



# **SOUTHERN LUZON STATE UNIVERSITY**

## **CITIZEN'S CHARTER**

(Updated as of July, 2020)



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(Updated as of July, 2020)



## **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/External Services**



## 1. Confirmation and Admission of Students

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

<b>Office or Division:</b>		Student Admission Office, Colleges and Campuses		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Result of Examination		Admission Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>Verifies the examinee no., name, admission grade and exam score of the applicant on the list</li> <li>Endorse the qualifiers to the respective colleges and campuses</li> </ul>	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"> <li>• Send confirmation slip thru email</li> <li>• Instructs the qualifier for the online enrollment</li> </ul>			
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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.

<b>Office or Division:</b>		University Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For SLSU Students</b>				
1. For activation of student ID, present Identification Card and Registration Form. Fill up Patron Information Form (AA-LIB-2.01F7)	Receives and encodes data of student/s in the Library System (Follett Destiny).	None	3 min.	<i>Library Support Staff</i> University Library
2. Browse the Online Public Access Catalog and copy the call number of the needed book/s or material/s.	Assists the client from using Online Public Access Catalog (OPAC)	None	5 min.	<i>Library Support Staff</i> University Library
3. Retrieve the book at the stack area.	Assists the client	None	4 min.	<i>Library Support Staff</i> University Library
4. If the book/s or material/s will be	<ul style="list-style-type: none"> <li>• Verifies information.</li> </ul>	None	2 min.	<i>Library Support Staff</i> University Library



used inside the library only, present it to the Library Personnel and fill up the book card. ( <i>Can borrow two books at a time.</i> )	<ul style="list-style-type: none"> <li>• Charge book/s or materials/s through scanning of barcode.</li> <li>• Release the book/s.</li> </ul>			
5. If borrowing for photocopy, secure and fill up the book card and photocopying slip to bring out material/s up to 30 minutes only. ( <i>This is allowed only for General Circulation Section and Periodical &amp; General Reference Section</i> ).	<ul style="list-style-type: none"> <li>• Verifies information.</li> <li>• Charge book/s or materials/s through RFID scanning.</li> <li>• Release the book/s.</li> </ul>	None	4 min.	Library Support Staff University Library
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> ).	<ul style="list-style-type: none"> <li>• Verifies information.</li> <li>• Charge book/s or materials/s through RFID scanning.</li> <li>• Release the book/s.</li> </ul>	None	3 min.	Library Support Staff University Library
7. Return the book at the counter after use.	Library Support Staff shall check-in the book/s using the Library System (Follett Destiny).	None	3 min.	Library Support Staff University Library





8. Returning overdue books. Completely fill up the data needed in the Record Book. Pay the corresponding amount.	<ul style="list-style-type: none"> <li>Library Support Staff shall check-in the book/s using the Library System (Follett Destiny).</li> <li>Determine the fines and encode in the system.</li> <li>Notify the student.</li> </ul>	Student – P10.00 per day/book	3 min.	Library Support Staff University Library
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**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.	Receives and encodes data of Non-SLSU Client in the Library System (Follett Destiny).	HS Student - P10.00 College/GS Students - P20.00	5 min.	Library Support Staff University Library
2. Receive Visitors ID. It shall be used in borrowing books for Library Use Only.	Issue Visitors ID	None	3 min.	Library Support Staff University Library
3. Browse the Online Public Access Catalog (OPAC) and copy the call number of the needed book/s or material/s.	Assists the client from using Online Public Access Catalog (OPAC)	None	5 min.	Library Support Staff University Library
4. Retrieve the book at the stack area.	None	None	4 min.	Library Support Staff University Library
5. Present it to the Library Personnel and fill up the book card. (Can borrow two books at a time.)	<ul style="list-style-type: none"> <li>Verifies information.</li> <li>Charge book/s or materials/s through</li> </ul>	None	2 min.	Library Support Staff University Library





	scanning of barcode. • Release the book/s.			
6. Return the book at the counter after use.	Library Support Staff shall check-in the book/s using the Library System (Follett Destiny).	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.

