed documents with “Approved for DV” and forwards to Budget assistant and Disbursement Officer for BURS/ORS preparation and Voucher Preparation respectively 	None	3 minutes	Accountant II Budget assistant Disbursement officer



END OF TRANSACTION

Total No. of minutes: 28 minutes



5. Certifying Completeness and Correctness of Disbursement Vouchers

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Disbursing Officer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher and Attachments			Clients/End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher for checking and approval	<ul style="list-style-type: none">Receives DVs from Disbursing officer and checks correctness of tax deductions (if applicable)Prepares BIR 2307 for relevant suppliers with tax deductionsAttaches BIR 2307 to DV and forwards to Accountant	None	5-10 minutes	Senior Bookkeeper
	<ul style="list-style-type: none">Reviews correctness and consistency in details of DV, BURS/ORS details and supporting documents. Reviews footing and computations and directs disbursing officer to correct errors, if any	None	5 minutes	Accountant II
	<ul style="list-style-type: none">Signs DV to certify completeness of documents and availability of funds	None	1 minute	Accountant II
	<ul style="list-style-type: none">Returns DVs to Disbursing officer for corrections and/or logging of signed DVs out for approvers' signatories	None	1 minute	Accountant II Disbursing officer
END OF TRANSACTION Total No. of minutes: 17 minutes				



Facilities Management and Sustainability and Auxiliary Services and Business Development Office



1. Use of University Venues, Facilities and Equipment
(INTERNAL)

The university cater the needs of students, faculty and staff. They may request for venues, facilities and equipment to be used on the implementation of their programs.

Office or Division:	Facilities Management and Sustainability and Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CTL Faculty, College Faculty, and Staff, Campus Officials and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Identification Card		FMASO Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the schedule board for the availability of the venue/facility	Confirm availability of the venue/facility	None	30 seconds	FMASO Coordinator
2. Accomplish 2 copies of request form along with the approved documents from requested office and submit to FMSO, when applicable	Counter check and plot the request on schedule board. Sign the request form to finalize the reservation	None	1-3 minutes	FMASO Coordinator
3. Check with SPMO for the availability of equipment needed	Check and confirm availability of the equipment. Sign the request form to finalize the reservation	None	1 minute	SPMO
4. Submit signed request form to FMSO and leave Identification Card (ID) to be returned after the event	Forward request form to Head of ASMU for approval. Once approved, give copy to SPMO and file a copy of FMSO	None	1 - 3 minutes	FMASO Coordinator
5. On the day of the event, Observe Environmental Policy of the University	Prepare the venue/facility/ equipment needed	None	30 – 60 minutes	FMASO Team
6. Secure green certification form (GCF) and clearance	Checked venue/facilities/equipment used. Signed GCF, clearance and release the ID	None	10 - 15 minutes	FMASO Team
END OF TRANSACTION Total No. of Minutes: 1 hour, 22 minutes and 30 seconds				



2. Use OF University Venues, Facilities and Equipment (EXTERNAL)

The university also cater the needs of outside clients such as government entities, private individuals and private companies. They may request for venues, facilities and equipment to be used on the implementation of their programs.

Office or Division:	Facilities Management and Sustainability and Auxiliary Services and Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request 2. Order of Payment 3. Official Receipt 4. Valid ID		Client FMSO/ASBDO Cashier Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request letter	Receive approved letter, Check and confirm availability of the venue/facility. Inform client of the tariff rates and other fees and policies	None	1 - 3 minutes	FMSO/ASBDO Coordinator
2. Secure Order of Payment (OP)	Issue Order of Payment. Price based on Tariff	None	1 minute	FMSO/ASBDO Coordinator
3. Present Order of Payment and pay at the Cashier	Issue OR	Price on OP	1 minute	Cashier
4. Present OR to FMSO/ASBDO and Valid ID (to be returned after the event). Observe Environmental Policy of the University	Prepare the venue/facility/equipm ent to be used	None	30 – 60 minutes	FMASO Team
5. Secure green certification form (GCF) and clearance	Checked venue/ facilities/equipment used. Signed GCF, clearance and release the ID	None	10 - 15 minutes	FMASO Team
END OF TRANSACTION Total No. of Minutes: 1 hour and 20 minutes				



3. Use of University Vehicle

To be able to give an efficient and quality services to employees and clients, the university provide campus vehicle to be used by officials, faculty, staff and guests for their Official Travel.

Office or Division:	Facilities Management and Sustainability Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CTL Faculty, College Faculty, and Staff, Campus Officials and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Request Form and Trip TicketTravel Order/Approved Activity Proposal		<ul style="list-style-type: none">FMSOEDP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the schedule board for the availability of campus vehicle	1. Confirm availability of campus vehicle	None	30 seconds	FMSO Coordinator
2. Accomplish 2 copies of request form along with the approved documents from requested office and submit to FMSO, when applicable	2. Counter check and plot the request on schedule board. Sign the request form to finalize the reservation. Forward request form to head of ASMU and Director of ODAFP for approval. Once approved, give the signed Request form and Trip Ticket to university driver	None	10 minutes	FMSO Coordinator
END OF TRANSACTION Total No. of Minutes: 10 minutes and 30 seconds				



4. Stalls and Dormitory Rentals

Stalls and Dormitory rentals are some of the existing Income-Generating Project of the University. Stall renters, lessees, and concessionaires involve outside clients, faculty and staff and while Dormers are from faculty and staff of the university.

Office or Division:	Facilities Management and Sustainability and Auxiliary Services and Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity			
Who may avail:	Faculty and Staff, Part timers, Students, Concessionaires, and Other Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract and Permits 2. Order of Payment 3. Official Receipt		Client FMSO/ASBDO Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new concessionaires, submit copy of signed/notarized Contract of Lease and other Permits; For new dorm renters, Inquire price and availability of a room	Receive and review notarized contract and other documents needed Check and confirm availability of the venue/facility. Inform client of the tariff rates and other fees and policies	None	1-3 minutes	FMSO/ASBDO Coordinator
2. Secure Order of Payment	Issue Order of Payment. Price based on Contract	None	1 minute	FMSO/ASBDO Coordinator
3. Present Order of Payment and pay at the Cashier	Issue OR	Price based on OP	1 minute	Cashier
4. Present OR and OP to ASBDO	Receive copy of OP and give OR to client Check, record, have renter signed the dormitory residency agreement and give the key of the room	None	3 - 5 minutes	FMSO/ASBDO Coordinator
END OF TRANSACTION Total No. of Minutes: 10 minutes				



5. Water and Electricity Consumption (Billing and Collection)

The university provide water and electricity sub-meters to all concessionaires. This is to measure their monthly consumption. Every 12th of the month sub-meters is being read and billed. Due date is 3 days after billing date.

Office or Division:	Facilities Management and Sustainability and Auxiliary Services and Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity			
Who may avail:	Concessionaires and Dorm Renters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment 2. Official Receipt		FMSO/ASBDO Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue Order of Payment. Price based on reading of consumption	None	1 minute	FMSO/ASBDO Coordinator
2. Present Order of Payment and pay at the Cashier	2. Issue OR	Price based on OP	1 minute	Cashier
3. Present OR and OP to ASBDO	3. Receive copy of OP and give OR to client. Check and record transaction	None	1 minute	FMSO/ASBDO Coordinator
END OF TRANSACTION Total No. of Minutes: 3 minutes				



6. Request/Vale of Fuel for Campus Vehicle, Grass Cutter and Generator

The university provides fuel for Campus Vehicle used for Official Travel, for campus grass cutter used by janitors in trimming of grass and plants of the university and for campus generator used as back-up power in case of outage.

Office or Division:		Facilities Management and Sustainability and Auxiliary Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		University driver, MIS unit, and Janitorial Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vale Form		FMSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/accomplish Vale Form	1. Record kind of fuel requested. Forward to Head of ASMU for approval. Once approved, give signed Vale form to requestor/client	None	2 minutes	FMSO Coordinator
END OF TRANSACTION Total No. of Minutes: 2 minutes				



7. Sale of ASBDO Merchandise

As part of University Income Generating Projects, several merchandise items are being sold. This includes reviewers, textiles, uniforms, etc.

Office or Division:	Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment 2. Payment 3. Official Receipt		ASBDO Client Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the price and availability of the desired item	1. Check and confirm availability and price of the item	None	1 minute	ASBDO Coordinator
2. Secure Order of Payment	2. Issue Order of Payment. Price based on BDO Pricelist	None	1 minute	ASBDO Coordinator
3. Present Order of Payment and pay at the Cashier	3. Issue OR	Price based on OP	1 minute	Cashier
4. Present OR to ASBDO	4. Receive copy of OP and give OR to client. Check, record and release purchased item	None	1 - 3 minutes	ASBDO Coordinator
END OF TRANSACTION Total No. of Minutes: 6 minutes				



8. Request of School Id - First Release (For College Students, Faculty and Staff)

School ID is essential to all internal clients such as students, faculty and staff. It signifies that the student is officially enrolled to the university and an employee of the university for faculty and staff. School ID is also use to transact to government organizations and private entities.

Office or Division:	Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Request Form https://forms.gle/scmcUHYe2jPTJjjh8		ASBDO/SASU Bulletin Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online request form	1. Prepare School ID based on the data provided	None	10 - 15 minutes	ASBDO Coordinator
2. Present COR and claim the ID	2. Release School ID to client	None	1 minute	SASU Personnel
END OF TRANSACTION Total No. of Minutes: 16 minutes				



9. Request of School ID - First Release (For CTL Students)

School ID is essential to all internal client. To CTL students, it signifies that the student is officially enrolled to the university and school ID is also use to transact to government organizations and private entities.

Office or Division:	Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CTL Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Request Form https://forms.gle/UuvtUT6jBZ5bfZzQ9 2. Order of Payment 3. Official Receipt		ASBDO/SASU Bulletin Board ASBDO Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online request form	1. Prepare School ID based on the data provided	None	10 - 15 minutes	ASBDO Coordinator
2. Secure Order of Payment, if applicable	2. Issue Order of Payment	None	1 minute	ASBDO Coordinator
3. Present Order of Payment and pay at the Cashier	3. Issue OR	230.00	1 – 3 minutes	Cashier
4. Give signed OP and OR to ASBDO	4. Check OP with OR. and give back OR to client	None	30 seconds	ASBDO Coordinator
5. Present COR and claim the ID	5. Release School ID to client	None	1 minute	SASU Personnel
END OF TRANSACTION Total No. of Minutes: 20 minutes & 30 seconds				



10. Re-Issuance of School ID (Replacement)

School ID is essential to all internal client. It signifies that the student is officially enrolled to the university and school ID is also use to transact to government organizations and private entities.

