



CITIZEN'S CHARTER

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CITIZEN'S CHARTER

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.

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.

CORE VALUES

- GO** » God-loving
- S** » Service oriented
- L** » Leadership by example
- S** » Sustained passion for excellence
- U** » Undiminished commitment to peace and environment advocacy



CITIZEN'S CHARTER

INSTRUCTION

COLLEGES

- » College of Agriculture
- » College of Allied Medicine
- » College of Arts and Sciences
- » College of Administration, Business, Hospitality and Accountancy
- » College of Engineering
- » College of Industrial Technology
- » College of Teacher Education

CAMPUSES

- » Lucban, Quezon - Main
- » Alabat, Quezon
- » Catanauan, Quezon
- » Lucena, Quezon
- » Gumaca, Quezon
- » Infanta, Quezon
- » JGE-Tagkawayan, Quezon
- » Polillo, Quezon
- » Tiaong, Quezon
- » Tayabas, Quezon

RESEARCH FACILITIES

Main Campus

- » Intellectual Property Management Office
- » Microbiology Research and Testing Laboratory
- » Tissue Culture Laboratory
- » Mt. Banahaw De Lucban
- » Automated Weather Station
- » Soils Laboratory
- » Integrated Research Laboratory
- » Organic Agriculture R&D Center
- » Meat Processing Laboratory
- » Clonal Nursery

Satellite

- » Apiculture Research and Development Center
- » Mushroom Hub and Processing Center
- » Herbal Processing Center
- » Nipa Processing Center
- » Center for Hazard and Environmental Resources Mapping



CITIZEN'S CHARTER

ABOUT SLSU

Formerly Southern Luzon Polytechnic College (SLPC), Southern Luzon State University (SLSU) is a prime institution of higher learning in Lucban, province of Quezon. The main campus is situated at the foot (420 meters above sea level) of Mt. Banahaw, Lucban, Quezon, a town approximately 130 kilometers south of Metro Manila. With its initiative towards academic excellence, the University continues to flourish academically. This is evidenced by the recognition of the Professional Regulatory Commission (PRC) that SLSU is a top-performing school in the different professional licensure examinations, including Nursing, Agriculture, Education, Engineering and Forestry.

The University primarily draws her academic strength from the highly-competent team of faculty composed of 52 doctorate degree and 195 masters degree holders. The Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACUP) has also accredited 48 programs being offered by the University.

Among the University's achievements during the present administration includes the strengthening of the Faculty and Staff Development Program (FSDP), conversion from a state college into a state university, development of new research and extension projects, construction of the new University Library, Administration Building, Business Resource Center (Hotel) and various scientific laboratory facilities, international collaboration, and re-establishing new linkages from various government and non-government organizations.

LEGAL BASIS

Republic Act No. 9395. An Act converting the Southern Luzon Polytechnic College in the Municipality of Lucban, Province of Quezon, its units and satellite campuses in the municipalities of Sampaloc, Infanta, Polillo, Tagkawayan, Alabat, Tiaong, and the Lucena Dual-Tech Livelihood and Training Center in the City of Lucena, all in the Province of Quezon, into a State University to be known as the Southern Luzon State University (SLSU).

GENERAL 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.



CITIZEN'S CHARTER

THE GOVERNING BOARD

The Governing Board of the University shall be the Board of Regents, hereinafter referred to as the Board, which shall be composed of the following:

- a. **Hon. Lilian A. De Las Llagas**, The Chairperson of the Commission on Higher Education (CHED), Chairman;
- b. **Hon. Marissa C. Esperal**, The Officer-In-Charge, Office of the University President, Vice-Chairperson;
- c. **Hon. Emmanuel Joel Villanueva**, The Chairperson of the Committee on Higher and Technical Education of the Senate, Member;
- d. **Hon. Mark O. Go**, The Chairperson of the Committee on Higher and Technical Education of the House of Representatives, Member;
- e. **Hon. Luis G. Banua**, The Regional Director of the National Economic and Development Authority (NEDA), Member;
- f. **Hon. Alexander R. Madrigal**, The Regional Director of the Department of Science and Technology (DOST), Member;
- g. The President of the Federation of Faculty Associations, Member;
- h. **Hon. Maria Ana R. Cabrera**, The President of the Federation of Student Councils, Member;
- i. **Hon. Joel E. Erandio**, The President of the Federation of Alumni Associations of the University, Member;
- j. **Hon. Renato V. Deveza**, Private Sector Representative, Member;
- k. **Hon. Lucy Licup-Copok**, Private Sector Representative, Member.



CITIZEN'S CHARTER

EXTENSION PROGRAMS

- » Environmental and Protection and Awareness
- » Community Outreach
- » Technology Promotion and Commercialization
- » Livelihood and Skills Training

GENDER AND DEVELOPMENT PROGRAM

- » Women Studies
- » Gender and Development Researches
- » Community Development
- » Women and Children's Welfare
- » Capacity-Building Programs



CITIZEN'S CHARTER

Performance 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.