<b>Office or Division:</b>	University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	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.	Welcome Client & issue the Request Form for Records (RF) & Student Clearance Form (SCF) and Order of	None	2 min.	<i>Clerk</i> University Registrar



	Payment Form (OPF) and gives instruction on how to proceed			
2. Accomplish RF completely & correctly	Assists the client in filling up the form	None		
3. Accomplish signing of clearance (if needed)	Check office records to see if student have no pending obligation/ responsibility then sign SCF if student is clear of any financial/material responsibilities.	None	5 min. per office	<i>Head of office or duly authorized personnel</i> University Registrar
4. Pay fee	Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's Box in RF.	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	Accept and verify/ check submitted forms & requirements. » Go to the records section and ask CIC to look for and get Student Search and secure SF from the storage cabinets/ shelves then records it in his/her logbook and give it to the CIC-File (SF).	None	2 min.	<i>Clerk</i> University Registrar



	<p>» Receive SF and acknowledge receipt thereof</p> <p>» If file is complete, the CIC-RRS fill-up CLAIM STUB, which is the lower portion of the Request Form for Records and issue the same to the client, record request in the logbook.</p> <p>» Insert completed request forms in the SF &amp; endorse the same to the assigned College Clerk Evaluator (CCEv).</p> <p>» Receive and update student's permanent record</p> <p>» Endorse Updated Student File (SF) to Designated College Encoder (DCEn)</p> <p>» Encode Student's TOR based from</p>			
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	<p>student's permanent record and print an initial copy for checking purposes</p> <p>»Endorse printed TOR and SF to CCEv</p> <p>»Check printed TOR against permanent record of student &amp; other documents in SF</p> <p>»Return checked printed TOR to DCEn for necessary corrections and final printing together w/ SF</p> <p>»Encode correction/s &amp; store &amp; print a copy &amp; duplicate of TOR, sign and record it in his/her logbook</p> <p>»Endorse printed TOR &amp; Duplicate for signing together with SF to CCEv</p> <p>»Sign TOR &amp; duplicate, records it in his/her logbook</p>			
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	<p>then endorse TOR &amp; SF</p> <p>»Record finished TOR &amp; duplicate in his/her logbook and endorse the same &amp; SF to the University Registrar for final checking &amp; signing</p> <p>»Visually check contents of SF &amp; finished TOR &amp; duplicate then sign the documents</p> <p>»Get signed TOR and duplicate and SF then file it in the designated filing cabinet</p>			
6. Follow up status of request (optional)	Remind client thru phone call/ text message as to the status of client's request.	None	2-3 min.	<i>Clerk</i> University Registrar
7. Return to OUR on/ before Claim Date to claim TOR (present authorization letter & valid ID if representative)	Welcome client, receive CLAIM STUB, which is the lower part of the RF and secure SF from the filing cabinet	None	9 min.	<i>Clerk</i> University Registrar
8. Acknowledge receipt of TOR	<p>Present TOR to client to check correctness of the same</p> <p>» Attach documentary stamp to TOR</p>	None	4 min.	<i>Clerk</i> University Registrar





	and dry seals TOR, issue the same to client with OR.  »Return the SF to the Record Section			
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#### 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.

<b>Office or Division:</b>	University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Request Form (RF)	Issue the Request Form for Records (RF) and Order of Payment Form (OPF) and indicate the number of	None	1 min.	Clerk University Registrar



	document stamps needed			
2. Accomplish RF correctly and completely	Assists the client in filling up the form	None		
3. Pay request fee	Receive payment, issue corresponding official receipts (OR), then fill up Cashier's Box in RF.	Php 200.00	3 min.	<i>Clerk</i> Cashiering Office
4. Submit RF, original & photocopies of TOR and diploma, OR and other requirements. Get claim stub	<p>Accept and verify submitted forms and requirements.</p> <p>»Search and secure SF from the storage cabinets/ shelves then record it in the logbook and give it to the CIC-RRS.</p> <p>»Prepare CAV certification and makes authentication procedures on the photocopies of TOR and Diploma (forward it first to the CCEv for verification of units earned).</p> <p>»Accept and verify the units earned of SF. Record it and endorse to CIC-DCEn</p>	None	24 min.	<i>Clerk</i> University Registrar