Office or Division:	Business Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CTL Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Request Form 2. Notarized Affidavit of Lost 3. Order of Payment 4. Official Receipt		ASBDO Client ASBDO Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online request form and submit notarized Affidavit of Lost to ASBDO	1. Prepare School ID based on the data provided	None	10 - 15 minutes	ASBDO Coordinator
2. Secure Order of Payment, if applicable	2. Issue Order of Payment	None	1 minute	ASBDO Coordinator
3. Present Order of Payment and pay at the Cashier	3. Issue OR	230.00	1 – 3 minutes	Cashier
4. Give signed OP and OR to ASBDO	4. Check OP with OR. and give back OR to client	None	30 seconds	ASBDO Coordinator
5. Present OR and claim the ID	5. Release School ID to client	None	1 minute	SASU Personnel
END OF TRANSACTION Total No. of Minutes: 20 minutes & 30 seconds				



Records Office



1. Request for Academic and Administrative Records

This process involves the issuance of official records such as certifications and other academic or administrative documents requested by students, faculty, and staff.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty, Staff, and Other Authorized Requestors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Records Office		
Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form with necessary requirements	Verify request and search for the required document	None	5 minutes	Records Officer
2. Wait for processing	Process document (printing, authentication, approval if needed)	None	1-3 working days	Records Officer
3. Claim the requested document	Release of requested document	None	5 minutes	Records Officer
4. Sign acknowledgment receipt	Keep a record of released documents	None	2 minutes	Records Officer
END OF TRANSACTION Total No. of Minutes: 3 days and 12 minutes				



2. Request for Records Retrieval and Verification

This process involves locating, verifying, and releasing requested records from the archives for reference or official use.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal and External Requestors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Requesting Party	
Authorization Letter (if applicable)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter specifying the needed record	Verify details and locate the requested document	None	5 minutes	Records Officer
2. Wait for verification	Assess record accuracy and completeness	None	1-2 working days	Records Officer
3. Claim the requested record	Release of verified document	None	5 minutes	Records Officer
4. Sign acknowledgment receipt	Keep a record of released documents	None	2 minutes	Records Officer
END OF TRANSACTION Total No. of Minutes: 2 days and 12 minutes				



3. Records Storage and Archiving

This process ensures the proper filing, classification, and safekeeping of official records for future reference and compliance with retention policies.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	University Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		Requesting Office		
List of Records for Archiving		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a transmittal letter	Review transmittal letter and list of records	None	10 minutes	Records Officer
2. Wait for notation approval	Notation by the Head, Administration Services and Management Unit (ASMU)	None	1 day	ASMU Head
3. Submit records for archiving	Review and classify records	None	1-2 working days	Records Officer
4. Confirm storage	Proper filing, labeling, and storage	None	1 day	Records Officer
END OF TRANSACTION Total No. of Minutes: 4 days and 10 minutes				



4. **Records Disposal and Retention Management**

This process ensures that records that have exceeded their retention period are securely disposed of following regulatory guidelines.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Inventory and Appraisal Form (RIAF) List of Records for Archiving Approval from Administration		Records Office Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify records for disposal	Verify records against retention schedule	None	1 day	Records Officer
2. Submit RIAF for approval	Review and approve the disposal request	None	1 day	Records Officer
3. Await final approval from Disposal Committee	Final review and authorization for disposal	None	1-2 working days	Disposal Committee
4. Dispose of records securely	Execute approved disposal following regulations	None	1 working day	Records Officer
END OF TRANSACTION Total No. of Minutes: 5 days				



Supply Office



Office or Division			Supply Officer	
Classification			Simple	
Type of Transaction			G2C – Government to Client	
Who may avail:			Students, Faculty, Staff, Janitorial Staff	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form / Requisition and Issue Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ISSUANCE OF OFFICE SUPPLIES				
1. Secure RIS Form from the office of Administrative Services and Management Unit	Issue request form	None	1 minute	Office of Administrative Services and Management Unit
2. Fill out RIS form	Verify and approve the filled-out RIS form	None	3 minutes	Head, Administrative Services and Management Unit
3. Submit approved RIS Form to the Supply Office	Check the stock and issue the supplies requested as reflected in the RIS Form	None	5 minutes	Supply Officer End-user/Requestor
4. Receive the supplies requested and sign the RIS for the receipt of supplies	Sign the RIS and file the same/Encode the issuance	None	2 minutes	Supply Officer End-user/Requestor
RECEIVING OF DELIVERY OF PURCHASED SUPPLIES AND MATERIALS				
1. Delivery of supplies and materials by supplier	Receive and inspect the delivery of supplies and materials	none	Average of 3 minutes per item	Inspectorate
	Accept delivery of supplies and materials in accordance with the approved specification		3 minutes per item	Supply Officer
	Tag / label delivered supplies and materials according to the PO		5 minutes per Purchase Request	Supply Officer
COA receives NRPI copy	Prepare and issue Notice of		10 minutes per NRPI	Supply Officer



	Receipt of Procured Items (NRPI)			
	Encode the delivered supplies and materials to the PO tracking system		3 minutes per Purchase Request	Supply Officer
END OF TRANSACTION Total No. of Minutes: will vary according to type of request				



Property Management Office



1. Using, Borrowing and Returning of Equipment and Facilities

Office or Division			Supply and Property Management Officer	
Classification			Simple	
Type of Transaction			G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government	
Who may avail:			Students, Faculty, Staff and Community	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID, Letter of Request, Request form for the use of facilities and equipment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request forms from the Facilities Management and Sustainability	Issues request forms for filling out to the students, faculty staff and community	None	2 minutes	Facilities Management and Sustainability
2. Fill out request forms	Guides the borrower in filling out request	None	2 minutes	Client
3. Bring the filled-out forms to the Facilities Management and Sustainability, Supply and Property Management Office, Head, Administrative Services and Management Unit, and Director for Finance, Administration and Planning	Signs the filled-out request forms Approves the filled-out request forms	None	5 minutes	Facilities Management and Sustainability, Supply and Property Management Officer, Head, Administrative Services and Management Unit, and Director for Finance, Administration and Planning
4. Submit the accomplished request form/s and Hand in valid ID to the Supply and Property Management Office and sign in the logbook	Receives properly filled out forms	None	5 minutes	Supply and Property Management Officer
END OF TRANSACTION Total No. of Minutes: 14 minutes				



2. How to return borrowed equipment/ tools/ materials

Office or Division		Supply and Property Management Officer			
Classification		Simple			
Type of Transaction		G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may avail:		Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Valid ID, Letter of Request, Request form for the use of facilities and equipment					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Return borrowed equipment/ tool/ material to the property office	Receives the equipment /tools/materials	None	5 minutes	Property Officer	Management
2. Claims student's ID	Returns student's ID	None	1 minute	Property Officer	Management
END OF TRANSACTION Total No. of Minutes: 6 minutes					



3. Preparation/Processing of Property Accountability Receipt (Par) / Inventory Custodian Slip (Ics) For Newly Acquired Property

Office or Division			Supply and Property Management Officer	
Classification			Simple	
Type of Transaction			G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government	
Who may avail:			Students, Faculty, Staff and Community	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID, Letter of Request, Request form for the use of facilities and equipment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits accomplished Purchase Order	Receives and prepares PAR / ICS taking into consideration the account codes, fund charging and the property number assigned	None	5 minutes	Purchasing Officer/BAC
Prepare of PAR/ICS Form by Supply and Property Management Office	Forms for filling out to the Supply and Property Management Office	None	5 minutes	Property Management Office
Submits duly signed PAR / ICS Form (End-user)	Signs the filled-out PAR/ICS form	None	5 minutes	Supply and Property Management Office
Approves accomplished PAR / ICS (SPMO)	Receives and encodes duly approved PAR / ICS to the MRE system	None	5 minutes	Property Management Office
	Files PAR / ICS to folder of every accountable personnel	none	5 minutes	Property Management Office
END OF TRANSACTION Total No. of Minutes: 25 minutes				



4. Receiving of Various Deliveries of Purchased Materials and Equipment

Office or Division			Supply and Property Management Officer	
Classification			Simple	
Type of Transaction			G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government	
Who may avail:			Students, Faculty, Staff and Community	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID, Letter of Request, Request form for the use of facilities and equipment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delivery of materials and supplies by various supplier of the institute	Receives various deliveries of materials and Equipments	none	3 minutes per item	Purchasing Officer, Inspectorate, and Property Management Office
	Prepares Inspection and Acceptance Report (IAR)		5 minutes per Purchase Request	Property Management Office
	Accepts delivery of items in accordance with the approved specification		3 minutes per item	Property Management Office
	Tags / labels delivered items according to respective PO and Requisitioner		5 minutes per Purchase Request	Property Management Office
COA receives NRPI copy	Prepares Notice of Receipt Of Procured Items (NRPI) / submit report to Commission On Audit (COA)		10 minutes per NRPI	Property Management Office
Key-in delivery of items to the PO tracking system at the computer	Accomplished Purchase Request		3 minutes per Purchase Request	Property Management Office
END OF TRANSACTION			Total No. of Minutes: 29 minutes	





Procurement Office



1. Request for Procurement of Goods and Services

Office or Division:	Procurement Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business			
Who may avail:	End-user and Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Purchase Order / Job Order (completely signed)	End-user			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. The end-user fills-out the Purchase Request (PR)/Job Request (JR) Form with the required technical specifications and cost estimates based on market study and as reviewed by the Technical Working Group (TWG) and secures the signature of the Immediate Head, Budget Officer, Accountant, Administrative Officer V (AO5), and Director for Administration, Finance, and Planning (DAFP)	Check the PR/JR	None	1 minute	End -user, TWG, Immediate Head, Budget Officer, Accountant, AOS, DAFP
2.	The Procurement Officer posts the approved PR/JR to the Procurement and BAC Group Chat and the BAC determines the appropriateness of details of request and approves the Mode of Procurement to be used	None	1 day	Procurement Officer BAC Members
3.	The Procurement Officer forwards the BAC approved PR/JR to the BAC Secretariat. The BAC Sec prepares the BAC Resolution and secures the signature of the BAC Members and HOPE	None		Procurement Officer BAC Secretariat BAC Members HOPE



	(If the ABC is equal to 50,000.00 and below, the PR/JR with BAC Resolution are forwarded to the Procurement Office. If the ABC is more than 50,000.00, the project is posted to PhilGEPS.)		3 days	
4.	<p>The BAC Sec posts the project to PhilGEPS for a duration of three (3) calendar days. On the fourth day, the BAC Sec prints the proof of PhilGEPS posting and the bid of the potential bidder/s and submits it to the Procurement Office</p> <p>(The BAC Sec declares a failure of bidding if there is no bid at all and is then subjected to outsourcing.)</p>	None		BAC Secretariat
5.	The Procurement Officer receives the PR/JR and BAC Resolution and assigns the Buyer to do the canvass	None	3 minutes	Procurement Officer & Buyer
6.	The Buyer performs the canvass and sends out the Request for Quotation (RFQ) to at least three (3) potential suppliers	None	2-3 days	Buyer
7.	The Buyer retrieves the RFQs from the potential suppliers, prepares the Abstract of Canvass Report, and secures the signature of the BAC Members	None		Buyer
8.	The BAC Members determine the most reasonable cost and advantageous to the	None	2 minutes	BAC members



	government, sign the Abstract of Canvass Report for approval, and forward the signed report to the Procurement Office			
9.	<p>The Procurement Officer prepares the Purchase Order (PO)/Job Order (JO), secures the signature of the Accountant as to the availability of funds and of the Executive Director and Provost (EDP) for the approval of the PO/JO</p> <p>(If ABC is more than 50,000.00, a Contract is prepared for services.)</p>	None	10 minutes	Procurement Officer, Accountant & EDP
10.	<p>The Procurement Officer sends the PO/JO to the chosen/winning supplier to secure its signature as acknowledgement and that it conforms to the conditions stated in the PO/JO</p> <p>The Procurement Officer sends to the winning supplier the Notice of Award (NOA), then the Contract, and subsequently the Notice to Proceed (NTP) for ABC of more than 50,000.00</p>	None	5 minutes	Procurement Officer
11.	The Procurement Officer submits a copy of the signed PO/JO to the Office of the Commission on Audit (COA). The COA receives the PO/JO	None	3 minutes	Procurement Officer & COA
12.	The Procurement Officer prepares the Inspection and Acceptance Report/Certificate of Project Completion, (and the Requisition and Issue Slip) to be signed upon the delivery of the goods/completion of services	None	3 minutes	Procurement Officer



