



SOUTHERN LUZON STATE UNIVERSITY

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

The University shall primarily provide advanced education, professional, technological instruction in the fields of allied medicine, education, engineering, agriculture, fisheries, forestry, environment, arts and sciences, accountancy, business and entrepreneurship, technology and other relevant fields of study. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.

II. Vision:

A 21st century state university providing a student-centered learning experience; preparing graduates in their chosen profession; and creating and disseminating knowledge in the service to the communities, the nation, and the world.

III. Mission:

The University is committed to prepare its students for the rapidly changing world by providing quality education. It shall also increase the knowledge base through research; convert new intellectual property into economic development; and provide expertise and innovative solutions to businesses, governments, and others who seek assistance.

IV. Service Pledge

We, the Officials, Faculty and employees of the Southern Luzon State University do solemnly swear and uphold to the noble ideals of serving our clients and stakeholders to:

- GO** - Give open handed delivery of service at all times;
- S** - Serve promptly with utmost courtesy and professionalism;
- L** - Lead a modest life and comply with the institution's service standards;
- S** - Sustain the culture of excellence in handling complaints and effecting corrective measures to improve oneself.
- U** - Unending commitment to grant students access to information on SLSU policies, programs and activities, and service through all forms of media.



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ACADEMIC AFFAIRS

Internal Services



1. Confirmation and Admission of Students

This covers the procedure from evaluation of applicants to admission to a specific program in the University.

Office or Division:	Student Admission Office, Colleges and Campuses			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Result of Examination		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SLSU Admission Official FB Page or the SLSU website to view the College Admission Test Result	Post the list of qualifiers for the SLSU College Admission Test	None	5 min. (depending on the Internet connection speed)	Student Admission Committee
2. Fill up the online confirmation form	Create a Google Form for the online confirmation	None	5 min.	College Dean/Director/ Department Head/ Chairperson Respective College/Campus
3. Verification of students	<ul style="list-style-type: none"> Verifies the examinee no., name, admission grade and exam score of the applicant on the list Endorse the qualifiers to the respective colleges and campuses 	None	12 min.	College Dean/Director/ Department Head/ Chairperson Respective College/Campus
4. Acknowledge receipt	Provide Confirmation Slip	None	3 min.	Student Admission Committee



	<ul style="list-style-type: none"> • Send confirmation slip thru email • Instructs the qualifier for the online enrollment 			
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2. Lending of Book(s) and other Library Materials

For SLSU students to use or borrow books and reading materials from the SLSU Library and to extend services to non-SLSU students and clients within the limits of its resources. This covers the process of activation of student ID and lending of books and other library materials to SLSU and non-SLSU users.

Office or Division:		University Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For SLSU Students				
1. For activation of student ID, present Identification Card and Registration Form. Fill up Patron Information Form (AA-LIB-2.01F7)		None	3 min.	<i>Library Support Staff</i> University Library
2. Browse the OPAC and copy the call number of the needed book/s or material/s.		None	5 min.	<i>Library Support Staff</i> University Library
3. Retrieve the book at the stack area.		None	4 min.	<i>Library Support Staff</i> University Library
4. If the book/s or material/s will be used inside the		None	2 min.	<i>Library Support Staff</i> University Library



library only, present it to the Library Personnel and fill up the book card. (<i>Can borrow two books at a time.</i>)				
5. If borrowing for photocopy, secure and fill up photocopying slip to bring out material/s up to 30 minutes only. (<i>This is allowed only for General Circulation Section and Periodical & General Reference Section</i>).		None	4 min.	<i>Library Support Staff University Library</i>
6. If borrowing for overnight, fill up the book card and the General Circulation Section Slip. Due date is the following school day before 9:00 am. (<i>This is allowed only for General Circulation Section</i>).		None	3 min.	<i>Library Support Staff University Library</i>
7. Return the book at the counter after use.		None	3 min.	<i>Library Support Staff University Library</i>
8. Returning overdue books. Completely fill up the data needed in the Record Book. Pay the corresponding amount.		Student – P10.00 per day/book	3 min.	<i>Library Support Staff University Library</i>