	<p>»Encode required certification/s then print a copy for checking purposes.</p> <p>»Endorse printed certification/s to CCEv</p> <p>»Endorse printed certification/s to Record Custodian</p> <p>»Endorse accomplished documents to the University Registrar for signing.</p> <p>»Check/ verify finished documents then affix the signature</p> <p>»Get signed CAV documents. Prepare mailing envelope then enclose and seal CAV documents in it</p>			
5. Present Claim Stub to claim CAV (present authorization letter & valid ID	Welcome client and receive CLAIM STUB Secure/ get from the filing cabinet	None	6 min.	Clerk University Registrar





if representative)	student's file and release CAV			
6. Acknowledge receipt of CAV	Return the SF to the Record Section	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.

<b>Office or Division:</b>	University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	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)	Welcome client, issue Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment (OPF) and give instruction on how to proceed	None	2 min.	Clerk University Registrar
2. Accomplish RF completely & correctly	Check office records to see if student have no pending obligation/ responsibility then sign SCF if student is clear of any financial/material responsibilities.	None		Clerk University Registrar
3. Pay fee	Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's Box in RF.	Php 100.00/set (first Two pages) Php 60.00 (additional page/TOR) Php 100.00 (additional certification)	3 min.	Clerk Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub	Receive and verify/check submitted forms & requirements  »Go to the records section and ask Record Custodian to look for and get Student File (SF)	None	24 min.	Clerk University Registrar





	<p>»Search and secure SF from the storage cabinets/shelves then record it in the logbook and give it to the CIC-RRS</p> <p>»Receive SF and acknowledge receipt</p> <p>» If file is complete the CIC fill-up CLAIM STUB, which is the lower portion of the RF and issue the same to the client, record request in the logbook.</p> <p>»Insert completed request forms in the SF &amp; endorse the same to the College Clerk Evaluator (CCE)</p> <p>»Receive and update student permanent record</p> <p>»Endorse Updated Student File (SF) to Designated</p>			
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	<p>College Encoder (DCEn)</p> <p>»Encode Student's TOR based from student's permanent record and print an initial copy for checking purposes</p> <p>»Endorse printed TOR and SF to CCEv</p> <p>»Check printed TOR against permanent record of student &amp; other documents in SF</p> <p>»Return checked TOR to DCEn for necessary corrections and final printing together w/ SF</p> <p>»Encode correction/s, store &amp; print a copy &amp; duplicate of TOR, sign and record it in his/her logbook &amp; print and sign a certificate of graduation</p>			
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	<p>»Endorse completed/ finished credentials (TOR &amp; duplicate &amp; Certification to CCEv for signing together with SF</p> <p>»Record finished TOR &amp; duplicate in his/her logbook and endorse the same &amp; SF to the University Registrar for final checking &amp; signing</p> <p>»Visually check completed/finished credentials, record it in his logbook then sign the documents</p>			
5. Follow up status of request (optional)	Remind client thru phone call/ text message as to the status of the request	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)	<p>Welcome client, receive CLAIM STUB and secure SF from the filing cabinet</p> <p>»Present credentials to client to check correctness of the same</p>	None	9 min.	<i>Clerk</i> University Registrar