By these we pledge,

*Because everyone deserves to be served by the
SLSU Family*



CITIZEN'S CHARTER

PROCEDURES FOR FILING COMPLAINTS

Clients: Individuals/Organizations

Requirements: Letter/ Accomplished Complaint Form

Total/Maximum Duration of Process: 30 Minutes

Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity	Requirements
Register with the Public Assistance and Complaint Desk Staff about the nature of complaint	The PACD shall evaluate the request	PACD Staff	Ground Flr. of the Admin. Bldg.	10 minutes	Complaint Letter / Accomplished Complaint Form
Fill up the Complaint Form	The PACD Staff shall interview and provide a general information orientation on the complaint procedure	PACD Staff	Ground Flr. of the Admin. Bldg.	As necessary	None
	The PACD Officer shall endorse the complaint to the concerned officer for appropriate action	PACD Staff	Ground Flr. of the Admin. Bldg.	As necessary	None
	The concerned office shall endorse the complaint to the concerned officer for appropriate action	Concerned Office	Where located	As necessary	None
Receive feedback about the complaint through email/ mail	The PACD Staff provides feedback to the client	PACD Staff	Ground Flr. of the Admin. Bldg.	As necessary	None

*If you wish to file a complaint, you may call the Public Assistance and Complaint Desk at (042) 540-4087.



CITIZEN'S CHARTER

OFFICE OF THE PRESIDENT

The Office of the President assumes general direction over the affairs of the institution.

OFFICER-INCHARGE, OFFICE OF THE PRESIDENT

DR. MARISSA C. ESPERAL

Phone Number: (042) 540-4087 loc. 156
4th Flr., Admin. Bldg., SLSU-Lucban

VICE-PRESIDENTS

ACADEMIC AFFAIRS

DR. MARISSA C. ESPERAL

Phone Numbers: (042) 540-4087 loc. 122 or 108
3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

ADMINISTRATIVE AND FINANCIAL AFFAIRS

ENGR. MARIA CORAZON B. ABEJO

Phone Number: (042) 540-4087 loc. 112
3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

RESEARCH, EXTENSION, PRODUCTION & DEVELOPMENT

DR. GONDELINA A. RADOVAN

Phone Number: (042) 540-4087 loc. 107
3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

UNIVERSITY AND BOARD SECRETARY

AURORA L. SUMAGUE

Phone Number: (042) 540-4087 loc. 102
3rd Flr. Left Wing, Admin. Bldg., SLSU-Lucban



CITIZEN'S CHARTER

OFFICE OF THE PRESIDENT

DIRECTORS

INTERNAL AUDIT SERVICES

MARITESS O. VILLA

Phone Number: (042) 540-4087 loc. 147
2nd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

OFFICE OF INTERNATIONAL AND ALUMNI AFFAIRS

NORDELINA B. ILANO

Phone Number: (042) 540-4087 loc. 114/117
2nd Flr. Left Wing, Admin. Bldg., SLSU-Lucban

ALABAT CAMPUS

DR. JOBERT G. LOMBOY

Phone Number: (042) 302-8286
Francia St. Brgy. 5 Poblacion, Alabat Quezon

GUMACA CAMPUS

JIMSON F. OLIVEROS

Phone Number: (042) 317-7813
Telefax: (042) 312-7813
Brgy. Tabing Dagat, Gumaca Quezon

LUCENA CAMPUS

DR. FREDERICK T. VILLA

Phone Number: (042) 797-1822
Purok Baybayin, Iba. Dupay, Lucena City

TAGKAWAYAN (JGE) CAMPUS

Dr. FELIX B. LAMPOS

Phone Number: (042) 304-8219
Brgy. Rizal, Tagkawayan Quezon

PLANNING AND DEVELOPMENT OFFICE

MOSES T. MACALINAO

Phone Number: (042) 540-4087 loc.131
1st Flr. Emilio Aguinaldo Bldg., SLSU-Lucban

CIVIL SAFETY AND SECURITY UNIT

ESPIRIDION G. CANINO

Phone Number: (042) 540-4087 loc. 126
1st Gate, SLSU-Lucban

CATANAUAN CAMPUS

DR. MANUEL P. DE LOS SANTOS

Phone Number: (042) 315-8145
Brgy. 2, Catanauan Quezon

INFANTA CAMPUS

DR. VIOLETO N. CORONACION

Phone Number: (042) 535-4355
Brgy. Tongohin, Infanta Quezon

POLILLO CAMPUS

DR. VIOLETO N. CORONACION

Phone Number: (042) 314-8143
Brgy. Sibulan, Polillo Quezon

TIAONG CAMPUS

ENRICO S. SAJUL

Phone Number: (042) 545-6423
Brgy. Lagalag, Tiaong, Quezon



CITIZEN'S CHARTER

ACADEMIC AFFAIRS

The Academic Affairs (AA) shall be responsible for encouraging and promoting new programs, evaluation and improvement of existing programs, educational change and innovation, and for providing leadership and guidance in all the academic areas in the university.