For Non-SLSU Clients				
1. Present valid Identification Card and Referral Letter. Completely fill up the data needed in the Record Book. Pay Visitors Fee.		HS Student - P10.00 College/GS Students - P20.00	5 min.	<i>Library Support Staff</i> University Library
2. Receive Visitors ID. It shall be used in borrowing books for Library Use Only.		None	3 min.	<i>Library Support Staff</i> University Library
3. Browse the OPAC and copy the call number of the needed book/s or material/s.		None	5 min.	<i>Library Support Staff</i> University Library
4. Retrieve the book at the stack area.		None	4 min.	<i>Library Support Staff</i> University Library
5. Present it to the Library Personnel and fill up the book card. <i>(Can borrow two books at a time.)</i>		None	2 min.	<i>Library Support Staff</i> University Library
6. Return the book at the counter after use.		None	3 min.	<i>Library Support Staff</i> University Library



3. Request for Issuance of Transcript of Records (TOR)

This covers all students who are wishing to request for TOR, starting from the issuance of form/s up to the receipt of TOR from the Office of the University Registrar.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)		
Duly signed clearance (if needed)		Respective College/ Office of Student Affairs and Services/Library/ Accounting Office, Alumni Federation Inc.		
Receipt of Payment		University Cashiering Office		
Necessary number of documentary stamp/s		Requesting Party		
Authorization letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID of the student and representative		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OUR Window 1. Ask for forms.		None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly		None		
3. Accomplish signing of clearance (if needed)		None	5 min. per office	<i>Head of office or duly authorized personnel</i> University Registrar
4. Pay fee		Php 100.00/set (first Two pages) Php 60.00 (additional page/TOR)	3 min.	Clerk Cashiering Office
5. Submit duly accomplished forms and OR. Get claim stub		None	2 min.	<i>Clerk</i> University Registrar



6. Follow up status of request (optional)		None	2-3 min.	Clerk University Registrar
7. Return to OUR on/ before Claim Date to claim TOR (present authorization letter & valid ID if representative)		None	9 min.	Clerk University Registrar
8. Acknowledge receipt of TOR		None	4 min.	Clerk University Registrar

4. Request for Issuance of CAV

This covers all students who are wishing to request for CAV, starting from the issuance of form/s up to the receipt of CAV from the Office of the University Registrar.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)		
Official receipt of payment		University Cashiering Office		
Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students		Requesting Party		
Clear and clean photocopies of TOR and diploma (i.e. laser copies using at least a “Substance 20” paper		Requesting Party		
Necessary number of documentary stamps		Requesting Party		
Authorization letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID's of student and representative		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)		None	1 min.	Clerk University Registrar



2. Accomplish RF correctly and completely		None		
3. Pay request fee		Php 200.00	3 min.	Clerk Cashiering Office
4. Submit RF, original & photocopies of TOR and diploma, OR and other requirements. Get claim stub		None	24 min.	Clerk University Registrar
5. Present Claim Stub to claim CAV (present authorization letter & valid ID if representative)		None	6 min.	Clerk University Registrar
6. Acknowledge receipt of CAV		None	4 min.	Clerk University Registrar

5. Request for Issuance of Graduate's Credentials

To establish procedure for processing request for graduate's credentials, this covers all students who are wishing to request for graduate's credentials, starting from the issuance of form/s up to the receipt of requested documents from the Office of the University Registrar.

Office or Division:	University Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Duly accomplished request form	University Registrar – Window 1 (Receiving and Releasing System)	
Duly signed clearance (if needed)	University Registrar – Window 1 (Receiving and Releasing System)	
Receipt of payment for graduation fees & receipt for any additional fees	Cashiering Office	
Certification of submission of bound thesis copies & Distribution Form	Business Affairs Office / VPAA	



Necessary number of documentary stamps	Requesting Party			
Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ nametag, NSO Birth Certificate, etc.)	Requesting Party			
Letter of explanation of non-attendance to commencement exercises duly noted by apparent and the College Dean	Respective College			
Student's University ID	Requesting Party			
Authorization Letter (if request is made thru a representative)	Requesting Party			
Original & photocopies of a valid ID of student (and representative)	Requesting Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)		None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly		None		<i>Clerk</i> University Registrar
3. Pay fee		Php 100.00/set (first Two pages) Php 60.00 (additional page/TOR) Php 100.00 (additional certification)	3 min.	<i>Clerk</i> Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub		None	24 min.	<i>Clerk</i> University Registrar
5. Follow up status of request (optional)		None	2-3 min.	<i>Clerk</i> University Registrar
6. Return to OUR on/ before Claim Date to claim requested documents		None	9 min.	<i>Clerk</i> University Registrar