	»Attach documentary stamp to credentials and dry seals credentials, issue credentials same to client with OR			
7. Acknowledge receipt of requested documents	Receive SF and acknowledge receipt thereof, record and return SF to its storage cabinet/ shelf.	None	4 min.	Clerk 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)	Welcomes client and issues the Request Form for Records (RF) and Order of Payment (OPF) and give instruction on how to proceed.	None	2 min.	Clerk University Registrar
2. Accomplish RF completely & correctly	Assists the client in filling up the form.	None		Clerk University Registrar
3. Pay fee	Receives payment and issues corresponding official receipt (OR), then fills-up Cashier's Box in RF.	Php 100.00/set	3 min.	Clerk Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub	<p>Accept and verify submitted forms and requirements</p> <p>»Proceed to the records section and ask CIC to look for and get Student File (SF).</p> <p>»Search and secure SF from the storage cabinets/ shelves then records it in his/ her logbook and gives it to the CIC-RRS.</p> <p>»Receive SF and acknowledges receipt thereof</p>	None	24 min.	Clerk University Registrar





	<p>»Check student file as to previous submissions requirements.</p> <p>»If file is complete the CIC-RRS fills-up CLAIM STUB and issues the same to the client, records request in the logbook</p> <p>»Receive and record SF and endorse it to the DCEn.</p> <p>»Encode subject ratings, compute GWA then print a copy for checking purposes</p> <p>»Endorse printed CWA to CCEv</p> <p>»Verify the CWA copy and return to DCEn for final printing</p> <p>»Encode correction/s (if applicable) and print the final CWA</p>			
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	<p>»Signs and record the CWA in the logbook then return it to the CCEv</p> <p>»Sign CWA and record it to the logbook.</p> <p>»Record CWA in the "For Release" logbook then endorse it to the University Registrar for signing</p> <p>»Visually check CWA and sign the same.</p> <p>»Get signed CWA and file.</p>			
5. Follow up status of request (optional)	Remind client thru phone call/txt message as to the status of their request	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)	<p>Welcome client, receives CLAIM STUB and secure CWA from the filing cabinet.</p> <p>»Presents CWA to client to check correctness of the same.</p> <p>»Attached documentary stamp to CWA and dry seals CWA, issue the</p>	None	9 min.	Clerk University Registrar



	same to client with OR.			
7. Acknowledge receipt of requested documents	Receive SF and acknowledge receipt thereof, record and return SF to its storage cabinet/shelf.	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)	Welcome client & issue the Request Form for Records (RF) and Order of Payment Form (OPF) and give instruction on	None	2 min.	Clerk University Registrar



	how to process the request for certification.			
2. Accomplish RF completely & correctly	Assists the client in filling up the form.	None		Clerk Cashiering Office
3. Pay fee	Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's Box in RF	Php 50.00/set	3 min.	Clerk Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub	<p>Accept and verify/check submitted forms &amp; requirements.</p> <p>»Go to the records section and ask CIC-RSS to look for and get Student File (SF).</p> <p>»Search and secure SF from the storage cabinets/shelves records it in his/her logbook and gives it to the CIC-RRS.</p> <p>»Receive SF and acknowledge receipt thereof.</p> <p>»Check student file as to previous submissions/ requirements (if</p>	None	24 min.	Clerk University Registrar





	<p>necessary, remind and ask student for submission of lacking requirements before accepting RF &amp; issue VRF). Issue Checklist of Requirements and Request Form for Form-137/ TOR as needed.</p> <p>»If file is complete, the CIC-RRS fill-up CLAIM STUB, which is the lower portion of the RF and issue the same to the client, record request in the logbook (name, course, date filed, claim date).</p> <p>»Stamp photocopies of TOR (AA-REG-2.03F1) &amp; Diploma with the necessary rubber stamps (i.e. authentication), attached Documentary Stamp, dry seals the same</p>			
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	<p>»Record authenticated documents w/ the TOR and Diploma in his/her logbook and endorse the same &amp; SF to the University Registrar for signing.</p> <p>»University Registrar visually checks authenticated documents if it is in the logbook then sign the documents and record it in his logbook</p> <p>»The clerk in charge get the signed authenticated documents w/ the TOR and Diploma &amp; SF then file it in the designated filing cabinet.</p>			
5. Follow up status of request (optional)	Remind client thru phone call/ text message as to the status of the request	None	2-3 min.	Clerk University Registrar
6. Return to OUR on/ before Claim Date to claim requested documents (present authorization	Welcome client, receive CLAIM STUB and secure TOR from the filing cabinet.	None	9 min.	Clerk University Registrar