13.	During the delivery, the Inspectorate Committee inspects as to the completeness and correctness of goods based on the technical specifications provided and signs the Inspection and Acceptance Report. The ASMU Head certifies as to the completion of the service rendered based on the scope of work and duration specified and signs the Certificate of Completion	None	15 minutes	Inspectorate Committee, ASMU Head
14.	The Supply Officer accepts the delivered goods and signs the Inspection and Acceptance Report The Property Custodian accepts the PPE, signs the Inspection and Acceptance Report, and issues the Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR) to the End-user	None	10 minutes	Supply Officer, Property Custodian & End-User
15.	The Procurement Officer reviews the completeness of all the procurement documents for submission and forwards the same to the Accounting Office	None	15 minutes	Procurement Officer
16.	The Accountant checks the accuracy and completeness of the submitted documents and forwards to the Budget Office	None	3 minutes	Accountant
TOTAL		None	4days and 3 hrs. (excluded the	



		delivery)	
END OF TRANSACTION Total No. of days: will vary according to type of requested documents			



Office of the Health Services



1. Medical Examination for Enrolment

The purpose of this service is to help determine the status of your health. This can give way to early intervention and prevention of any health issues that you are currently at risk for.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CTL, College Students, CTP, Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request Chest x- ray request Vaccination Card (if applicable)		University Clinic Thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory and chest x-ray request form	Distribute laboratory and chest x-ray request form	none	3 seconds	Nurse
2. Submit CBC with blood typing, urine, stool, drug test and chest x- ray results	Retrieve old records and findings for updating Attached new laboratory results and findings	none	5-10 mins.	Nurse
3. Fill out and sign the Medical Information Sheet (MIS) – (for New Students only)	Guide students in accomplishing MIS, by giving special instructions	none	4-6 mins.	Nurse
4. Submit oneself to measurement of weight, height, blood pressure, pulse rate	Measure of vital signs Record result	none	3-5 mins.	Nurse
5. Submit oneself to physical examination	Perform physical examination Provide medical clearance for enrollment	P100	5-10 mins.	Physician
END OF TRANSACTION		Total No. of Minutes: 31 minutes and 3 seconds		



2. Face to Face Medical Consultation

The purpose of the service is to diagnose and treat illness and give appropriate basic initial medical services. The school clinic caters to all students, faculty and staff. The service includes triage, assessment, emergency care, dispensing of basic treatment/medicines, and referral for advanced cases.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for health assessment	1.1 Retrieve file	none	2 mins.	Nurse
	1.2 Asks for reason for consultation, takes vital signs, and relevant clinical data (weight, symptoms, duration, etc.)	none	5-10 mins.	Nurse
	1.3 Conduct physical final assessment, treatment and diagnoses	none	5-10 mins.	Physician
2. Sign the logbook	Secure patients sign in the logbook	none	1 min.	Nurse
3. Evaluate the service		none	5 mins.	Client
END OF TRANSACTION		Total No. of Minutes: 28 minutes		



3. Dental Consultation/Treatment

The purpose of the service is to diagnose and treat illness and give appropriate basic initial dental services. Enrolled students, faculty and staff can avail FREE dental consultation, (1) basic tooth extraction and (1) prophylaxis per school year.

Office or Division:		Medical/Dental Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic Thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Dental Health Card (For New Students only)	Guide students in accomplishing DHC	none	2-3 mins.	Nurse
2. Submit oneself to Dental examination or undergo treatment at the scheduled date	Conduct oral examination or treatment procedures	none	10-14 mins.	Dentist
END OF TRANSACTION		Total No. of Minutes: 17 minutes		



4. Appointment for Online Medical/Dental Consultation

Client can make an appointment when it's convenient for them, no matter where they are or what the time of day.

Office or Division:		Medical Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book an online appointment thru PNUV Health Services FB page	1.1 Respond to client 1.2 Check availability of the Physician/Dentist 1.3 Set date for the consultation/treatment	none	1 day	Nurse
2. Receive notifications and perform necessary action	Finalize schedule with the Physician/Dentist and the client	none	1 day	Nurse
END OF TRANSACTION		Total No. of Minutes: 2 days		



5. Online Medical Consultation

The purpose of this service is to provide services through video conferencing, to check test results, request for prescription refills and diagnosing.

Office or Division:	Medical Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for health assessment	1.1 Retrieve file	none	2 mins.	Nurse
	1.2 Interview client on the following: reason for consultation and relevant clinical data (symptoms, duration, etc.)	none	10-15 mins	Nurse
	1.3 Conduct final assessment, treatment and diagnosis	none	5-10 mins.	Physician
END OF TRANSACTION		Total No. of Minutes: 27 minutes		



6. Emergency Call/ First - Aid

Provide first aid treatment to illnesses and injuries that require an urgent medical response and referrals to Local Health Center or nearest hospital for further evaluation.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance of patient or inform the Physician/Nurse of the condition and location of the patient	Respond to emergency call	none	5-10 mins.	Nurse
2. Submit self for initial assessment	Check for level of consciousness Assess patient's condition and take vital signs	none	3-5 mins.	Nurse
3. Submit self for treatment or referrals	3.1 Give first aid treatment	none	Depending on the case	Nurse/Physician
	3.2 Referral to Local Health Center or nearest hospital for further evaluation and treatment	none	2-3 mins.	Nurse/Physician
	3.3 Inform parents/guardian about the incident	none	2-3 mins.	Nurse
	3.4 Record and document the incident	none	2 mins.	Nurse
END OF TRANSACTION		Total No. of Minutes: 1 hour and 23 minutes		



Human Resource Management and Development Unit



1. Issuance of Certificate of Employment

A certificate of employment is issued upon request of the employee which will be used to verify the employment history of a certain employer.

Office or Division:	Human Resource Management and Development Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PNU Visayas employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Request Form (1) Original Copy		HRMD Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit duly signed request form	1.1 Receive the duly signed request form	None	10 minutes	HR
	1.2 Check the record of the requestor and prepare the certification	None	30 minutes	HR
	1.3 Approve and sign the Certification	None	10 minutes	HR
2. Employee claims the requested Certificate of Employment	2.1 HR endorses the receiving logbook for employee signature	None	5 minutes	HR
END OF TRANSACTION: Total No. of Minutes: 55 minutes				



2. Issuance of Service Record

Service record contains information on the current position, office assignment, salary or honoraria as the case maybe, status of employment and length of service in the institution. This is issued for whatever legal purpose it may serve the employee.

Office or Division:		Human Resource Management and Development Unit		
Classification:		Simple		
Type of Transaction:		G2G– Government to Government		
Who may avail:		PNU Visayas Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Request Form (1) original copy		HRMD Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit duly signed request form	1.1 Receive the duly signed request form	None	5 minutes	HR
	1.2 Check the record of the requestor and prepare the service record	None	1 hour	HR
	1.3 Approve and sign service record	None	10 minutes	EDP
2.Received signed Service Record	2.1 Log the documents in the logbook for release	None	5 minutes	HR
	2.2 Release signed service record to the requesting employee	None	5 minutes	HR
END OF TRANSACTION		Total No. of Minutes: 1 hour and 25 minutes		



3. Application for Leave

- **Vacation leaves** refer to a leave of absence granted only to officials and employees to personal reasons, the approval of which is contingent upon the necessities of the service.
- **Sick leave** refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his immediate family.

The non-teaching staff/faculty on full-time release are entitled to (3 days) Special Privilege Leave which are non-cumulative and non-convertible to cash: Special Privilege Leave includes Funeral, mourning leave, hospitalization leave, Accident leave, Relocation leave, government transaction leave, domestic emergencies, calamity leave, graduation leave, enrolment leave, wedding anniversary leave and birthday leave.

Office or Division:	Human Resource Management and Development Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PNU Visayas Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave, Sick Leave and Special Leave 1. Accomplished Leave Form (CS Form 6) – 3 original copies (Personal Copy, HR copy and DTR attachment)		HR
Additional Requirements for Certain types of leave: For Sick Leave* for filed in advance or exceeding five (5) days 2. Medical Certificate/affidavit (if medical consultation was not availed)		End-User
For Maternity Leave- 105 days 3. Proof of pregnancy, e.g. ultrasound, doctor's certificate on the expected date of delivery Accomplish notice of Allocation of Maternity Leave Credits (CS Form No. 6a)		Hospital, attending physician End-User
For Paternity Leave – 7days 4. Proof of child's delivery, e.g. birth certificate, medical certificate 5. Marriage Certificate/Contract (photocopy)		Hospital, Clinic, attending physician End-User
For Solo Parent Leave – 7 days 6. Updated Solo Parent ID (Photocopy)		DSWD
For Study Leave – up to 6 months 7. Approved Request for Study Leave 8. Proof of enrolment in an academic institution/review center 9. Service Obligation Contract		End-User Academic Institution HR
For VAW-C Leave- 10 days 10. Any of the following supporting documents: “Barangay Protection Order (BPO) “Temporary/ Permanent Protection Order (TPO/PPO) “Certification issued by the Punong Barangay/Kagawad or Prosecutor or Clerk of Court for the application for BPO		Barangay Office
For Rehabilitation Leave- up to 6 months (for injuries acquired in the performance of duties: 11. Approved Letter Request 12. Police Report, if applicable 13. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to		End-User PNP Attending Physician



<p>undergo rest, recuperation, and rehabilitation, as the case maybe.</p> <p>14. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.</p> <p>For Special Leave Benefits for Women – up to 2 months</p> <p>15. Medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.</p> <p>For Special Emergency (Calamity) Leave -up to 5 days</p> <p>16. Declaration of state of Calamity</p> <p>For Adoption Leave</p> <p>17. Authenticated copy of the Pre-Adoptive Placement Authority</p> <p>For Leave of Absence for thirty (30) calendar days or more</p> <p>18. Accomplished Clearance Form (Civil Service Form No. 7) – 2 original copies</p>			Government Physician	
			Attending Physician, Hospital	
			LGU	
			DSWD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave from including the documentary requirements to the HRDU Head. Schedule in filling leave application: a. Vacation Leave; Mandatory/Force Leave, Special Privilege Leave, Solo Parent Leave; Adoption Leave- 5 days in advance before the scheduled leave. b. Sick Leave- immediately upon of employee. c. Maternity Leave- 30 days in advance. d. Paternity Leave- 5 days in advance e. Study Leave – 30 days in advance before the scheduled leave.	1.1 Review completeness of documentary requirements	None	30 minutes	HR
	1.2 Processing and certify the available leave credits	None	2 hours	HR
	1.3 Endorse leave form to the immediate supervisor for recommendation	None	30 minutes	HR
	1.4 Recommend or not recommend the approval of the applied leave	None	30 minutes	Head of Unit
	1.5 Endorse to the approving authority the leave application form for approval	None	30 minutes	HR
	1.6 Approve or disapprove leave application	None	30 minutes	EDP
	1.7 Retrieve the signed/approved	None	30 minutes	HR



f. VAWC leave- immediately upon return pf employee or in advance.	leave application form			
g. Rehabilitation Leave- 1 week from the time of the accident except when a longer period is warranted.	1.8 Record and file (two) copies of the approved leave application form	None	1 hour	HR
h. Special leave benefits for Women- at least 5 days or upon return of employee but during confinement the agency must be notified.				
i. Special Emergency (Calamity) Leave- within 30 days from the actual occurrence of the natural calamity/disaster.				
2.Receive the copy of approved/disapproved leave application.	2. Release the employee's copy of the approved leave application form	None	30 minutes	HR
END OF TRANSACTION Total No. of Minutes: 6 hours and 30 minutes				



4. Processing of Terminal Leave Benefits

Terminal Leave pay refers to the payment in cash value of an employee. It includes resignation, retirement and separation from the service. Terminal Leave Benefits (TLB) is based on accumulated leave credits during the service and the computation depends on the highest salary received.