(present authorization letter & valid ID if representative)				
7. Acknowledge receipt of requested documents		None	4 min.	<i>Clerk</i> University Registrar

6. Request and Issuance of Certificate of Weighted Average (CWA – G.S., B.S., Undergraduate/CWA-HS)

This covers all students who are wishing to request for Certificate of General Weighted Average, starting from the issuance of form/s up to the receipt of requested documents from the Office of the University Registrar.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)		
Duly signed clearance (if needed)		University Registrar – Window 1 (Receiving and Releasing System)		
Official Receipt		Cashiering Office		
Necessary number of documentary stamps		Requesting Party		
Authorization Letter (if request is made thru a representative)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)		None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly		None		<i>Clerk</i> University Registrar
3. Pay fee		Php 100.00/set	3 min.	<i>Clerk</i> Cashiering Office



4. Submit duly accomplished forms and OR. Get claim stub		None	24 min.	Clerk University Registrar
5. Follow up status of request (optional)		None	2-3 min.	Clerk University Registrar
6. Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)		None	9 min.	Clerk University Registrar
7. Acknowledge receipt of requested documents		None	4 min.	Clerk University Registrar

7. Authentication of Diploma/TOR/Registration Form

This covers all students who are wishing to request for Transcript of Record, starting from the issuance of form/s up to the receipt of Transcript of Record from the Office of the University Registrar.

Office or Division:	University Registrar		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)	
Official Receipt		Cashiering Office	
Necessary number of documentary stamps		Requesting Party	
Authorization Letter (if request is made thru a representative)		Requesting Party	
Original and photocopies of a valid ID's of student and representative		Requesting Party	



Clear and clean photocopies of document/s to be authenticated with the original copies		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)		None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly		None		<i>Clerk</i> Cashiering Office
3. Pay fee		Php 50.00/set	3 min.	<i>Clerk</i> Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub		None	24 min.	<i>Clerk</i> University Registrar
5. Follow up status of request (optional)		None	2-3 min.	<i>Clerk</i> University Registrar
6. Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)		None	9 min.	<i>Clerk</i> University Registrar
7. Acknowledge receipt of requested documents		None	4 min.	<i>Clerk</i> University Registrar



8. Request and Issuance of Various Certifications

To establish a procedure for processing of request for certifications. This covers all students who are wishing to request for Certification, starting from the issuance of form/s up to the receipt of Certification from the Office of the University Registrar.

Office or Division:		University Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)		
Duly signed clearance (if needed)				
Official Receipt		Cashiering Office		
Necessary number of documentary stamps		Requesting Party		
Authorization Letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID's of student and representative		Requesting Party		
Photocopy of registration form last semester of attendance		Requesting Party		
Dean's certification of passing the comprehensive examinations for CARMA		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF) and Clearance Form (CF)		None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly		None		
3. Pay fee		Php 100.00/ Certification	3 min.	<i>Clerk</i> Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub		None	24 min.	<i>Clerk</i> University Registrar
5. Follow up status of request (optional)		None	2-3 min.	<i>Clerk</i> University Registrar



6. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)		None	9 min.	Clerk University Registrar
7. Acknowledge receipt of requested documents		None	4 min.	Clerk University Registrar

9. Request and Issuance of Student Accounting/Evaluation Prior to Application for Graduation

This starts from the issuance of form/s up to the receipt of evaluation from the Office of the University Registrar.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		University Registrar – Windows 3, 4 & 5 (Verifier's Window by College)		
Official Receipt		Cashiering Office		
Authorization Letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID's of student and representative		Requesting Party		
Course/program prospectus of curriculum		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)		None	2 min.	Clerk University Registrar
2. Accomplish RF completely & correctly		None		Clerk University Registrar
3. Pay fee		Php 100.00/evaluation	3 min.	Clerk Cashiering Office



4. Submit duly accomplished forms and OR. Get claim stub		None	24 min.	<i>Clerk</i> University Registrar
5. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)		None	9 min.	<i>Clerk</i> University Registrar
6. Acknowledge receipt of requested documents		None	4 min.	<i>Clerk</i> University Registrar

10. Request Issuance of Transfer Credentials

This covers all students who are wishing to request for Transfer Credentials starting from the issuance of forms/ up to the receipt of Transfer Credentials from the OUR.