VICE-PRESIDENT

DR. MARISSA C. ESPERAL

Phone Numbers:(042) 540-4087 loc. 122 or 108
3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

DEANS/HEADS/DIRECTORS

COLLEGE OF AGRICULTURE

DR. AMALIA E. ALMAZOL

Phone Number:(042) 540-4653
2nd Flr. Agriculture Bldg., Brgy. Ayuti, SLSU-Lucban

COLLEGE OF ALLIED MEDICINE

DR. EVANGELINE B. MECIJA

Phone Number: (042) 540-6638
G/F Left Wing, Melchora Aquino Bldg., SLSU-Lucban

COLLEGE OF ARTS AND SCIENCES

DR. MARI JANE A. LEE

Phone Number:(042) 540-4087 loc. 139
G/F Left Wing, Jose Rizal Bldg., SLSU-Lucban

COLLEGE OF ADMINISTRATION, BUSINESS, HOSPITALITY AND MANAGEMENT

DR. JOANNA PAULA A. ELLAGA

Phone Number:(042) 540-6291
2nd Flr. Right Wing, New CBA Bldg., SLSU-Lucban

COLLEGE OF ENGINEERING COLLEGE OF INDUSTRIAL TECHNOLOGY

ENGR. MARIA ROSSANA D. DE VELUZ

Phone Number:(042) 540-4271
(CEN) 3rd Flr., M.H. Del Pilar Bldg., SLSU-Lucban
(CIT) 2nd Flr. Left Wing, GAB Bldg., SLSU-Lucban

COLLEGE OF TEACHER EDUCATION

DR. NILO H. DATOR

Phone Number: (042) 540-4087 loc. 137
2nd Flr. Right Wing, GAB Bldg., SLSU-Lucban

INSTITUTE OF HUMAN KINETICS

EMELITA N. CADA

Phone Number: (042) 540-4087 loc. 136
G/F University Gymnasium, SLSU-Lucban

STUDENT SERVICES

EDSEL P. PAROAN

Phone Number: (042) 540-4087 loc. 126
1st Gate SLSU Lucban

LABORATORY HIGH SCHOOL

PROF. RECIE E. BEATRIZ

Phone Number: 540-7576
1st Flr., J. Luna Bldg., SLSU-Lucban

INSTRUCTION AND QUALITY ASSURANCE OFFICE

DR. RICARYL CATHERINE P. CRUZ

Phone Number: (042) 540-4087 loc. 155
2nd Flr. Left Wing, Admin.Bldg., SLSU-Lucban

UNIVERSITY LIBRARY

DR. GILLIAN PORTIA P. DIMARANAN

Phone Number: 540-7468 ; (042) 540-4087 loc. 140
G/F University Library, SLSU Lucban

UNIVERSITY REGISTRAR

ENGR. REYNALDO M. IGNACIO

Phone Number: 540-4763 ; (042) 540-4087 loc. 153
G/F Gomburza Bldg., SLSU-Lucban



CITIZEN'S CHARTER

ADMINISTRATIVE AND FINANCIAL AFFAIRS

The Office of the Vice President for Administrative and Financial Affairs (AFA) shall plan, manage, supervise and evaluate non-teaching personnel. The office shall likewise assist the President in the formulation and implementation of laws, policies, rules and regulations, programs and projects of the University on administrative and financial matters. Moreover, the office shall coordinate and integrate programs, projects and activities for economical, and effective management of the administrative and financial affairs.

VICE-PRESIDENT

ENGR. MARIA CORAZON B. ABEJO

Phone Number: (042) 540-4087 loc. 112

3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban

HEAD OF OFFICE

ACCOUNTING

ERWIN D. VILLAVERDE

Phone No.: (042) 540-1728

G/F Left Wing, Admin. Bldg.,
SLSU-Lucban

BUDGET

MARIA CRISTINE D. ABSULIO

Phone No.: (042) 540-7523

G/F Right Wing, Admin. Bldg.,
SLSU-Lucban

CASHIER

HECTOR A. MACARAAN

Phone No.: (042) 540-4087 loc. 125

G/F Right Wing, Admin. Bldg.,
SLSU-Lucban

UNIVERSITY HEALTH SERVICES

MA. GENEVIEVE L. CUARTO, M.D.