Office or Division:	Human Resource Management and Development Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PNU Visayas Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished retirement application form (1 original copy)		Retiree		
2. Service Record (2 original copy)		HR		
3. Letter of Intent to Retire (1 original copy)		Retiree		
4. Approved Application to Retire (1 original copy)		Retiree		
5. Terminal Leave Form (Form 6) – (3 original copies)		HR		
6. Certification of Leave Credits (3 original copies)		HR		
7. Certified True copies of Leave Cards (3 original copies)		HR		
8. GSIS Clearance (1 original copy)				
9. Latest Notice of Salary Adjustment (1 original copy)		Retiree HR		
10. SALN				
11. PNU Clearance (4 original copies)		Retiree		
12. Marriage contract (if applicable) (1 copy)		Retiree Retiree Retiree		
For deceased employee:				
1. Death certificate (1 photocopy)				
2. Marriage Certificate (1 photocopy)				
3. Survivorship (if applicable) (1 copy)		Client		
4. Special Power of Attorney (1 original copy)		Client Client Spouse		
5. Birth certificate of children (if employee has no living spouse (1 copy)		Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1 Receive the complete documents (Form 6) for processing	None	5 minutes	HR
	1.2 Process leave request and update number of leave credits in the service card	None	2 days	HR
	1.3 Approve leave request and certify accuracy of the no. of leave credits	None		HR
	1.4 Forward to the EDP office Form 6	None	5 minutes	HR



	and other documents for approval			
	1.5 Forward the Form 6 and other documents to PNU Manila for approval of the President and for request of funding for payment	None	15 minutes	HR
2.Recived the approved Form 6	2.1 Receive the approved Form 6 and other documents from PNU Manila	None	10 minutes	HR
	2.2 Forward to the accounting the approved Form 6 and other documents for payment of terminal leave	None	10 minutes	HR
END OF TRANSACTION Total No. of Minutes: 2 days and 45 minutes				



5. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division:		Human Resource Management and Development Unit		
Classification		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PNU Visayas Employee that reach the retirement age		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Retirement (1 copy) 2. Service Record (4 original copy) 3. Certification of LWOP 4. Clearance (4 original copy) 5. Prosecutor’s clearance 6. SaLN as of date of retirement (1 original copy) 7. Certificate of no pending administrative case (1 original copy) 8. Applicant’s authorization (in affidavit form) to deduct all financial obligation with the employer/agency 9. Exit Interview 10. CSC Form No.6 -Leave Form (4 original copies) *Applicable for Terminal Leave			HRMDU HRMDU HRMDU HRMDU Retiree Retiree HRMDU HRMDU HRMDU HRMDU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents for retirement	1.1 Receive the applicant’s requirements	None	3days	HR
	1.2 Process and evaluate requirements	None		HR
	1.3 Sign documents/forms needed by retiree	None	30 minutes	HR
	1.4 Forward to EDP for signature of Retirement application	None		HR
	1.5 Forward all documents to PNU HRMDS Manila for filing in that office	None		HR
2.Receive signed and approved documents relevant to GSIS claim of retiree	2.1 Release documents approved and signed	None		HR
END OF TRANSACTION Total No. of Minutes: 3 days and 30 minutes				



6. Request for Monetization of Leave Credits

Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other expenses of the employees.

Office or Division:		Human Resource Management and Development Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Eligible /qualified employee of PNU Visayas		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave (CS Form 6)- 3 copies original 2. Letter of Request addressed to the Head of Office stating the valid reason (if request is 50% or more of the monetization leave)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a duly accomplish CS Form 6 (for minimum of 10 to maximum of 30 vacation leave credits) If requested monetization is 50% or more of SL and VL credits, attach letter with valid reason, to be signed by the head of agency	1.Validates VL balance of requesting employee and reflects the new VL balance in the CS Form 6 and certify balance of leave credits	none	1 hour	HR
	1.2 Forward to the immediate supervisor for recommending approval	None	10 minutes	HR
	1.3 Forward to the EDP for approval	None	10 minutes	HR
	1.4 Forward to the accounting the complete documents for payment of monetization leave	None	10 minutes	HR
END OF TRANSACTION Total No. of Minutes:1 hour and 30 minutes				



7. Processing of Appointment (Original, Reemployment, Promotion and Transfer

This service involves the preparation of appointment papers of newly-hired, promoted, reappointed or transferred employees

Office or Division:	HRMDU			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	New Entrants Employee of PNU Visayas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ATAF (4 copies)		HRMDU		
2. Appointment Processing Checklist (2 copies)		HRMDU		
3. Checklist of Common Requirements (2 copies)		HRMDU		
4. Appointment Form CS Form No, 33-A Revised 2018 (4 copies)		HRMDU		
5. Personal Data Sheet (PDS) 2 copies		HRMDU		
6. Position Description Form (2 copies)		HRMDU		
7. Worksheet Experience Sheet (WES) 2 copies		Applicant		
8. Eligibility (Authenticated) with receipt (1 copy)		HRMDU		
9. Oath of Office (2 copies)		Applicant		
10. Assumption of Duty (2 copies)		HRMDU		
11. IPCR (2 rating periods)		HRMDU		
12. Copy of PSIPOP				
13. Publication- CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Applicant		
14. Clearance-(4 original copy) except for original and reappointment		Applicant		
15. SALN- 2 copies for original appointment		HRMDU		
16. Disclosure – 1 copy		Applicant		
17. NBI Clearance for original appointment		Applicant		
18. Medical Certificate				
19. School Credentials e.g. TOR, Diploma (certified true copy)		Applicant		
20. PSA Birth Certificate for original appointment		Applicant		
21. PSA Marriage Certificate (if applicable) for original appointment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Received and check the completeness of the submitted requirement for appointment	None	30 minutes	HR
	1.2 Prepare ATAF, Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Processing checklist,	None	3 days	HR



	Checklist of common requirements, and publication			
	1.3 Forward to the applicant the CS Form No. 4 (Assumption to Duty) for signature	None	30 minutes	HR
	1.4 Forward to the EDP the CS Form No. 4 (Assumption to Duty), CS Form No. 33-A (back portion) and PDF for signature	None	30 minutes	HR
	1.5 Forward all documents to PNU Manila for signature of the President (CS Form 33-A and Oath of Office (CS Form No. 32) for processing of documents and submission to CSC Manila	None	1 hour	HR
2.Received copy of the signed Appointment (CS Form No. 33-A)	2.1 Received copy of the appointment	None	10 minutes	HR
	2.2 Compute salary and salary differential for newly hired and promoted employee for signature of the accountant	None	1 hour	HR
	2.3 Submit appointment paper and other documents together with the computation for processing of salaries	None	10 minutes	HR
	2.4 Furnish appointee a copy of the signed appointment (CS Form 33-A)	None	10 minutes	HR
END OF TRANSACTION Total No. of Minutes: 3 days and 4 hours				



Management Information System Unit



1. Request for Technical Support

Students, faculty and staff may require technical support for various issues such as computer repairs, printer troubleshooting, Wi-Fi installation, and other MIS related concern.

Office or Division:		Management Information System		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		Management Information System Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request using the online request form	Request will be queued alongside other request	None	1 minute	MIS Personnel
2. Check the status of the request	MIS will update the status (pending, rejected, in progress, done) of the request in the monitoring list	None	1 minute	MIS Personnel
3. Wait for the MIS recommendation	MIS will provide a recommendation, diagnosis and other important information about the request	None	1 minute	MIS Personnel
END OF TRANSACTION Total No. of Minutes: 3 minutes (Disclaimer: Depends on the difficulty of the request.)				



2. Request for Clearance for Device Replacement

Faculty may request to MIS office for clearance to replace a device, such as a computer, printer, or other equipment, within the scope of MIS.

Office or Division:	Management Information System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (Completely Signed)		Management Information System Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the clearance with complete document	Read and evaluate the validity of the documents	None	3 minutes	MIS Head
2. Wait for the clearance to be completely signed	Sign the clearance	None	1 minute	MIS Head
END OF TRANSACTION		Total No. of Minutes: 4 minutes		



OFFICE OF THE DEAN FOR ACADEMICS AND THE HUB



INTERNAL SERVICES

1. Academic Instruction

This service describes the procedure on how the office monitors the conduct of classes.

Office or Division: Classification: Type of Transaction: Who may avail:	Office of the Dean for Academics and the Hub (FTD)				
	Simple				
	G2C - Government to client				
	Faculty Members				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Faculty Supervisory Form			Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
On Actual Instruction 1. Conduct instruction, and manage classes	1.1 Monitor faculty attendance during class hours	none	30 minutes or more	Dean	
	1.2 Conduct supervisory/observation of classes	none	1 hour or more	Dean	
	1.3 Conduct conference with the faculty concerned	none	30 minutes or more	Dean	
END OF TRANSACTION			Total No. of Minutes: 2 hours or more		



2. Approval of Teaching Loads

This service describes the procedure on the approval of teaching loads as reflected in the Report of Loads.

Office or Division:	Office of the Dean for Academics and the Hub			
Classification:	Simple			
Type of Transaction:	G2C - Government to client			
Who may avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Report on Loads (ROL)		ROL form (hard copy) is available at the Office of the Associate Dean, FTD while E-copy (can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished ROL form	1.1 Check on the ROL entry for accuracy 1.2 If the form is in place, log the ROL in the Office Log book 1.3 Sign the ROL and return to concerned faculty/office	none	30 minutes	Office Clerk/Dean
END OF TRANSACTION		Total No. of Minutes: 30 minutes or more		



3. Approval of Travel Order

This service describes the procedure on the approval of the Travel Order of Faculty and other Academic Heads.

Office or Division:	Office of the Dean for Academics and the Hub			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Faculty Members, Academic Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Travel Order Duly Accomplished Make-up Class Form		Forms are accessible online or at the Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Travel Order with attached duly accomplished make-up class form	1. Check on the entries for accuracy 2. Check on the attachment 3. Log the document in the office log book 4. Sign the travel order and the attached make-up class form	none	10 minutes	Office Clerk/Dean
END OF TRANSACTION		Total No. of Minutes: 10 minutes or more		



4. Approval of Concept Paper and Other Student Related Documents

This service describes the procedure on the approval of concept paper and other student related documents.

Office or Division:	Office of the Dean for Academics and the Hub			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Stakeholders of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Concept Paper		Provided by students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Concept Paper	1.1 Check the concept paper and the attachment 1.2 Log the concept paper in the office log book	none	3 minutes	Office Clerk
2. Wait for the approval of the request	2.1 Concept paper is scrutinized	none	5 minutes or more	Dean
3. Receive the Concept Paper	3.1 Sign the Concept paper	none	1 minutes	Dean
END OF TRANSACTION		Total No. of Minutes: 9 minutes or more		



5. Approval of Academic Related Letter Requests

This service describes the procedure on the approval academic related letter requests.