letter & valid ID if representative)	Present authenticated documents to client to visually check correctness of the same.  Issue authenticated documents to client			
7. Acknowledge receipt of requested documents	Receive SF and acknowledge receipt thereof, record and return SF to its storage cabinet/shelf.	None	4 min.	Clerk 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)	Welcome client & issue the Request Form for Records (RF) and Order of Payment Form (OPF) and give instruction on how to process the request for certification.	None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly	Assists the client in filling up the form	None		
3. Pay fee	Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's Box in RF.	Php 100.00/ Certification	3 min.	<i>Clerk</i> Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub	Accept and check submitted forms & requirements.  »Go to the OUR's records section to get Student File (SF).  »Search and secure SF from the storage	None	24 min.	<i>Clerk</i> University Registrar





	<p>cabinets/ shelves, record it in his/her logbook and give it to the CIC-RRS.</p> <p>»Check student file as to previous submissions/ requirements (if necessary, remind and ask student for submission of lacking requirements before accepting RF. See Checklist of Requirements and issues Request Form for Form-137/ TOR as needed.</p> <p>»If file is complete, fill- up CLAIM STUB, which is the lower portion of the RF and issue the same to the client. Record request in the logbook (name, course, date filed, claim date)</p>			
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	<p>»Insert RF &amp; OR in Student File folder &amp; endorse the same to the assigned OUR -College Clerk Evaluator (CCEv).</p> <p>»Update student permanent record.</p> <p>»Endorse Updated Student File (SF) to Designated College Encoder (DCEn)</p> <p>»Encode appropriate certification (and print a copy for checking purposes if needed)</p> <p>»Print final copies of requested certification.</p> <p>»Sign and record it in the logbook</p> <p>»Endorse printed certification &amp;</p>			
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	<p>duplicate to CCEv for signing together with SF.</p> <p>»Check and verify printed certification against permanent record of student and other documents in SF, signed, record, and forwarded to RRS.</p> <p>»Record finished certification in his/her logbook and endorse the same &amp; SF to the University Registrar for signing the "certification"</p> <p>»University Registrar visually checks finished certification and sign the requested document.</p> <p>»Clerk in charge get the signed certification &amp;</p>			
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	file it in the designated filing cabinet.			
5. Follow up status of request (optional)	Remind client thru phone call/ text message as to the status of the request.	None	2-3 min.	Clerk University Registrar
6. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)	<p>Upon claiming of the document, the client shall present the CLAIM STUB.</p> <p>Present certification to client to visually check correctness of the same.</p> <p>Attach documentary stamp to certificate, dry seal the certificate, and issue the same to the client.</p>	None	9 min.	Clerk University Registrar
7. Acknowledge receipt of requested documents	<p>Return the SF to the Record Section.</p> <p>Receive SF, certification and acknowledge receipt thereof, record and return SF to its storage cabinet/ shelf.</p>	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.

<b>Office or Division:</b>		University Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Request Form (RF)	Welcome Client & issue the Request Form for Records (RF) and Order of Payment Form (OPF) and give instruction on how to proceed.  The college clerk then gives the program curriculum to the client.	None	2 min.	<i>Clerk</i> University Registrar
2. Accomplish RF completely & correctly	Assists the client in filling up the form	None	None	<i>Clerk</i> University Registrar