Phone No.: (042) 540-8637

G/F New CBA Bldg., SLSU-Lucban

HUMAN RESOURCE MANAGEMENT

MARIDEL C. ZABELLA

Phone Nos.: (042) 540-6608

2nd Flr. Left Wing, Admin. Bldg., SLSU-Lucban

SUPPLY AND PROPERTY OFFICE

VICTOR V. VILLON

Phone Nos.: (042) 540-6519; 540-4087 loc. 128

Former Nakamura Kiddie Center SLSU-Lucban

BUSINESS AFFAIRS

ENGR. MELANIE S. CADAQ

Phone No.: (042) 540-2597

2nd Flr. New CBA Bldg., SLSU-Lucban

PHYSICAL PLANT AND FACILITIES

ENGR. MARIA CORAZON B. ABEJO

Phone No.: (042) 540-4087 loc. 110

1st Flr. Andres Bonifacio Bldg., SLSU-Lucban

PROCUREMENT

MARGARITA C. PLACINO

Phone No.: (042) 540-6519; 540-4087 (148)

1st Flr. Hermano Pule Bldg., SLSU-Lucban



CITIZEN'S CHARTER

ACCOUNTING OFFICE

G/F Left Wing, Admin. Bldg., SLSU-Lucban
Phone No.: (042) 540-4087 loc. 120/ 540-1728

INTRODUCTION

The Accounting Office serves the administration, faculty, employees, students, suppliers and other clients by consistently contributing to the development of the University thru planning and management of office, communicating transactions involving receipts, utilization, disposition and management of government funds and properties.

OBJECTIVES

The main function of the Accounting office is to provide reliable financial information based on the data received from the Budget, Cashier, Supply and other offices. As mandated by COA, the office conforms with the accounting system as prescribed by the New Government Accounting System (NGAS) and the Generally-Accepted State Accounting Principles.

SERVICE UNITS/TRANSACTIONS

- » Enrollment
- » Posting of Accounts
- » Signing of Clearance and Issuance of Examination Permit
- » Voucher Preparations
- » Financial Reports Preparation (Journals, Ledgers, Bank Reconciliation, Financial Statements, etc.)
- » Maintenance of Book of Accounts (Regular Fund, STF,IGP,Project Funds)
- » Preparation of Alphalist, Remittance of Taxes (PS, MOOE,CO)
- » Submission of paid vouchers
- » Maintenance of Index Payments (Payroll Deduction, Disallowance,etc.)
- » Preparation of Billings (Unifast, TES)
- » DBM Reports Preparation
- » Senate and Congress Reports Preparation

ERWIN D. VILLAVERDE
Officer-In-Charge,Accounting Office



CITIZEN'S CHARTER

ACCOUNTING OFFICE

SIGNING OF STUDENT CLEARANCE AND ISSUANCE OF EXAMINATION PERMIT

Clients: All Students

Requirements: Student Clearance, Identification Card and Official Receipt

Total/Maximum Duration of Process: 2 Minutes

STEP	WHAT APPLICANT/ CLIENT SHOULD DO	UNIVERSITY SERVICE PROVIDER	DURATION OF ACTIVITY*	PERSON RESPONSIBLE	FEES	FORM TO USE/ DOCUMENT TO OBTAIN
1	Present Clearance signed by the College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt	Accounting Office	30 secs.	Accounting Support Staff	None	Registration Form Official Receipt Clearance Form
2	Get back your signed clearance form and received the Examination Permit	Accounting Office	1min.	Accounting Support Staff	None	Signed Clearance Examination Permit

*Under Normal Circumstances

ERWIN D. VILLAVERDE, CPA, DBA
 Head, Accounting Office
 G/F Left Wing, Admin., Bldg.
 SLSU-Lucban
 Phone No.: (042) 540-1728



CITIZEN'S CHARTER

CASHIERING OFFICE

G/F Right Wing, Admin. Bldg., SLSU-Lucban
Phone Nos.: (042) 540-4087 loc. 123 / 125
Email: hamacaraan@slsu.edu.ph

INTRODUCTION

The office of the Cashier, under the Administrative and Financial Services, is concerned with the safeguarding of the financial resources of the University through the application of the government rules, regulations and laws mandated and promulgated by the national government. The Office also supports the University in different areas of activities such as collection of different fees and disbursement of funds.

OBJECTIVES

The University Cashiering Office is responsible for collecting and disbursing of all University related funds. The objective of the Cashiering Office is to ensure that monies due to or belonging to the government are received and accounted for in a manner which assures a complete and adequate record of each transaction and assures monetary control over the receiving official/employee. The operation of this office is designed to aid the University in handling receipts as required by statute. The office also provides financial services through the disbursement of different funds.

SERVICE UNITS/TRANSACTIONS

Collection of Fees

- » Departmental Receipts
- » Scholarship Receipts
- » Special Fees
- » Fines and Penalties
- » Special Billings
- » Student Registration Tuition and Fees
- » Collections on Student Accounts Receivables
- » Receipts from Interdepartmental Billings

Disbursement of Funds

- » Personal Services
- » Fiduciary Funds
- » Capital Outlay
- » Income Generating Projects
- » Maintenance and Other Operating Expenses

HECTOR A. MACARAAN
Head, Cashiering Office



CITIZEN'S CHARTER

CASHIERING OFFICE

COLLECTING OF FEES

Clients: Students and the Public

Requirements: Identification Card / Registration Form / Billing Statement

Total/Maximum Duration of Process: 2 Minutes

STEP	WHAT APPLICANT/ CLIENT SHOULD DO	UNIVERSITY SERVICE PROVIDER	DURATION OF ACTIVITY*	PERSON RESPONSIBLE	FEES	FORM TO USE/ DOCUMENT TO OBTAIN
1	Present the Registration Form or ID (for student) Present the Billing Statement (for tenants and other clients)	Cashiering Office	15 secs.	Collecting Officer	None	Registration Form Billing Statement
2	Wait for the Verification of Fees then Pay	Cashiering Office	2mins.	Collecting Officer	None	None
3	Obtain Official Receipt	Cashiering Office	15 secs.	Collecting Officer	None	Official Receipt