Office or Division:	Office of the Dean for Academics and the Hub			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Faculty and other offices in the Academic Domain			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requests		Provided by Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Paper	1.1 Check the paper and the attachment if there's any 1.2 Log the paper in the office log book	none	3 minutes	Office Clerk
2. Wait for the approval of the request	2.1 Paper request is scrutinized	none	5 minutes or more	Dean
3. Receive the Paper Request	3.1 Sign and return the paper request or prepare endorsement	none	3 minutes	Dean
END OF TRANSACTION		Total No. of Minutes: 11 minutes or more		



Faculty of Teacher Development



EXTERNAL SERVICES

1. Processing of Requested Documents

This service describes the procedure on how the office process the request of school documents by outside clients/alumni through the Campus Registrar Unit (CRU). These school documents are, Certifications on Course Description, Medium of Instruction, Practice Teaching, Mode of Delivery, Program Description, Teaching Methods, and many others.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Alumni/Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Hard copy is available at the Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished request form for the documents requested for	1.1 Check entries in the Request Form, if found complete, receives the form. Otherwise, return the form to the CRU for revision	none	3 minutes	Assoc Dean, FTD
	1.2 Requested document/s are processed thoroughly	none	3 days	Assoc Dean, FTD
	1.3 Documents are forwarded to the CRU for releasing	none	2 minutes	Assoc Dean, FTD/CRU Staff
END OF TRANSACTION		Total No. of Minutes: 3 days and 5 minutes		



2. Academic Advising of CTP / Post-Baccalaureate / Diploma and Graduate Studies Masters / Doctorate) Programs

This service describes the procedure on how the office evaluates and advises courses to the applicants through the designated Program Coordinators.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	CTP/Post Baccalaureate/Diploma and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Old/Continuing Students: Copy of prospectus with subjects taken and grades obtained		Hard copy is available at the Office of the Campus Registrar		
For New Students: Undergraduate transcript of records or TOR from previous graduate school		Previous school enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prospectus with grades of the subjects taken or TOR from the undergraduate course or from previous graduate school enrolled in	1.1 Advise courses to be taken, and/or credited 1.2 Endorse the student for enrolment	none	20 minutes or more	For Graduate Studies Program: GS Program Coordinator/Assoc Dean, FTD For Non-Specialized Program: Head, GEEL/Assoc. Dean, FTD For Post Baccalaureate: Assoc. Dean
END OF TRANSACTION		Total No. of Minutes: 20 minutes or more		



INTERNAL SERVICES

1. Actual Instruction

This service describes the procedure on how the office monitors the conduct of instruction, class management and provision of academic/homeroom advising.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to client			
Who may avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Supervisory Form Academic Homeroom Advising Report		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On Actual Instruction 1. Conduct instruction, and manage classes	1.1 Monitor faculty attendance during class hours	none	30 minutes or more	Assoc Dean, FTD
	1.2 Conduct supervisory/observation of classes	none	1 hour or more	Assoc Dean, FTD/Program Coordinator
	1.3 Conduct conference with the faculty concerned	none	30 minutes or more	Assoc Dean, FTD/Program Coordinator
On Homeroom Academic Advising 1. Schedule the conduct of the academic advising 2. Provide academic homeroom advising and submit the report	2.1 Check the data on the duly accomplished report	none	5 minutes	Assoc Dean, FTD/Homeroom Academic Adviser
END OF TRANSACTION		Total No. of Minutes: 2 hours and 5 minutes or more		



2. **Assigning of Teaching Loads**

This service describes the procedure on how the office assigns teaching loads to faculty members aligned with their expertise.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to client			
Who may avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo Load Conforme Form		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure memo load	1.4 Coordinate with the Registrar on the Course Offering and Faculty Loading	none	1 day or more	Registrar/Assoc Dean, FTD/Program Coordinators
2. Sign conforme form	2.1 Assign teaching loads to faculty members	none	1 day or more	Assoc Dean, FTD/Program Coordinators
3. Prepare and submit the ROL	Check the entry on the ROL, if found complete, receives the document. Otherwise, return the form to the faculty for revision	none	15 minutes	Assoc Dean, FTD/Faculty Member
END OF TRANSACTION		Total No. of Minutes: 2 days and 15 minutes or more		



3. Approval of Report on Loads

This service describes the procedure on how the office receives and approves the Report on Loads (ROL).

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Report on Loads		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Report on Loads (ROL)	1.1 Check the entry on the ROL, if found complete, receives the document. Otherwise, return the form to the faculty for revision	none	15 minutes	Assoc Dean, FTD/Assistant
	1.2 Forward to the concerned offices for signature or approval	none	1 day or more	Faculty Member/ Concerned Offices
2. Secure copy of approved ROL	2.1 Prepare and distribute the approved ROL	none	30 minutes or more	FTD Assistant
END OF TRANSACTION		Total No. of Minutes: 1 day and 45 minutes or more		



4. **Issuance of the Thesis Certification**

This service describes the procedure on how the office processes the request of Thesis Certification for Scholarship allowance by the undergraduate students.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the request form	1.1 Check entries in the Request Form, if found complete, receives the form. Otherwise, return the form to the student for revision	none	2 minutes	Assoc Dean, FTD
2. Wait for the approval of the request	2.1 Requested document/s are processed thoroughly	none	3 minutes	Assoc Dean, FTD
3. Receive a copy of requested documents	3.1 Issues the requested document	none	2 minutes	Assoc Dean, FTD
END OF TRANSACTION		Total No. of Minutes: 7 minutes		



5. Request for Office Documents

This service describes the procedure on how the office process the request for office documents.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Stakeholders of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the request form	1.1 Check entries in the Request Form, if found complete, receives the form. Otherwise, return the form to the student for revision	none	2 minutes	Assoc Dean, FTD
2. Wait for the approval of the request	2.1 Requested document/s are processed thoroughly	none	10 minutes or more (may vary depending on the requested documents)	Assoc Dean, FTD
3. Receive a copy of requested documents	3.1 Issue the requested document	none	2 minutes	Assoc Dean, FTD
END OF TRANSACTION		Total No. of Minutes: 14 minutes or more		



6. Request for Office Documents (Online)

This service describes the procedure on how the office process the online request for office documents.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Stakeholders of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email containing complete details of the specific document requested, e.g. Subject matter of document and reason for request		Requesting Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via pnuv.ftd@pnu.edu.ph	1.1 Check the email and acknowledge receipt of request 1.2 Process the request	none	5 minutes or more	Assoc Dean, FTD
2.Receive a copy of requested documents	2.1 Email the requested document	none	2 minutes	Assoc Dean, FTD
END OF TRANSACTION		Total No. of Minutes: 7 minutes or more		



7. Request for Make-Up Class

This service describes the procedure on how the office process the request for make-up class by faculty members on official travel.

Office or Division:	Faculty of Teacher Development (FTD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Stakeholders of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order/Authority		Office of the Executive Director & Provost		
Accomplished Make-Up Form		Hard copy is available at the Office of the Associate Dean, FTD E-copy (if available) can be requested through pnuv.ftd@pnu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for approval	1.1 Check entries in the Request Form, if found complete, receives the form. Otherwise, return the form to the student for revision	none	2 minutes	Assoc Dean, FTD
2. Wait for the approval of the request	2.1 Sign the required documents	none	2 minutes	Assoc Dean, FTD
3. Receive the signed document	3.1 Issue the approved document	none	1 minute	Assoc Dean, FTD
END OF TRANSACTION		Total No. of Minutes: 5 minutes		



8. Management of Experiential Learning Programs

This service describes the procedure on how the unit manages the undergraduate experiential learning and oversees the internship program and field study courses.

Office or Division:	Faculty of Teacher Development (FTD)			
	General Education and Experiential Learning Unit (GEELU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Intent from the course professor stating the details of the proposed involvement of the CART pupils and students (for classroom observation, class demonstration, research, among others)		Course Professor		
Duly Approved Concept Paper/Proposal				
Parent's Consent (for Research Activities)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Check the entry on the documents, if found complete, receives the document. Otherwise, return the documents to for revision	none	10 minutes	Assoc Dean, FTD/Assistant
2. Secure the signature or approval of the concerned offices	2.1 Forward to the concerned offices for signature or approval	none	.5 day or more	Concerned Offices
	2.2 Accommodate and plots necessary schedule for each experiential learning programs	none	1 day	Head, GEELU
3. Coordinate necessary arrangements with the teacher concerned		none	1 hour	Head, GEELU/Subject Teacher
END OF TRANSACTION		Total No. of Minutes: 1.5 days and 70 minutes or more		



Campus Registrar Unit



INTERNAL SERVICES

1. Online Enrolment of Undergraduate Freshmen

The Office enlists in the PWEBSS Portal the list of new freshmen students who passed the **admission** for online enrolment.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Incoming Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice/Certificate of Admission (C.A.) (*Note: Entrance Data Requirements to be forwarded by the SASU)		Student Affairs and Services Unit (SASU)		
Form 138, Good Moral, Photocopy of Birth Certificate (NSO/PSA copy)				
Medical Certificate, Long White Folder and 1 pc. 2x2 picture w/ nametag (white background)				
For transferees: Honorable Dismissal, Transcript of Records and other requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get the Registration Form (RF)	Print and Issue Student's Copy Registration Form	none	3 minutes	CRU Staff
END OF TRANSACTION		Total No. of Minutes: 3 minutes		



2. Online Enrolment of Undergraduate Regular Students

The Office tags the course load, schedule of classes and the Professors of all undergraduate regular students who will enroll in a particular term.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Undergraduate Regular Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance		Undergraduate Regular Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get the Registration Form (RF)	Print and Issue Student's Copy Registration Form	none	3 minutes	CRU Staff
END OF TRANSACTION		Total No. of Minutes: 3 minutes		



3. **Enrolment of Undergraduate Irregular and Readmitted Students**

The Campus Registrar evaluates the records of undergraduate irregular students and students who applied for re-admission to determine the number of units allowed and the courses to be assigned for enrollment.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Undergraduate Irregular and Re-admitted Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance, O.R. for the Payment of adding/changing of subjects, Certificate of Re-admission (for re-admitted students)		CRU Cashier SASU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
See the Campus Registrar for evaluation of scholastic record For Re-admitted Students, present approved Certificate of Re-admission	Evaluate student's records/file Enlistment of subjects to be enrolled	For adding 50 pesos per course	10 minutes	Campus Registrar ODAH FTD
Present Clearance	Get the Clearance Check the Certificate of Re-admission Issue Registration Form	none	3 minutes	CRU Staff
END OF TRANSACTION		Total No. of Minutes: 13 minutes		



4. **Enrolment of CTP / Post-Baccalaureate/ Diploma and Graduate Studies Master’s / Doctorate Programs**