3. Pay fee	Cashier personnel receive payment and issue corresponding official receipt (OR), then fill-up Cashier's Box in RF.	Php 100.00/evaluation	3 min.	Clerk Cashiering Office
4. Submit duly accomplished forms and OR. Get claim stub	<p>College clerk evaluator accept and verify/check submitted forms &amp; requirements.</p> <p>»Receive SF and acknowledge receipt thereof.</p> <p>»Check student file as to previous submissions/requirements (if necessary remind and ask student for submission of lacking requirements before accepting RF).</p> <p>»If file is complete, the CCEv fill-up CLAIM STUB, which is the lower portion of the RF and issue the same to the client,</p>	None	24 min.	Clerk University Registrar



	<p>record request in the logbook (name, course, date filed, claim date).</p> <p>»Insert RF &amp; program prospectus to student file folder</p> <p>»Update student permanent record.</p> <p>»Reflect in the program prospectus student's assessment &amp; accounting Record in his/her logbook finished documents.</p>			
5. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)	Issue accomplished student evaluation and advise students of his/her deficiencies (if there are any.	None	9 min.	<i>Clerk</i> University Registrar
6. Acknowledge receipt of requested documents	Return SF to its active storage cabinet/ shelf.	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.

<b>Office or Division:</b>	University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	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)	Welcome client and issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF).	None	2 min.	Clerk University Registrar
2. Accomplish RF completely and correctly	Assists the client in filling up the form	None	None	
3. Accomplish signing of clearance (if needed)	» Check office records to see if student have no pending obligation/ responsibility	None	5 min. per office or unit	Head of office or duly authorized personnel University Registrar





	then sign SCF if student is clear of any financial/material responsibilities.			
4. Pay Fee	» Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's box in RF	250 Php/ TC (includes copy of grades if undergraduate & TOR to be sent to the school	3 min.	Clerk 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.	CIC-RRS
	» Goes to the records section and ask CIC-RSS to look for and get SF		1 min.	CIC-RRS
	» 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.	CIC-RRS
	» Receives SF and acknowledges receipt thereof		1 min.	CIC-RRS
	» Checks student file as to previous submissions/requirements (if necessary		3 min.	CIC-RRS

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	<p>records finished documents in his/her logbook and endorse the same &amp; 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 &amp; 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 min.</p> <p>2 min.</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)	<p>» Welcome client, receives CLAIM STUB and secures Transfer Credentials from the filing Cabinet</p> <p>» Presents the Transfer Credential to client to visually check</p>	None	<p>2 min.</p> <p>5 min.</p>	<p><i>CIC-RRS</i></p> <p><i>CIC-RRS</i></p>



	correctness of the same  » 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 » Receives SF and acknowledges receipt thereof  » Returns SF to its Storage cabinet/ shelf	None	1 min.  1 min.  1 min.	CIC-RRS  CIC-RRS  CIC-RRS
9. Receives a Client Satisfaction Survey Form	Issues a Client Satisfaction Survey Form	None	10 secs.	CIC-RRS
10. May or may not accomplish CSS form	None	None	None	CIC-RRS
11. Drops accomplished CCS to designated box	None	None	None	CIC-RRS

## 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





<b>Who may avail:</b>		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 and Official receipt of payment in a short bond paper; - Authorization letter attached with a valid ID of the representative and requesting party (required	None	5 min.	<i>Head of Office/Clerk</i> Guidance, Counseling and Testing



	if the requesting party cannot personally appear to claim the certification)			
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# **ADMINISTRATIVE AND FINANCIAL AFFAIRS**

## **Internal/External 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.

<b>Office or Division:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Clearance		Respective College		
Identification Card		Requesting Party		
Official Receipt		Cashiering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Clearance signed by the College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt	The Accounting Staff will check if the student has arrears in tuition fees.	None	30 secs.	<i>Accounting Support Staff</i> Accounting Office
2. Signing of clearance	After verification conducted, the Accounting Staff will sign/countersign the clearance.	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.