*Under Normal Circumstances

HECTOR A. MACARAAN
 Head, Cashiering Office
 G/F Right Wing, Admin. Bldg., SLSU-Lucban
 Phone Nos.: (042) 540-4087 loc. 123 / 125
 hamacaraan@slsu.edu.ph



CITIZEN'S CHARTER

CASHIERING OFFICE

DISBURSEMENT TO SUPPLIERS / CREDITORS

Clients: Students and the Public

Requirements: Identification Card (and/or Certification to claim payment)

Total/Maximum Duration of Process: 2 Minutes

STEP	WHAT APPLICANT/ CLIENT SHOULD DO	UNIVERSITY SERVICE PROVIDER	DURATION OF ACTIVITY*	PERSON RESPONSIBLE	FEES	FORM TO USE/ DOCUMENT TO OBTAIN
1	Present valid Identification Card and/or certification as representative to claim payment	Cashiering Office	15secs.	Disbursing Officer	None	None
2	Sign the Voucher	Cashiering Office	1 min.	Disbursing Officer	None	None
3	Obtain Payment	Cashiering Office	15secs.	Disbursing Officer	None	None*

*the client will receive the check/cash.

HECTOR A. MACARAAN
Head, Cashiering Office
G/F Right Wing, Admin. Bldg., SLSU-Lucban
Phone Nos.: (042) 540-4087 loc. 123 / 125
hamacaraan@slsu.edu.ph



CITIZEN'S CHARTER

UNIVERSITY LIBRARY

G/F University Library Bldg., SLSU-Lucban
Phone Nos.: (042) 540-7468 ; 540-4087 loc. 140
Email: libraryslsu@gmail.com

INTRODUCTION

The present University Library building is a three-storey building. It is SLSU's center of knowledge and houses different sections of the library such as an audio-visual room, stack area, librarian's offices, internet room and spacious lobby. It has a total collection of 20,181 volumes of books, journals for different core subjects and non-print materials, and it has a fully automated system.

OBJECTIVES

- » To support the University's graduate and undergraduate programs in its instructional, research and information needs
- » To provide resources, facilities and services to the SLSU academic community as a means to achieve the University goals and objectives
- » To collect library materials in all formats and update all collections to meet the needs of the SLSU programs to support the various aspects of the university : Instruction, Research and Extension
- » To develop, enrich and maintain the library collection in terms of course offered and programs of the college
- » To provide current library materials and database that support the academic curriculum
- » To provide access to information resources regardless of location
- » To ensure that resource available are current appropriate and accessible 24/7
- » To Provide access to Library resources and servers via online resources, Wi-Fi, Web-OPAC and virtual classroom
- » To extend services to non-SLSU students within the limits of its resources

SERVICE UNITS/TRANSACTIONS

- » E-Library Services: virtual class room, Wi-Fi, e-books, E-Journals, Internet.
- » Teaching Services
- » Readers Services - General Circulation, Periodical, Thesis (Assist in handling the charging out and return of books for overnight and library use.)
- » Referral Services (Process referral letter request from any member of the faculty, staff and students who want to use the library of other institutions)
- » Current Awareness Services
- » Audio Visual Room - RPN Hall
- » Give permission to outside students and researches who present a letter seeking permission to research and use the library facilities.
- » Give students, faculty , staff and researchers permission to access the collection and assist them in locating materials
- » Signing of Clearance

DR. GILLIAN PORTIA P. DIMARANAN
University Librarian



CITIZEN'S CHARTER

UNIVERSITY LIBRARY

LENDING OF BOOK(S) AND OTHER LIBRARY MATERIALS

Clients: Students

Requirements: Identification Card

Total/Maximum Duration of Process: 2 Minutes

STEP	WHAT APPLICANT/ CLIENT SHOULD DO	UNIVERSITY SERVICE PROVIDER	DURATION OF ACTIVITY*	PERSON RESPONSIBLE	FEES	FORM TO USE/ DOCUMENT TO OBTAIN
1	Present Identification Card for barcode recognition	University Library	1 min.	Library Support Staff	None	ID
2	Choose book/s materials to borrow, wait until charged	University Library	1 min.	Library Support Staff	None	None
3(a)	If borrowing for photocopy, secure slip to bring out material	University Library	2 mins.	Library Support Staff	None	Photocopying Slip
3(b)	If borrowing for overnight, secure book receipt	University Library	2 mins.	Library Support Staff	None	Book Receipt
4	Present ID upon return of book/s or library materials for discharging	University Library	3 mins.	Library Support Staff	None	None
5	Returning overdue books	University Library	3 mins.	Library Support Staff	Student – P 10.00 per day/book Faculty – P15.00 per day/book	None

DR. GILLIAN PORTIA P. DIMARANAN
University Librarian



CITIZEN'S CHARTER

OFFICE OF THE UNIVERSITY REGISTRAR

G/F Gomburza Bldg., SLSU-Lucban

Phone Nos.: (042) 540-4763 ; 540-4087 loc. 153

Email: rmignacio@slsu.edu.ph

INTRODUCTION

The Office of the University Registrar (OUR), a group of conscientious and committed individuals, shall primary provide its clientele's required/needed services. It is committed to compliment/support the University for the effective and efficient realization of its Vision and Mission.