The Office enlists in the PWEBSS Portal the list of new CTP/Post Baccalaureate/Diploma and Graduate Students and enlists the course loads to be enrolled.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	CTP/Post Baccalaureate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Old/Continuing Students: Clearance and O.R. for Payment For New Students: Certificate of Admission Honorable Dismissal Transcript of Record 1 pc. 2x2 Picture w/ nametag 1 pc. Long Folder Evaluation by the Asso. Dean of FTD Official Receipt		GEELU for CTP/Post Baccalaureate/ Special Programs/ Diploma FTD for Graduate Studies SASU Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Evaluates records of applicant in coordination with GEELU & FTD	GEELU/FTD: Advise and approve courses to be taken	none	5 minutes	GEELU /FTD/ Campus Registrar
Present list of subjects to be taken	Enlistment of subjects	none	3 minutes	CRU Staff
Pay tuition and miscellaneous fees at the Cashier’s Office	Assessment of Fees	Varies on the number of units enrolled	5 minutes	Cashier
Present O.R and clearance. Get Registration Form from the CRU	Get O.R. and clearance. Print and Issue R.F.	none	2 minutes	CRU Staff
END OF TRANSACTION		Total No. of Minutes: 15 minutes		



5. **Filing of Application for Requested Documents**

The Office caters the needs of students and outside clients. Students and alumni may request for school documents such as, Certificate of Registration (COR), Certificate of Enrolment (COE), Certificate of Grades (COG), Transcript of Records (TOR), Certificate of Authentication and Verification (CAV), Honorable Dismissal, Diploma and many others.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form; Clearance/ General Clearance For Diploma Reissuance: - Notarized Affidavit of Loss For CAV: - Original & Photocopy of Documents For Verification form for local/abroad employment: - Verification form, letter of consent & letter of the agency to the applicant For Dismissed students: - Certificate of No Objection For late submission of grades and rectification of grades: - Approved letter of request		CRU Office Client Client Requesting Agency Present school FTD, Dean & Faculty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out application form for the following documents:	Issue Application Form for Documents			CRU Staff
Certificate of Registration (COR)	Check/examine filled-up Application Form	50 pesos	2 minutes	
Certificate of Enrolment (COE)		80 pesos		
Certificate of Grades (COG)		80 pesos		
Certificate of Honorable Dismissal/Transfer Credentials Transcript of Records • Undergraduate • Graduate	Check available records for verification	80 pesos	5 minutes	
		100/page		



		500/page		
Diploma <ul style="list-style-type: none">UndergraduateGraduate		230 pesos 530 pesos		
Authenticated Documents <ul style="list-style-type: none">CertificationTORDiploma		50/ copy 50/ page 80/ copy		
Certificate of Authentication and Verification		80 pesos		
Certificate of: <ul style="list-style-type: none">Complete Academic Requirements (CAR)Exemption from SOGeneral Weighted Average (GWA)GraduationUnits earnedNo objection		80 pesos		
<ul style="list-style-type: none">Detailed description of Courses		50/ page		
<ul style="list-style-type: none">English as Medium of Instruction		80 pesos	5 minutes	
Forms <ul style="list-style-type: none">Completion Form<ul style="list-style-type: none">UndergraduateGraduateAdding/Changing of SubjectsWithdrawal from CoursesDropping of Subjects		50 pesos 75 pesos		
<ul style="list-style-type: none">Verification form for Employment abroad		50/ subject		
<ul style="list-style-type: none">Verification form for Employment abroad		50 pesos		
<ul style="list-style-type: none">Late submission of gradesRectification of Grades		None		
For CTL: <ul style="list-style-type: none">Form 137		230 pesos	5 minutes	



<ul style="list-style-type: none">• Re-issuance of Diploma• Certificates		230 pesos 80 pesos		
2. Pay corresponding fees at the Cashier's Office	Issuance of Order of Payment		5 minutes	Cashier
3. Present OR, Application Form and get Claim Stub	Check entries in the Application Form Return claim stub indicating the date of release	none	3 minutes	CRU Staff
END OF TRANSACTION Total No. of Minutes: will vary according to requested documents				



6. **Processing of Document/s Applied For**

The Office processes the requested documents and specifies number of days for release.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to client			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Official Receipt		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Process document/s applied for	Document/s applied for are processed immediately	none		Campus Registrar CRU Staff
Certificate of Registration (COR)	After filing of application, subject to retrieval of individual record envelopes			
Certificate of Enrolment (COE)			1 day	
Certificate of Grades (COG)				
Certificate of Honorable Dismissal Transcript of Records Undergraduate Graduate			3 days	
Diploma Undergraduate Graduate				
Authenticated Documents Certification TOR Diploma			20 minutes	
Certificate of Authentication and Verification			3 days	



Certificate of: Complete Academic Requirements (CAR) Exemption from SO General Weighted Average (GWA) Graduation Units earned No objection				
Detailed description of Courses English as Medium of Instruction Forms Completion Form Undergraduate Graduate Adding/Changing of Subjects Withdrawal from Courses Dropping of Subjects Verification form for local/abroad Employment	Forward the request to the Office of FTD		will vary according to requested documents 1 day 1/2 day 1 hr.	FTD Student Faculty, FTD Campus Registrar
Late submission of grades Rectification of grades			30 minutes	Campus Registrar CRU Staff Student/Client
For CTL: Form 137 Re-issuance of Diploma Certificates			3 days	Faculty, ODAH, FTD, CRU Staff CRU Staff
	Prepare documents for rechecking		15 minutes	
	Prepare documents for signing		15 minutes	
END OF TRANSACTION Total No. of Minutes/Day: will vary according to type of requested documents				



Processing of Old TOR

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form Official Receipt		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Process document/s applied for Old TOR for re-encoding and rechecking	Document/s applied for are processed immediately. After filing of application, subject to retrieval of individual record envelopes	none	3-7 days	Campus Registrar CRU Staff
	Prepare documents for rechecking	none	15 minutes	
	Prepare documents for signing		15 minutes	
END OF TRANSACTION		Total No. of Minutes/Days: 7 days and 30 minutes		



Processing of Reconstructed TOR

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form Official Receipt		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Process document/s applied for reconstruction of burnt TOR	Document/s applied for are processed immediately. After filing of application, subject to retrieval of individual record envelopes	none	20-30 working days	Campus Registrar CRU Staff
	Prepare documents for rechecking	none	15 minutes	
	Prepare documents for signing	none	15 minutes	
END OF TRANSACTION		Total No. of Minutes/Days: 30 days and 30 minutes		



7. **Releasing of Document/s Applied For**

The Office releases the requested documents on or before the date stipulated in the claim stub.

Office or Division:	CRU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization Letter, Photocopy of Valid IDs, Claim Stub		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Claim Stub at the Office of the Registrar on the scheduled date of release	Release the document/s being requested Ask the applicant to sign in the Logbook	none	3 minutes	CRU Staff
END OF TRANSACTION		Total No. of Minutes: 3 minutes		



INTERNAL and EXTERNAL SERVICES

8. ONLINE QUERIES

The Office caters online queries through FB page, Messenger, Gmail and personal contact numbers of the Registrar and staff.

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Students, alumni & other interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to: FB page PNUV Office of the Registrar GMAIL – pnuv.registrar@pnu.edu.ph Messenger CP numbers	Answer queries on Enrolment, Verification, requirements for application of documents, grades and admission	none	12-24 hours	Registrar Registrar's Office Staff
END OF TRANSACTION		Total No. of hours: 12-24 hours		



Student Affairs and Services Unit



EXTERNAL

1. Application for Admission in the Center for Teaching and Learning (CTL)

All incoming Kindergarten pupils and Grade 7 students of Center for Teaching and Learning (CTL) will undergo the admission process.

Office or Division:	Admissions (Student Development Service)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All incoming Grade 7 students and Kindergarten 1 pupils (Entry Grade Level)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants for Grade 7 <ul style="list-style-type: none"> Grade 6 Report Card – no grade lower than 85 in all subjects during the third quarter of the current school year (no grades below 80 in all subjects in the first two quarters) Applicants for Kindergarten <ul style="list-style-type: none"> Certificate (Age qualification: 5 y/o by June 1, 2021 or will turn 5 y/o by the end of August 2021 (DepEd Order No. 47, s. 2016) Other Requirements <ul style="list-style-type: none"> Certified True Copy of PSA Birth Two (2) copies of recent 2x2 colored picture with a name tag 2 pcs. long size folder Entrance examination fee of P350.00 		Applicants provide the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Review requirements and issue Order of Payment (OP)		5 minutes	Staff
2. Present OP and pay to the Cashier the examination fee	Receive payment and issue Official Receipt (OR)	350.00	5 minutes	Cashier
3. Present the requirements and Official Receipt	Issue Examination Permit		5 minutes	Staff
3. Receive Examination Permit	Provide evaluation form		2 minutes	Staff
4. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION		Total No. of Minutes: 19 minutes		



2. Application for Admission in the Graduate Programs, Certificate in Teaching Program (CTP) and Diploma in Teaching in Environment and Green Technology Education (DTEGTE)

All incoming students in the Graduate Programs, CTP, and DTEGTE will undergo the admission process.

Office or Division:	Admissions (Student Development Service)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All applicants for Graduate Programs, CTP and DTEGTE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants for CTP and DTEGTE Program <ul style="list-style-type: none">Copy of Transcript of Records (TOR) with Grade Point Average (GPA) of 85%/2.0/B or better Applicants for Master’s Program <ul style="list-style-type: none">a) Copy of Transcript of Records (TOR) of Bachelor’s degree in Education with Grade Point Average (GPA) of 85%/ 2.0/ B or betterb) Copy of Transcript of Records (TOR) of Bachelor’s degree with 18 units in Education or CTP (for non-education graduates) with Grade Point Average (GPA) of 85%/ 2.0/ B or better Applicants for Doctorate Program <ul style="list-style-type: none">Copy of Transcript of Records (TOR) of Master’s degree in Education with Grade Point Average (GPA) of 90%/ 1.75/B+ or better Other Requirements for all Programs <ol style="list-style-type: none">Certificate of GPA/GWA from School RegistrarPhotocopy of Marriage Contract for married women if TOR bears maiden nameTwo (2) copies of recent 2x2 colored picture with a name tag2 pcs. long size folderAdmission testing fee of P400		-Applicants provide the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Review requirements and issue Order of Payment (OP)		5 minutes	Staff
2. Present OP and pay to the Cashier the examination fee	Receive payment and issue Official Receipt (OR)	400.00	5 minutes	Cashier
3. Present the requirements and Official Receipt	Double check the requirements and issue permit		10 minutes	Staff
4. Receive permit	Provide evaluation form		5 minutes	Staff
5. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION		Total No. of Minutes: 27 minutes		



3. Application for Admission in the Undergraduate Program

All incoming students in the Undergraduate Program will undergo the admission process.

Office or Division:	Admissions (Student Development Service)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All applicants for Undergraduate Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements for Graduating Senior High School Students 1. Certified true copy of Grade 11 report card and latest Grade 12 report card with no grade lower than 80 or its equivalent in any subject and with a General Weighted Average 85 or its equivalent 2. Certification from the school principal that the student is graduating senior high school 3. Accomplished application form with 2x2 colored ID picture taken within the last 6 months with white background and name tag Requirements for Senior High School Graduates 1. Certified true copy of Grade 12 report card with no grade lower than 80 or its equivalent in any subject and with a General Weighted Average 85 or its equivalent and has not taken any undergraduate/college program 2. Accomplished application form with 2x2 colored ID picture taken within the last 6 months with white background and name tag Requirements for Graduating Senior High School Students 1. Transcript of records/Certification of Grades with no grade lower than 80 or its equivalent in any subject and with a General Weighted Average 85 or its equivalent and has no failed and/or incomplete grade 2. Certificate of enrollment/Registration form 3. Accomplished application form with 2x2 colored ID picture taken within the last 6 months with white background and name tag		Applicants provide the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Review the requirements		5 minutes	Staff



2. Submit requirements	Record the requirements and provides the evaluation form		3 minutes	Staff
3. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION Total No. of Minutes: 10 minutes				



INTERNAL AND EXTERNAL

4. Issuance of Certificate of Good Moral Character

The Certificate of Good Moral Character is issued to the students by the Office of Student Services (OSS) based on request.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All students who are officially enrolled at the University and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Request FormOrder of PaymentPayment Fee of P80.00		<ul style="list-style-type: none">SASUStudent/Alumnus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	Issue Order of Payment (OP)		5 minutes	Staff
2. Present OP and pay at the Cashier	Issue OR	P80.00	5 minutes	Cashier
3. Present Official Receipt	Prepare the certificate		5 minutes	Staff
4. Claim the certificate	Provide evaluation form		5 minutes	Staff
5. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION		Total No. of Minutes: 22 minutes		



INTERNAL

5. Validation of Identification Card

School ID must be validated every year. Students are provided with a validation sticker every opening of the academic year.