Office or Division:	University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished request form	University Registrar – Window 1 (Receiving and Releasing System)
Duly/Completely signed Clearance (if Needed)	Respective College/ Office of Student Affairs and Services/Library/ Accounting Office
Receipt of Payment	Cashiering Office
Necessary Number of Documentary Stamp/s	Requesting Party
Authorization Letter (if request is made thru a representative)	Requesting Party
Original & Photocopies of a Valid ID of student and representative	Requesting Party
F137 (if not yet submitted)	Requesting Party
Other entrance requirements of students failed to submit during enrolment	Requesting Party



Student ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OUR (Window 1) Ask for Request Form (RF) and Clearance Form (CF)	Office of the University Registrar (OUR) Window Assign per College	None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely and correctly		None		
3. Accomplish signing of clearance (if needed)		None	5 min. per office or unit	<i>Head of office or duly authorized personnel</i> University Registrar
4. Pay Fee		250 Php/ TC (includes copy of grades if undergraduate & TOR to be sent to the school)	3 min.	<i>Clerk</i> Cashiering Office
5. Goes back to the Office of the University Registrar (OUR Window 1) to file duly accomplished RF & CF Together with OR and other requirements	» Accept and verifies/checks submitted forms & requirements	None	2 min.	<i>CIC-RRS</i>
	» Goes to the records section and ask CIC-RSS to look for and get SF		1 min.	<i>CIC-RRS</i>
	» Searches and secures SF from the storage cabinets/shelves records it in his/her logbook and gives it to the CIC-RRS		10-15 min.	<i>CIC-RRS</i>



	» Receives SF and acknowledges receipt thereof		1 min.	<i>CIC-RRS</i>
	» Checks student file as to previous submissions/requirements (if necessary remind and ask student for submission of lacking requirements before accepting RF & issues VRF)		3 min.	<i>CIC-RRS</i>
	» If file is complete the CIC fills-up CLAIM STUB and issues the same to the client, records request in the logbook (name, course, date filed, claim date). attached IRMF to the request		2 min.	<i>CIC-RRS</i>
	» Returns checked printed copy to encoder for necessary corrections and final printing together w/ SF		1 min.	<i>CCE</i>



	<p>» Encodes correction & prints a copy, duplicate of TOR & copy of grades , signs and records it in his/ her logbook</p> <p>» Prepares and accomplishes transfer credentials form, records finished documents in his/her logbook and endorse the same & SF to Registrar for signing</p> <p>» Visually check finished documents and SF, records it in his logbook then signs the documents</p> <p>» Gets signed documents & files it in the designated filing cabinet. (If needed send an SMS to client i.e. his/her request can now be claimed)</p>		<p>3-5 min.</p> <p>2-3 min.</p> <p>3 min.</p> <p>2 min.</p>	<p><i>DCEn</i></p> <p><i>CIC-RRS</i></p> <p><i>University Registrar</i></p> <p><i>CIC-RRS</i></p>
6. May call OUR to inquire as to status of request (optional)	Answers phone call & check status of client's request	None	2-3 min.	<i>CIC-RRS</i>



7. Returns to the OUR (Window 1) on or before the "Claim Date" reflected in the CLAIM STUB to get Transfer Credentials (presents authorization letter & ID's if representative)	» Welcome client, receives CLAIM STUB and secures Transfer Credentials from the filing Cabinet	None	2 min.	CIC-RRS
	» Presents the Transfer Credential to client to visually check correctness of the same		5 min.	CIC-RRS
	» Attached document stamp to Transfer Credentials and dry seal Transfer Credentials, issues the same to client		2 min.	CIC-RRS
8. Acknowledges receipt of Transfer Credentials by printing & signing name in the space provided in the RF & Logbook	» Returns to the Record Section the SF	None	1 min.	CIC-RRS
	» Receives SF and acknowledges receipt thereof		1 min.	CIC-RRS
	» Returns SF to its Storage cabinet/ shelf		1 min.	CIC-RRS
9. Issues a CSS		None		CIC-RRS
10. May or may not accomplish CSS		None		
11. Drops accomplished CCS to designated box		None		



11. Issuance of Good Moral Certificate

To create a reference of clear conduct for students/alumnus of the university to be used for any legal purposes, this procedure covers the approval for Good Moral Certificate thru signing of the significant authority for issuance in the University.