The OUR way and commitment is to be:

- » Service-Oriented
- » Service-Effective
- » Service-Efficient
- » Clientele-Friendly
- » Honest
- » Trustworthy

OBJECTIVES

- » Efficient and effective management of student records.
- » Total quality service to the students and other academic community stakeholders.

SERVICE UNITS

- » Receiving and Releasing Section
- » Encoding Section
- » Evaluation Section
- » Record Section

SERVICE TRANSACTIONS

- » Enrollment/Registrations
- » Adding, Changing, Dropping of Subjects
- » Student Accounting for Graduation
- » Processing and Issuance of Transcript of Records and Other Student's Credentials (i.e. various certificates, transfer credentials, CAV, etc.)
- » Evaluation of Student Records
- » Records Management
- » Curriculum Information Dissemination
- » Issuance of Various Certifications
- » Issuance of Transfer Credentials

ENGR. REYNALDO M. IGNACIO
Office of the University Registrar



CITIZEN'S CHARTER

OFFICE OF THE UNIVERSITY REGISTRAR

GUIDELINES ON THE 7/14/30 DAYS PROCESSING TIME OF REQUESTS AND EXPRESS LANE

PROCESSING TIME OF REQUESTS

PROCESSING TIME (UNWC)	COVERED TRANSACTIONS	CLAIM DATE COMPUTATION
7 DAYS	a. Authentication of documents (TOR, Official Registration Form, etc.) not more than 10 sets b. CAV c. Certifications (Enrolment, Graduation...) d. Copy for... TOR	i.e. date of request + 7 days e.g. date of request: 8 th day of the month claim date: 15 th day of the month
14 DAYS	a. Transfer credentials of student who had graduated b. Second copy of TOR and CWA c. Authentication of document/s (more than 10 sets)	i.e. date of request + 14 days e.g. date of request: 5 th day of the month claim date: 19 th day of the month
30 DAYS	a. Graduation credentials (i.e. TOR & Certificate of Graduation) b. CWA c. Second Copy of Diploma d. Multiple requests (i.e. requesting for several documents) e.g. PD 907 documents e. Evaluation/Accounting of student's academic standing f. Transfer credential of undergraduate student	i.e. date of request + 30 days e.g. date of request: 1 st day of the month claim date: 1 st day of the ff. month <i>*If request month has only 30 days then claim date is the same date of the following month, and if request month has 31 days then claim date is date request minus on of the following month e.g. date of request: January 25 claim date: February 24</i>

NOTE:

- If the "claim date" falls on a holiday then "claim date" shall be on the next working day following the holiday/s
- If the "claim date" falls on a Saturday/Sunday then "claim date" shall be on Monday following said Saturday & Sunday

EXPRESS LANE (FEE: Php 300)

PROCESSING TIME	COVERED TRANSACTIONS	REMARKS
Within the day	a. Authentication of documents (not more than 6 sets) b. Second Copy of TOR c. Certification of Enrolment d. Certification of Units Earned e. Transfer Credentials of student who had graduated	<ul style="list-style-type: none"> Filing of request done before 11 o'clock a.m. Releasing time between 4 o'clock & 5 o'clock p.m. The University Registrar is at the office
Within 7 days	a. Authentication of documents (more than 6 sets) b. First copy of an undergraduate TOR (i.e. have not graduated) c. Transfer Credentials of undergraduate student d. CARMA e. CWA of a student who had graduated	NOTE: OUR will only cater to a maximum of 12 requests/day



CITIZEN'S CHARTER

OFFICE OF THE UNIVERSITY REGISTRAR

REQUEST FOR ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

Schedule of Availability of Service: Regular working days (Monday to Friday from 8:00 am to 5:00 pm)

Who can avail: Students or duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Receipt of Payment
4. Necessary number of documentary stamp/s
5. Authorization letter (if request is made thru a representative)
6. Original and photocopies of a valid ID of the student and representative

Duration: 30 days (UNWC) 1st Copy: 14 days (UNWC) 2nd Copy

Fees: **Php 100.00** (first Two pages) **Php 60.00** (additional page/TOR)

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

How to Avail of the Service:

Step	What Applicant/Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/Document to Obtain
1	Proceed to the OUR Window 1. Ask for forms.	Office of the University Registrar (OUR) - Receiving and Releasing System	2 min.	Registrar's Clerk	Request Form (RF) and Clearance Form (CF)
2	Accomplish RF completely & correctly				Request Form
3	Accomplish signing of clearance (if needed)	Respective College/ Office of Student Affairs and Services/Library/ Accounting Office	5 min. per office	Head of office or duly authorized personnel	Clearance Form
4	Pay fee	Cashier's Office	3 min.	Cashier's Clerk	Official Receipt (OR)
5	Submit duly accomplished forms and OR. Get claim stub	OUR	2 min.	Registrar's Clerk	RF, CF, OR and Claim Stub
6	Follow up status of request (optional)	OUR	2-3 min.	Registrar's Clerk	
7	Return to OUR on/ before Claim Date to claim TOR (present authorization letter & valid ID if representative)	OUR	9 min	Registrar's Clerk	Claim Stub & TOR
8	Acknowledge receipt of TOR	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST FOR ISSUANCE OF CAV

Schedule of Availability of Service: Regular working days (Monday to Friday from 8:30 am to 4:30 pm)

Who can avail: Graduate and undergraduate students or duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Official receipt of payment
3. Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students
4. Clear and clean photocopies of TOR and diploma (i.e. laser copies using at least a "Substance 20" paper
5. Necessary number of documentary stamps
6. Authorization letter (if request is made thru a representative)
7. Original and photocopies of a valid ID's of student and representative

Duration: 7 days (UNWC)

Fees: Php 200.00

Location of the Unit/Office: Registrar's Office and Cashier's Office

How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) - Window 1	1 min	Registrar's Clerk	Request Form (RF)
2	Accomplish RF correctly and completely				Request Form (RF)
3	Pay request fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
4	Submit RF, original & photocopies of TOR and diploma, OR and other requirements. Get claim stub	OUR	24 min	Registrar's Clerk	Request Form (RF), Official Receipt (OR) & Claim Stub
5	Present Claim Stub to claim CAV (present authorization letter & valid ID if representative)	OUR Window 1	6 min	Registrar's Clerk	Claim Stub, CAV
6	Acknowledge receipt of CAV	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST FOR ISSUANCE OF GRADUATE'S CREDENTIALS

Schedule of Availability of Service: Regular working days (after the commencement exercises)

Who can avail: New graduates or their duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Receipt of payment for graduation fees & receipt for any additional fees
4. Certification of submission of bound thesis copies
5. Necessary number of documentary stamps
6. Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ nametag, NSO Birth Certificate, etc.)
7. Letter of explanation of non-attendance to commencement exercises duly noted by apparent and the College Dean
8. Student's University ID
9. Authorization Letter (if request is made thru a representative)
10. Original & photocopies of a valid ID of student (and representative)

Duration: 30 days (UNWC) ; the client may inquire as to the of his/her request 10 days after the filing date

Fees: Php 100.00 (first Two pages) **Php 60.00** (additional page/TOR) **Php 100.00** (additional certification)

Location of the Unit/Office: Office of the University Registrar, Respective College and Cashier's Office

How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk	Request Form (RF)
2	Accomplish RF completely & correctly				Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk	RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk	
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR	9 min	Registrar's Clerk	Claim Stub & TOR
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST AND ISSUANCE OF CERTIFICATE OF WEIGHTED AVERAGE (CWA - G.S, B.S, UNDER-GRADUATED/CWA-HS)

Schedule of Availability of Service: Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

Who can avail: Students or their duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Official Receipt
4. Necessary number of documentary stamps
5. Authorization Letter (if request is made thru a representative)

Duration: 14 days (UNWC)

Fees: Php 100.00

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk	Request Form (RF)
2	Accomplish RF completely & correctly				Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk	RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk	
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk	Claim Stub & CWA
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

AUTHENTICATION OF DIPLOMA/TOR/REG. FORM

Schedule of Availability of Service: Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

Who can avail: Students or their duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Official Receipt
3. Necessary number of documentary stamps
4. Authorization Letter (if request is made thru a representative)
5. Original and photocopies of a valid ID's of student and representative
6. Clear and clean photocopies of document/s to be authenticated with the original copies

Duration: 7 days (UNWC)

Fees: Php 50.00

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk	Request Form (RF)
2	Accomplish RF completely & correctly				Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk	RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk	
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk	Claim Stub & Authenticated documents
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST AND ISSUANCE OF VARIOUS CERTIFICATIONS (I.E. ENROLMENT, UNITS EARNED, CARMA)

Schedule of Availability of Service: Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

Who can avail: Students or their duly authorized representative

What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Official Receipt
4. Necessary number of documentary stamps
5. Authorization Letter (if request is made thru a representative)
6. Original & photocopies of a valid ID's of student & representative
7. Photocopy of registration form last semester of attendance
8. Dean's certification of passing the comprehensive examinations for CARMA

Duration: 7 days (UNWC)