Office or Division:	Student Affairs and Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Client				
Who may avail:	All officially enrolled students for the year				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Class List			Class Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Class Mayor submit Class List	Check the number of students per class and provide the validation stickers		8 minutes	Staff	
2. Claim the validation stickers for the class	Record in the log book and provide evaluation form		3 minutes	Staff	
3. Evaluate the service	File the evaluation form		2 minutes	Staff	
END OF TRANSACTION Total No. of Minutes: 13 minutes					



6. **Issuance of Identification Card**

Identification card is released to the students.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All officially enrolled students for the year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (CTL Students)		Cashier		
Registration Form (College Students)		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the name in the SASU bulletin board • CTL student present the official receipt • College student present the registration form	Release the ID to the student		2 minutes	Staff
2. Claim the Identification Card	Record in the log book and provides evaluation form		3 minutes	Staff
3. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION Total No. of Minutes: 7 minutes				



7. Availment of Scholarship

Scholarship is provided to support the education-related expenses of the students.

Office or Division:		Scholarship (Student Affairs and Services)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All applicants enrolled students for the year		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		SASU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Check the requirements		2 minutes	Staff
2. Submit oneself for interview, if applicable	Interview the applicant		15 minutes	SASU
3. Check result of application posted at SASU Bulletin Board	Inform recipient of the scholarship		3 minutes	Staff/SASU
END OF TRANSACTION		Total No. of Minutes: 20 minutes		



8. **Approval of Concept Paper**

Activities of the Student Government, Program-Based Organizations, and Interest Clubs are subjected for review for good governance, transparency and, accountability within the institution.

Office or Division:		Student Development Services/Student Affairs and Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All officially enrolled students for the year		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Parent's Permit (If applicable)		SASU		
Safety and Security Management Form		DRRM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the concept paper and other documents *Signed by the President of the organization, adviser, and President of the Student Government, if applicable * Attach Safety and Security Management Form * Attach Parent's Permit (If applicable)	Review the documents and sign		10 minutes	SDS Coordinator
2. Forward the paper to the Head of SASU	Sign the paper		8 minutes	SASU Head
3. Log the activity	Provide the evaluation form		2 minutes	Staff
4. Evaluate the service	File the evaluation form		2 minutes	Staff
5. Forward the documents to the Associate Dean, Dean, Director for Administration, Finance, and Planning (If applicable) and Executive Director. Submit a copy of signed concept paper to SASU with the Program of Invitation within three days	Receive the concept paper and Program of Invitation			Staff
END OF TRANSACTION Total No. of Minutes: 22 minutes				

Please make sure that the required attachments are complete. SASU is not liable for the delay of the approval of the Organization's request due to incomplete forms or attachments.



EXTERNAL

9. Administration of Graduate College Admission Test (GCAT) or Certificate in Teaching Program Admission Test (CTPAT)

All applicants for Master’s or Graduate Program must take the GCAT while those who are non-education graduates who wish to enroll in CTP or DTEGTE must take the CTPAT.

Office or Division:	Admissions (Student Development Services)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All applicants for Graduate Programs, CTP and DTEGTE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Test Permit Official Receipt		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present test permit to the proctor	Verify permit and orient examinees on the guidelines for taking the test		5 minutes	Proctor
2. Take the Admission Test	Administer the test		2 hours	Proctor
3. Submit the answer sheet and test materials to the proctor after the test	Receive the answer sheet and test materials, and provide the evaluation form		3 minutes	Proctor
4. Evaluate the service	File the evaluation form		2 minutes	Staff
END OF TRANSACTION		Total No. of Minutes/hours: 2 hours & 10 minutes		



INTERNAL AND EXTERNAL

10. Availment of Counseling and other Services

Counseling and other services contribute to the well-being and success of individuals within and outside the organization.

Office or Division:	Student Welfare Services (SWS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	PNUV Students, Faculty, Staff, Parents, Alumni and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Walk-In Clients		Student Welfare Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request the counselor for an appointment	Assign the client a time slot		3 minutes	SWS Coordinator
2.Appear on the specified time and day for counseling and other services	Conduct the session		45minutes-1hr	SWS Coordinator
3.Fill out a counseling evaluation form	File the evaluation form		5 minutes	SWS Coordinator
END OF TRANSACTION		Total No. of Minutes/Hours: 1 hour & 8 minutes		



Office or Division:	Student Welfare and Services (SDS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	PNUV Students, Faculty, Staff, Parents, Alumni and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For referred clients Documents needed: <ul style="list-style-type: none">• Counseling Referral Form• Call Slip• Counseling Evaluation Form		Student Welfare Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral form	Accept referral		5 minutes	SWS Coordinator
2.Wait for the call of the counselor through the use of a call slip, or short message service (SMS)	Utilize different means of reaching the students		3 minutes	SWS Coordinator
3.Respond to the counselor by appearing in the SWS Office	Explain to the client the reason for referral		5 minutes	SWS Coordinator
4.Secure a counseling time slot	Schedule the client for counseling immediately if the case is urgent or at an agreed-upon schedule if the case is not urgent		2 minutes	SWS Coordinator
5.Appear on the specified time and day for counseling	Conduct the session		45minutes-1hr	SWS Coordinator
6.Fill out a counseling evaluation form	File the evaluation form		5 minutes	SWS Coordinator
END OF TRANSACTION		Total No. of Minutes/Hours: 1 hour and 20 minutes		



Campus Library and Resource Center



INTERNAL SERVICES

1. Application for New Library Card

This process ensures secure access to library resources and services thus, it's advisable to apply for your library card to avail all the library services available in our campus library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card or Certificate of Registration		Registrar's Office		
Employee's Identification Card		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present certificate of registration form with a 1x1 picture size	Recheck submitted requirements of the applicant	None	1 minute	Library Staff, and Client
2. Fill up the Application for Library Card form	Recheck data provided and write the date of library card to be released	None	1 minute	Library Staff, and Client
3. Claim Library Card	Record and released the validated library card	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes/Hours: 3 minutes		



2. **Overnight Loan for Books**

A bonafide faculty, staff and students are entitled to borrow book/s for home use, one fiction and 1 non-fiction. Non-fiction books are for overnight use only and fiction books can be loaned out for a week. Schedule for borrowing of books for home use is 3:00 P.M. onwards and to be returned on or before 9:00 A.M. the following day.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and a learning material/s	Verify library card	None	1 minute	Library Staff, and Client
2. Fill in the borrower's card	Check borrower's card and file with client's library card	None	1 minute	Library Staff, and Client
3. Record in the statistical report of books borrowed for overnight use	Record statistics and release the borrowed book/s	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 3 minutes		



3. **Returning of Borrowed Books (On Time)**

The schedule for returning of borrowed books in the library is on or before 9:00 A.M. Failure to return the book/s on time is subject to library procedural manual rules and regulations.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s	Locate library card and check in the borrowed book and scan barcode to check-in book/s	None	1 minute	Library Staff, and Client
2. Log in and claim library card.	Return books from the shelves	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 2 minutes		



4. Returning of Borrowed Books (Overdue)

The schedule for returning borrowed books in the library is on or before 9:00 A.M. everyday.

Failure to return the book/s on time is subject to library procedural manual rules and regulations.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
Order of Payment		Campus Library and Resource Unit		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s	Locate the library card and check in the borrowed book/s. If overdue, check the fine generated by the library system	Php 1.00 / hour	1 minute	Library Staff, and Client
2. Get order of payment	Provide order of payment signed by the librarian	None	1 minute	Librarian, Library Staff, and Client
3. Present Order of payment to the cashier's office		Library Fine	5 minutes	Cashier
4. Claim the Official Receipt	File receipt and clear fines of the client's accountabilities	None	1 minute	Library Staff, client
END OF TRANSACTION		Total No. of Minutes: 8 minutes		



5. Readers' Services

The reader's service is one of the most important sections of the library. This is where the client goes in search of information. No library card, no entry policy is being observed.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and log-in at the specific folder	Monitor client in the Readers' Services Section	None	1 minute	Library Staff, and Client
2. Search the needed library material through OPAC	Secure call number and location of the library materials	None	2 minutes	Library Staff, and Client
3. Proceed at the bookshelves section	Get the library card and assist the client	None	3 minutes	Library Staff, and Client
4. Client fills up borrower's card if he/she decides to borrow	Attach filled up borrower's card to the library card; tally in the statistical report of book/s borrowed	None	1 minute	Library Staff, and Client
5. Return the library card to the client	Return the library card and insert borrower's card at the book pocket of the book borrowed	None	30 seconds	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 7 minutes and 30 seconds		



6. **Reservation of Discussion Area**

This area can accommodate up to 200 participants to conduct trainings/workshop and any events that requires bigger population.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request form from FMAS office duly signed by adviser	Recheck schedule of reservation to avoid conflict of schedule Counter sign then released request form	None	1 minute	Library staff
2. Provide a copy of request form for the library	File and record schedule of reservation	None	1 minute	Library staff
END OF TRANSACTION		Total No. of Minutes: 2 minutes		



7. **Reservation of Creativity Room and Discovery Room**

The creativity and discovery area in the library is a designated space where students and patrons can engage in group discussions, collaborative work, and meetings without disturbing the quiet study environment of the rest of the library.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of time slots of reservation	Provide the reservation form and log in preferred schedule of the client	None	1 minute	Library staff
2. Present library card	File library card, and provide key for the creativity or discovery room	None	1 minute	Library staff
END OF TRANSACTION		Total No. of Minutes: 2 minutes		



8. Starbooks / Internet Section

This service allows our users to use library computers to access online resources.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card	Recheck availability of desktop to be used	None	30 seconds	Library staff
2. Fill in the necessary data of log sheet	Assign available desktop to be used	None	30 seconds	Library staff
END OF TRANSACTION		Total No. of Minutes: 1 minute		



9. **Issuance of Referral Letter**

This service is offered to those who are willing to visit or conduct their research to other libraries within the region.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the library the intention to visit other academic libraries	Provide referral letter address to the school and librarian	None	1 minute	Librarian
2. Provide data needed to be included in the referral letter	Issue and sign referral letter	None	1 minute	Librarian
3. Present the approved referral letter to the desired library/ies to be visited	Get a copy of a signed letter from the visited library	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 2 minutes and 30 seconds		



10. **Signing of Library Clearances (No Accountabilities)**

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and clearance form	Recheck the client's data then sign and release clearance	None	30 seconds	Library Staff
END OF TRANSACTION		Total No. of Minutes: 30 seconds		



11. **Signing of Library Clearances (Overdue Learning Materials)**

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and library card	Recheck the client's library accountabilities in the library system	None	1 minute	Library Staff
2 If there is an existing accountability, settle in accordance to the library rules and regulations	Issue and order of payment slip	Library Fines	1 minute	Librarian
3 Pay corresponding library fines to the cashier's office	Issue official receipt	Library Fines	5 minutes	Cashier and Client
4 Present official receipt to library	Clear fines in the system then sign and release clearance	None	1 minute	Library Staff and Librarian
END OF TRANSACTION		Total No. of Minutes: 8 minutes		



12. **Signing of Library Clearances (Replacement of Lost Learning Material/s)**

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Replacement of lost learning material/s		Bookstore		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the library personnel in case of loss of learning material/s	Require a replacement of learning material in accordance to the library rules and regulations	None	5 minutes	Librarian / Client
2. Present the replacement of loss learning material/s	Record the replacement then sign and release clearance	None	2 minutes	Librarian and Client
END OF TRANSACTION		Total No. of Minutes: 7 minutes		



13. **Replacement of Lost Library Card**

The library patron must inform the librarian if he/she lost his or her library card for immediate replacement. The patron is required to pay the amount of PHP30.00 at the cashier's office and present affidavit of loss. You may check our library manual for your reference.