<b>Office or Division:</b>		Cashiering Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		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	CLAIMS 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	Collecting Officer
Present the Billing Statement (for tenants and other clients)	Ask for the billing statement	a. Transcript of Record b. Rental c. Other fees		
2. Wait for the Verification of Fees then Pay	Confirm to client the amount to be collected		8 secs./ receipt	Collecting Officer
3. Pay the confirmed amount	Accept payment		33 secs. / receipt	Collecting Officer
	Check, print and sign the official receipt		15 secs. / receipt	
4. Obtain official receipt	Issue official receipt		2 secs. / receipt	Collecting Officer

\*Total Amount of Fees to be paid depends from the Assessment of Accounting Office.

\*Other fees including BRC's fees is based from what is written in the billing statement.



### 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

<b>Office or Division:</b>		Cashiering Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (and/or Certification to claim payment)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	CLAIMS 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		1 min.	<i>Disbursing Officer</i>
	Examine the amount of check to the SDV/OBR/PR		1 min.	
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"><li>-Sales Invoice or Official receipt shall be issued as evidence for the sale of goods and/or properties.</li><li>-Commercial receipts/invoicing such as delivery receipts, order slips, purchase orders, provisional receipts and other document is considered supplementary evidence only.</li><li>-Copy of tax certificate of tax withheld is given to the supplier.</li><li>-If the payee authorized to claim check, SPO or authorization is needed.</li></ul>	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	CLAIMS 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		Disbursing Officer
a. Present valid identification card (ID) or any other valid certification as representative to claim payment	Verify the ID of the person claiming payment	None	1 min.	Disbursing Officer
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	None	4 min.	Disbursing Officer





	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>	None	None	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 treatment and prescription of medicines	None	5-10 minutes	<i>Physician (in full PPE)</i> University Health Services



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



## 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:

<b>Office or Division:</b>		Human Resource Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		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.	None	1 min	<i>Staff</i> Human Resource Management Office
	Prepare the certification/s requested.	None	5 min	<i>Staff</i> Human Resource Management Office
	Sign the certification's requested.	None	1 min	<i>Head</i> Human Resource Management Office
2. Submit duly filled-up form personally or thru email at slsu.hrmo@gmail.com	Release of requested records/certifications.	None	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"><li>• Form: Accomplish Feedback Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business.</li><li>• Phone: Call our hotline numbers (042) 540-6608/0907-081-8647</li><li>• Email: Send at <a href="mailto:slsu.hrmo@gmail.com">slsu.hrmo@gmail.com</a></li><li>• Public Assistance/Complaint Desk: Make representation at the Information Desk located on the CSSU Office near SLSU Gate 1.</li></ul>
How feedbacks are processed		<ul style="list-style-type: none"><li>• 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.</li><li>• For inquiries and follow-ups, clients may contact the following telephone numbers: (042) 540-6608; 0907-081-8647</li></ul>
How to file a complaint		<ul style="list-style-type: none"><li>• 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.</li></ul>
How complaints are processed		<ul style="list-style-type: none"><li>• 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.</li><li>• The PACD Staff provides feedback to the client</li></ul>
Contact Information of CCB, PCC, ARTA		<ul style="list-style-type: none"><li>• ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782)</li><li>• PCC: 8888</li><li>• CCB: 0908-881-6565 (SMS)</li></ul>



## 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. Tabing 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, Digital Bldg., SLSU-Lucban	(042) 540-8506
Production Office	2nd Flr. PREPD Center, Digital Bldg., SLSU-Lucban	(042) 540-8506
Extension Office	1st Flr. PREPD Center, Digital Bldg., SLSU-Lucban	(042) 540-8506
Program/Project Planning & Administrative Services	2nd Flr. PREPD Center, Digital Bldg., SLSU-Lucban	(042) 540-8506



**Southern Luzon State University**  
Lucban, Quezon

**CERTIFICATE OF COMPLIANCE**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Doracie B. Zoleta-Nantes, PhD., Filipino, of legal age, University President of the Southern Luzon State University, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Southern Luzon State University including its nine (9) Satellite Campuses has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and Mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 15<sup>th</sup> of July, 2020 in Lucban, Quezon, Philippines.