Office or Division:	Student Affairs and Services Unit: Guidance, Counseling and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		Guidance, Counseling and Testing Center		
Duly/Completely signed Clearance		Respective College		
Receipt of Payment		Cashiering Office		
Documentary Stamp		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up clearance slip and have it signed by the respective Guidance Counselor, Program Chairman and Dean of the respective College.	Provide clearance slip to be filled up by the person concerned	None	3 min.	<i>Clerk</i> Guidance, Counseling and Testing Center
2. Proceeds to Cashier's office and pays fee		Php 50.00	5 min.	<i>Clerk</i> Cashiering Office
3. Acknowledge receipt of requested documents	Preparation involves: - Clearance slip with complete signature; - Official receipt; - Documentary Stamp - Photocopy of clearance slip	None	5 min.	<i>Head of Office/Clerk</i> Guidance, Counseling and Testing



	<p>and Official receipt of payment in a short bond paper;</p> <p>- Authorization letter attached with a valid ID of the representative and requesting party (required if the requesting party cannot personally appear to claim the certification)</p>			
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ADMINISTRATIVE AND FINANCIAL AFFAIRS

Internal Services



1. Signing of Student Clearance and Issuance of Examination Permit

To ensure that students' obligations and liabilities are settled before giving clearance. This procedure covers the verification of financial liabilities and signing of clearance for students before semestral break, graduation, or transferring.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Respective College		
Identification Card		Requesting Party		
Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance signed by the College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt		None	30 secs.	<i>Accounting Support Staff</i> Accounting Office
2. Get back your signed clearance form and received the Examination Permit		None	1 min.	<i>Accounting Support Staff</i> Accounting Office



2. Collecting Fees

To ensure efficient collection of different funds through the applications of government rules, regulations and laws mandated and promulgated by the national government. This covers the different steps regarding collection of fees.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Requesting Party		
Registration Form		Requesting Party		
Billing Statement		Unit Responsible for the Request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Registration Form or ID (for student)	Ask the registration form or ID	a. Enrollment b. Remaining Balance c. Other fees	12 secs. / receipts	<i>Collecting Officer</i>
2. Present the Billing Statement (for tenants and other clients)	Ask for the billing statement	a. Transcript of Record b. Rental c. Other fees		
3. Wait for the Verification of Fees then Pay	Confirm to client the amount to be collected		8 secs./ receipt	<i>Collecting Officer</i>
4. Pay the confirmed amount	Accept payment		33 secs. / receipt	<i>Collecting Officer</i>
	Check, print and sign the official receipt		15 secs. / receipt	
5. Obtain official receipt	Issue official receipt		2 secs. / receipt	<i>Collecting Officer</i>



3. Disbursement to Suppliers/Creditors

To ensure efficient disbursement of funds through the application of government rules, regulations and laws mandated and promulgated by the national government. This document covers office procedures such as payment to the suppliers and other creditors through check and through expanded modified direct payment scheme or the checkless payment.

a. Payment through Check

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (and/or Certification to claim payment)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Communicate payee the availability of checks for payment	a. Supplies b. Others		<i>Disbursing Officer</i>
1. Present valid identification card (ID) or any other valid certification as representative to claim payment	Verify the ID of the person claiming payment Examine the amount of check to the SDV/OBR/PR		1 min. 1 min.	<i>Disbursing Officer</i>
2. Payee will sign in the receipt of payment portion in the Disbursement Voucher	Check the portion of the receipt of payment of the DV/Payroll including the signature, date and printed name		2 min.	<i>Disbursing Officer</i>



3. Receive payment	Issuance of check	<p>For Suppliers:</p> <ul style="list-style-type: none">-Sales Invoice or Official receipt shall be issued as evidence for the sale of goods and/or properties.-Commercial receipts/invoicing such as delivery receipts, order slips, purchase orders, provisional receipts and other document is considered supplementary evidence only.-Copy of tax certificate of tax withheld is given to the supplier.-If the payee authorized to claim check, SPO or authorization is needed.	3 min.	<i>Disbursing Officer</i>
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b. Expanded Modified Direct Payment Scheme (Checkless Payment)