Fees: Php 100.00/Certification

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF) and Clearance Form (CF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk	Request Form (RF) and Clearance Form (CF)
2	Accomplish RF completely & correctly				Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk	RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk	
6	Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk	Claim Stub & Requested certifications
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST AND ISSUANCE OF STUDENT ACCOUNTING/EVALUATION PRIOR TO APPLICATION FOR GRADUATION

Schedule of Availability of Service: Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

Who can avail: Prospective graduating students or their authorized representative

What are the requirements:

1. Duly accomplished request form
2. Official Receipt
3. Authorization Letter (if request is made thru a representative)
4. Original and photocopies of a valid ID's of student and representative
5. Course/program prospectus of curriculum

Duration: 30 days (UNWC)

Fees: Php 100.00

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window Assign per College	2 min	Registrar's Clerk	Request Form (RF)
2	Accomplish RF completely & correctly				Request Form
3					
4	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Official Receipt (OR)
5	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk	RF, CF, OR and Claim Stub
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window Assign per College	9 min	Registrar's Clerk	Claim Stub & Requested documents
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk	RF and Logbook



CITIZEN'S CHARTER

REQUEST ISSUANCE OF TRANSFER CREDENTIALS

Clients: Transferring students to another University/College

Requirements:

- » Duly/Completely accomplished Request Form
- » Duly/Completely signed Clearance (if Needed)
- » Receipt of Payment
- » Necessary Number of Documentary Stamp/s
- » Authorization Letter (if request is made thru a representative)
- » Original & Photocopies of a Valid ID of student and representative
- » F137 (if not yet submitted)
- » Other entrance requirements of students failed to submit during enrolment
- » Student ID

Schedule of Availability of Services:

1. Regular working days (Monday to Friday; 8:30 a.m to 4:30 p.m)

Duration: (UNWC) 14 days for student who graduated and 30 days for the undergraduate students

Fees: 50 pesos Good Moral Certificate

250 pesos TC (includes copy of grades if undergraduate & TOR to be sent to the Du-

ration: shcool

Location of the Unit/Office: Office of the University Registrar and Cashier's Office

How to Avail of the Service:

Step	Applicant/Client Step	Agency Action	Person Responsible	Duration of Activity*
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	Registrar's Clerk	2 min.
2	Accomplishes completely and correctly RF			
3	Proceeds to offices concerned for signing of clearance (if needed)	Check offices records to see if students have no pending obligation/ responsibility then signs CF if student is clear of any financial/material responsibilities	Head of office or duly authorized personnel	5 min per office or unit
4	Proceeds to Cashier's office and pays fees	Receives payment and issues corresponding official receipt (OR), then fills-up Cashier's Box in RF	Cashier Personnel	3 min.



CITIZEN'S CHARTER

Step	Applicant/Client Step	Agency Action	Person Responsible	Duration of Activity*
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	<ul style="list-style-type: none"> » Accept and verifies/checks submitted forms & requirements » Goes to the records section and ask CIC-RSS to look for and get SF » Searches and secures SF from the storage cabinets/shelves records it in his/her logbook and gives it to the CIC-RRS » Receives SF and acknowledges receipt thereof » Checks student file as to previous submissions/requirements (if necessary remind and ask student for submission of lacking requirements before accepting RF & issues VRF) » 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 » Returns checked printed copy to encoder for necessary corrections and final printing together w/ SF » Encodes correction & prints a copy, duplicate of TOR & copy of grades, signs and records it in his/her logbook » Prepares and accomplishes transfer credentials form, records finished documents in his/her logbook and endorse the same & SF to Registrar for signing » Visually check finished documents and SF, records it in his logbook then signs the documents » 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>CIC-RRS</p> <p>CIC-RRS</p> <p>CIC-RRS</p> <p>CIC-RRS</p> <p>CIC-RRS</p> <p>CIC-RRS</p> <p>CCE</p> <p>DCEn</p> <p>CIC-RRS</p> <p>University Registrar</p> <p>CIC-RRS</p>	<p>2 min</p> <p>1min</p> <p>10-15 min</p> <p>1 min</p> <p>3 min</p> <p>2min</p> <p>1min</p> <p>3 to 5 min</p> <p>2 to 3 min</p> <p>3 min</p> <p>2min</p>



CITIZEN'S CHARTER

Step	Applicant/Client Step	Agency Action	Person Responsible	Duration of Activity*
6	May call OUR to inquire as to status of request (optional)	» Answers phone call & check status of client's request	CIC-RRS	2-3 mins
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	CIC-RRS	2 min
		» Presents the Transfer Credential to client to visually check correctness of the same	CIC-RRS	5 min
		» Attached document stamp to Transfer Credentials and dry seal Transfer Credentials, issues the same to client	CIC-RRS	2 min
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	CIC-RRS	1min
		» Receives SF and acknowledges receipt thereof	CIC-RSS	1min
		» Returns SF to its Storage cabinet/shelf	CIC-RSS	1min
9	Issues a CSS		CIC-RRS	
10	May or may not accomplish CSS			
11	Drops accomplished CCS to designated box			