Office or Division:		Library			
Classification:		Simple			
Type of Transaction:		G2C – Government to Client			
Who may avail:		Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
School Identification Card or Certificate of Registration			Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Issue order of payment	Give order of payment slip	None	1 minute	Librarian	
2. Pay PHP30.00 at the cashier’s Office	Issue official receipt	₱30.00	5 minutes	Cashier	
3. Present the official receipt and affidavit of loss to the Librarian	Verify the official receipt and affidavit of loss	None	30 seconds	Librarian	
4. Claim library card	Issue library card	None	30 seconds	Librarian	
END OF TRANSACTION			Total No. of Minutes: 7 minutes		



14. **Renewal/Validation of Library Card**

During the enrolment period, pupils and students are required to present their registration from and library card for validation.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	Receive document	None	1 minute	Librarian
2. Stamp the registration form	Stamp and sign the registration form	None	1 minute	Librarian
3. Claim validated library card	Issue validated library card	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 2 minutes and 30 seconds		



15. **Renewal/Validation of Library Card (Online Transaction)**

During the enrolment period, pupils and students are required to present their registration from and library card for validation.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Pupils, students, faculty, and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the university gmail ex. delacruz.ju@pnu.edu.ph	Evaluate requirements of applicant	None	2 minutes	Library User
2. Open the link https://bit.ly/3dSV36a	Check information entries of client in the google document	None	2 minutes	Library User
3. Fill out the form correctly and click submit	Release validated library card	None	5 minutes	Library User
END OF TRANSACTION		Total No. of Minutes: 9 minutes		



16. **Book Chapter Request**

This service is available to you if you wish to request a specific chapter from a book. We will provide a scanned copy of the requested content.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log in to your search engine using your institutional account		MISO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search list of references to our OPAC (Online Public Access Catalog) and visit this link https://forms.gle/hT2nvU7qFngU7z1G8	Regularly check library email to monitor requests. Locate reference and scan the specific chapter request and send through email address of the requestor	None	10 minutes	Librarian and Client
2. Upon receiving the email, please review the provided guidelines. Then, assess the library's service using the link to the online feedback form		None	1 minute	Client
END OF TRANSACTION		Total No. of Minutes: 11 minutes		



EXTERNAL SERVICES

1. Outside Researcher/s

Private institutions are required to make a payment to the PNU Visayas library, which provides services to external researchers. These researchers are required to present a referral letter from their institution and a valid ID. An external researcher must pay a fee of PHP100.00 at the cashier’s office.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Outside Researcher/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Referral Letter		Librarian of their institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral letter from Institution or school of origin	Receive referral letter	None	30 seconds	Library Staff and Client
2. Get order of payment	Issue order of payment	None	1 minute	Library Staff and Client
3. Pay PHP100.00 at the cashier’s office	Issue official receipt	P100.00	5 minutes	Cashier
4. Present official receipt	Record official receipt	None	30 seconds	Library Staff
5. Outside researcher is required to log-in in their specific folder	Check statistical report of library visitor	None	1 minute	Library Staff and Client
6. Check availability of book/s in the OPAC and bookshelves area	Assist outside researcher	None	2 minutes	Library Staff
END OF TRANSACTION		Total No. of Minutes: 10 minutes		



General Education and Experiential Learning Unit



INTERNAL SERVICES

1. Application for Admission to Kindergarten to Grade 10

The GEELU manages the Pre-K to 12 laboratory school of the campus, including the Application for Admission for Kindergarten to Grade 10 students.

Office or Division: Classification: Type of Transaction: Who may avail:	GEELU			
	Simple			
	G2C- Government to Client			
	Incoming New Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Report Card		Previous School Enrolled in		
Certificate of Good Moral				
Photocopy of Birth Certificate		Personal Documents		
2 pieces 2x2 picture with name tag at the bottom				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay Examination Fee at the Cashier	Receive payment; Print Official Receipt	350 php	30 minutes	Cashier Staff
Submit all needed documents at the SASU Office	Receive documents; Release Examination Permit	None	30 minutes	SASU Staff
END OF TRANSACTION		Total No. of Minutes: 1 hour		



2. **Enrollment for Kindergarten to Grade 10**

The Office, together with other offices in the campus facilitates the enrollment of pupils and students every start of the Academic Year.

Office or Division:	GEELU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	New and Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Report Card (New and Old Students)		Previous School Enrolled In		
Medical Certificate (New Students)		Personal Documents		
Photocopy of Birth Certificate (New Students)				
2 pieces 2x2 picture with name tag at the bottom				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay GPTA Fee	Receive Payment; Issue Official Receipt	500 php	10 minutes	GPTA Treasurer
Submit requirements at the SASU office	Receive documents; issue OK of Enrollment Slip	None	1 hour	SASU Staff
Pay Miscellaneous Fees at the Cashier	Receive payment; Issue Official Receipt	Depends on the Schedule of Fees	1 hour	Cashier Staff
Claim Registration Form at the Registrar Office	Print-out Registration Form	None	30 minutes	Registrar Staff
END OF TRANSACTION		Total No. of Minutes: 2 hours and 40 minutes		



3. **Issuance of Quarterly Report Cards**

The Office schedules the release of Quarterly Report Cards of each Learner to their respective parents / guardians

Office or Division:	GEELU			
Classification:	Technical			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Subject Teachers, Pupils and Students and Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Class Advisers are to provide grade sheets to each subject teacher	Monitor the promptness of the distribution	None	5 days	Class Advisers from Kinder to Grade 10
Subject teachers are to subject their grades for checking	Assigned checkers are to check the class record and the grade sheets	None	5 days	Subject teachers; Grade checkers
Checkers are to return the checked grade sheets to the Class Advisers	Class Advisers are to consolidate the compute the average for the quarter He / She will also determine pupils and students with Honors, with High Honors and with Highest Honors	None	5 days	Grade Checkers Class Advisers
Class Advisers are to encode the data to the report cards	None	None	5 days	Class Advisers
Class Advisers will call for a Parent Conference to release the Report Cards	None	None	1 day	Class Advisers
Parents are to check the Report Card, sign it for confirmation of receipt and return to the Class Adviser	Class Adviser safe keeps the Report Cards	None	5 days	Parents Class Advisers
END OF TRANSACTION		Total No. of Days: 26 days		



4. **Conduct of Academic and Co-Curricular Activities**

The Office supports and endorses academic and co-curricular activities of the pupils and students, and their organizations.

Office or Division:	GEELU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Pupils and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Concept Paper Memorandum/Invitation (if available) Parent's Permit Safety Permit		SASU Safety Office Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure necessary requirements and submit to the Office	Furnishes an endorsement letter and submits it to the Office of the FTD	None	1 hour	Head, GEELU
END OF TRANSACTION		Total No. of Minutes: 1 hour		



5. **Management of Undergraduate Experiential Learning Programs**

The GEELU manages the undergraduate experiential learning and oversees the campus internship program and field study courses.

Office or Division:	GEELU			
Classification:	Simple			
Type of Transaction:	G2C- <i>Government</i> to Client			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from the course professor stating the details of the proposed involvement of the CART pupils and students (for classroom observation, class demonstration, research) duly signed by the Associated Dean of FTD and Dean for Academics and the Hub		Course Professor		
Parent's Consent (for research activities)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit needed requirements to the GEELU Head	Accommodates and plots necessary schedule for each experiential learning activity	None	1 day	Head, GEELU
END OF TRANSACTION		Total No. of Minutes: 1 day		



INTERNAL and EXTERNAL SERVICES

6. Addressing Parent's / Guardian's Concerns

The Office also works with parents and guardians of each learner; and is to address concerns raised by them.

Office or Division:	GEELU			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Parents and Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of complaint or letter of inquiry to the class adviser; request for an appointment schedule	Class Adviser to refer the concern to: subject teacher parent / guardian of another student; Inform them of the schedule of requested appointment	None	1 day	Class Adviser
Appear on the set appointment schedule	Engage in dialogue with clients to resolve concern	None	1 day	Class Adviser
If the class adviser fails to resolve the issue, he/she shall be informing the Head of the GEELU of the concern and set another appointment schedule	GEELU Head engages in dialogue with clients to resolve concern; Endorse the concern to other / higher offices of needed	None	1 day	GEELU Head; Class Adviser
END OF TRANSACTION		Total No. of Minutes: 3 days		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>For walk-ins: Client may answer the feedback form in the office lobby and put it in the feedback and complaints drop box.</p> <p>For online: Survey Form link can be accessed through https://forms.office.com/r/8FwQt3NqAb or you may email at clientsurvey@arta.gov.ph</p> <p>Other concerns may be coursed through the Office of the Executive Director and Provost Email Address: visayas@pnu.edu.ph Contact Number: (034) 493-0265</p>
How is feedback processed?	<p>For walk-ins: The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers, these are forwarded to the relevant personnel/office and they are required to answer within three (3) days from receipt of the feedback/complaint.</p> <p>For emails/calls: The Receiving Officer shall verify the nature of the feedback or complaint and endorse it to the campus focal person, Ms. Teresita B. Babata, of the Human Resource Management and Development Unit. Upon receiving the reply from the personnel concerned/office, the client shall be informed via email or phone call.</p>
How to file a complaint?	<p>To file a complaint against the Authority, provide the following details via email: - Full name and Contact Information of the Complainant</p> <ul style="list-style-type: none">- Sex (Male or Female)- Narrative/Details of the complaint- Evidence- Name of the person/office being complained about <p>You may send all complaints against PNU to visayas@pnu.edu.ph</p> <p>Or call us at (034) 493-0265</p> <p>Or you may course them through:</p> <p>Presidential Complaint Center (PCC)</p> <p>pcc@malacanang.gov.ph</p> <p>Hotline 8888 or 82498310 loc. 8175 or 8182</p> <p>Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p>



	<p>Contact Center ng Bayan (CCB)</p> <p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p>
How are complaints being processed?	<p>All complaints received against the Authority are evaluated by the ARTA Committee on Anti-Red Tape (ARTA CART).</p> <p>The ARTA CART reviews and evaluates the complaints received on a daily basis. The ARTA CART shall coordinate with the concerned office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTA CART shall submit an incident report to the Director General, for appropriate action.</p>