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (and/or Certification to claim payment)_		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Communicate payee the availability of Disbursement Voucher for the issuance of ADA through telephone call or mobile phone	a. Supplies b. Others		<i>Disbursing Officer</i>
a. Present valid identification card (ID) or any other valid certification as representative to claim payment	Verify the ID of the person claiming payment		1 min.	<i>Disbursing Officer</i>
b. Payee should accomplish the receipt of payment portion of DV which includes signature, date and printed name	Assess the portion of the receipt of payment of the DV/Payroll including the signature, printed name and date Check the completeness of the attached documents		4 min.	<i>Disbursing Officer</i>



	The office required the payee to furnish their bank account number and bank branch to which the amount for release shall be credited. We suggest to open a landbank account			
c. Payee will wait the payment of claim to be credited to their bank account	<p>-Prepare the needed documents such as ADA, LDDAP, SLIIE etc. for submission to Landbank</p> <p>-Length of process varies in accordance to the availability of signatories</p>			Encoder

4. Outpatient Medical and Dental Consultation

To provide SLSU students and employees outpatient medical assistance in case of illness and ensure the health of students and employees. This procedure covers outpatient physical assessment, diagnosis, and treatment for acute and chronic illnesses within the capability of the Health Services Unit.

Office or Division:	University Health Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Identification Card		Requesting Party	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Proceed to the University Health Services Unit for medical assistance (on day of visit)	»Perform disinfection procedures before entry.	None	1 minute	<i>Nurse (in full PPE)</i> University Health Services
	» Determines purpose of visit and asks the client for valid ID		2 minutes	
	» Interviews & checks vital signs then instructs the client to go to the Physician/ Dentist		3 minutes	
	»Retrieve records for old students/ employees		1 minute	
	»Create new records for new students/ employees		2 minutes	
b. Medical Consultation	» Reviews medical record » Conducts physical examination and evaluation Provides	None	5-10 minutes	<i>Physician (in full PPE)</i> University Health Services



	<p>treatment and prescription of medicines</p> <p>»If needed, refer client for further evaluation and management to physician of choice/ hospitalization as needed</p>			
c. Dental Consultation	<p>» For oral examination</p> <p>» Set appointment/ schedule for tooth extraction (between dentist and client)</p> <p>» For tooth extraction procedure</p>	None	<p>2 minutes</p> <p>2 minutes</p> <p>30 minutes to 1 hour</p>	<p><i>Dentist (in full PPE)</i> University Health Services</p>
Post Medical/ Dental Consultation	<p>» Dispenses prescribed medicine</p>	None	1 minute	<p><i>Nurse (in full PPE)</i> University Health Services</p>



5. Issuance of Human Resource-Related Records and Certifications

This Office provides assistance to its former and present employees through the issuance of human resource-related records and certifications, which covers the following procedures:

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	Check the form if properly filled up.	N/A	1 min	<i>Staff</i> Human Resource Management Office
	Prepare the certification/s requested.		5 min	<i>Staff</i> Human Resource Management Office
	Sign the certification's requested.		1 min	<i>Head</i> Human Resource Management Office
2. Submit duly filled-up form personally or thru email @slsu.hrmo@gmail.com	Release of requested records/certifications.		1 min	<i>Staff</i> Human Resource Management Office



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">• Form: Accomplish Feedback Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business.• Phone: Call our hotline numbers (042) 540-6608/0907-081-8647• Email: Send at slsu.hrmo@gmail.com• Public Assistance/Complaint Desk: Make representation at the Information Desk located on the CSSU Office near SLSU Gate 1.
How feedbacks are processed	<ul style="list-style-type: none">• Whenever there is Feedback, the Public Assistance/Complaint Desk representative forwards the concern to the responsible unit for compilation and recording. The response of the office is then relayed immediately to the citizen.• For inquiries and follow-ups, clients may contact the following telephone numbers: (042) 540-6608; 0907-081-8647
How to file a complaint	<ul style="list-style-type: none">• Client must register and fill up the Complaint Form with the Public Assistance and Complaint Desk Staff regarding the nature of complaint. The PACD shall evaluate the request.
How complaints are processed	<ul style="list-style-type: none">• The PACD Staff shall interview and provide general information orientation about the complaint procedure and shall endorse the complaint to the concerned officer for appropriate action.• The PACD Staff provides feedback to the client
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none">• ARTA: complaints@arta.gov.ph 1-ARTA (2782)• PCC: 8888• CCB: 0908-881-6565 (SMS)



VII. List of Offices

Office of the President	4th Flr., Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 156
University and Board Secretary	3rd Flr. Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 102
Internal Audit Services	2nd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 147
Office of International and Alumni Affairs	2nd Flr. Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 114/117
Planning and Development Office	1st Flr. Emilio Aguinaldo Bldg., SLSU-Lucban	(042) 540-4087 loc.131
Civil Safety and Security Unit	1st Gate, SLSU-Lucban	(042) 540-4087 loc. 126
Alabat Campus	Francia St. Brgy. 5 Poblacion, Alabat Quezon	(042) 302-8286
Catanauan Campus	Brgy. 2, Catanauan Quezon	(042) 315-8145
Gumaca Campus	Brgy. Taping Dagat, Gumaca Quezon	(042) 312-7813
Infanta Campus	Brgy. Tongohin, Infanta Quezon	(042) 535-4355
Lucena Campus	Purok Baybayin, Iba. Dupay, Lucena City	(042) 797-1822
Polillo Campus	Brgy. Sibulan, Polillo Quezon	(042) 314-8143
Tagkawayan Campus	Brgy. Rizal, Tagkawayan Quezon	(042) 304-8219
Tiaong Campus	Brgy. Lagalag, Tiaong, Quezon	(042) 545-6423
Academic Affairs	3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 122 or 108
College of Agriculture	2nd Flr. Agriculture Bldg., Brgy. Ayuti, SLSU-Lucban	(042) 540-4653
College of Allied Medicine	G/F Left Wing, Melchora Aquino Bldg., SLSU-Lucban	(042) 540-6638
College of Arts and Sciences	G/F Left Wing, Jose Rizal Bldg., SLSU-Lucban	(042) 540-4087 loc. 139
College of Administration, Business, Hospitality and Management	2nd Flr. Right Wing, New CBA Bldg., SLSU-Lucban	(042) 540-6291
College of Engineering	3rd Flr., M.H. Del Pilar Bldg., SLSU-Lucban	(042) 540-4271 loc. 154
College of Industrial Technology	2nd Flr. Left Wing, GAB Bldg., SLSU-Lucban	(042) 540-4229
College of Teacher Education	2nd Flr. Right Wing, GAB Bldg., SLSU-Lucban	(042) 540-4087 loc. 137
Institute of Human Kinetics	G/F University Gymnasium, SLSU-Lucban	(042) 540-4087 loc. 136



Student Affairs and Services Unit	1st Gate SLSU Lucban	(042) 540-4087 loc. 126
Laboratory High School	1st Flr., J. Luna Bldg., SLSU-Lucban	(042) 540-7576
Instruction and Quality Assurance Office	2nd Flr. Left Wing, Admin.Bldg., SLSU-Lucban	(042) 540-4087 loc. 155
University Library	G/F University Library, SLSU Lucban	540-7468 ; (042) 540-4087 loc. 140
University Registrar	G/F Gomburza Bldg., SLSU-Lucban	540-4763 ; (042) 540-4087 loc. 153
Administrative and Financial Affairs	3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 112
Accounting Office	G/F Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-1728
Budget Office	G/F Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-7523
Cashiering Office	G/F Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 125
University Health Services	G/F New CBA Bldg., SLSU-Lucban	(042) 540-8637
Human Resource Management Office	2nd Flr. Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-6608
Supply and Property Office	Former Nakamura Kiddie Center SLSU-Lucban	(042) 540-6519; 540-4087 loc. 128
Business Affairs Office	2nd Flr. New CBA Bldg., SLSU-Lucban	(042) 540-2597
Physical Plant and Facilities	1st Flr. Andres Bonifacio Bldg., SLSU-Lucban	(042) 540-4087 loc. 110
Procurement Office	1st Flr. Hermano Pule Bldg., SLSU-Lucban	(042) 540-6519; 540-4087 (148)
Research, Extension, Production and Development	3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc.107
Research Office	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Production Office	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Extension Office	1st Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Program/Project Planning & Administrative Services	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506