**Doracie B. Zoleta-Nantes, PhD.**  
University President  
Southern Luzon State University

**SUBSCRIBED AND SWORN** to before me this 15<sup>th</sup> of July, 2020 in Lucban, Quezon, Philippines, with affiant exhibiting to me her SLSU-DZN1960 issued on October 1, 2019 at Lucban, Quezon.

Doc. No. 165  
Page No. 33  
Book No. 155  
Series of 702

**NOTARY PUBLIC/ ADMINISTERING OFFICER**

**ATTY. JOSE ANTONIO D. APARTE**  
NOTARY PUBLIC

UNTIL DECEMBER 31, 2020

PTR NO. 8594052 / 01-02-2020 / LUCBAN, QUEZON  
IBP NO. 106861 / 01-06-2020 / QUEZON PROVINCE  
ATTORNEY'S ROLL NO. 49606 / TIN NO. 933-336-587  
MCLE COMPLIANCE NO. VI-0003146  
NO. 85 CONCEPCION ST. BRGY. 6, LUCBAN, QUEZON



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: SOUTHERN LUZON STATE UNIVERSITY
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☐ Yes    ☐ No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Confirmation and Admission of Students	N/A	N/A	N/A	2020	N/A
2. Lending of Book(s) and other Library Materials	N/A	N/A	N/A	2016	N/A
3. Request for Issuance of Transcript of Records (TOR)	N/A	N/A	N/A	2012	N/A
4. Request for Issuance of CAV	N/A	N/A	N/A	2012	N/A
5. Request for Issuance of Graduate's Credentials	N/A	N/A	N/A	2012	N/A
6. Request and Issuance of Certificate of Weighted Average (CWA - G.S, B.S, UNDERGRADUATED/CWA-HS)	N/A	N/A	N/A	2012	N/A


Doracie B. Zoleta-Nantes, PhD  
University President



7. Authentication of Diploma/TOR/Registration Form	N/A	N/A	N/A	2012	N/A
8. Request and Issuance of Various Certifications (I.E. ENROLMENT, UNITS EARNED, CARMA)	N/A	N/A	N/A	2012	N/A
9. Request and Issuance of Student Accounting/Evaluation prior to application for Graduation	N/A	N/A	N/A	2012	N/A
10. Request Issuance of Transfer Credentials	N/A	N/A	N/A	2012	N/A
11. Issuance of Good Moral Certificate	N/A	N/A	N/A	2016	N/A
12. Signing of Student Clearance and Issuance of Examination Permit	N/A	N/A	N/A	2016	N/A
13. Collecting of Fees	N/A	N/A	N/A	2014	N/A
14. Disbursement to Suppliers/Creditors	N/A	N/A	N/A	2017	N/A
a. Payment through Check					
b. Expanded Modified Direct Payment Scheme (Checkless Payment)					
15. Outpatient Medical and Dental Consultation	N/A	N/A	N/A	2015	N/A
16. Issuance of Service Record/Human Resource Related Certification	N/A	N/A	N/A	2012	N/A

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>CONFIRMATION AND ADMISSION OF STUDENTS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
✓ Result of Examination	N/A	1. Visit the SLSU Admission Official FB Page or the SLSU Website to view the College Admission Test Result  2. Fill up the online confirmation form  3. Verification of students  4. Acknowledge receipt	N/A	5 min. (depending on the Internet connection speed)  5 min.  12 min.  3 min.	N/A
TOTAL				25 min.	None

  
Doracile B. Zola-Nantes, PhD  
University President

**GOVERNMENT SERVICE: LENDING OF BOOK(S) AND OTHER LIBRARY MATERIALS**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
✓ Identification Card	N/A	<p><b>For SLSU Students:</b></p> <ol style="list-style-type: none"><li>1. For activation of student ID, present Identification Card and Registration Form. Fill up Patron Information Form (AA-LIB-2.01F7)</li><li>2. Browse the OPAC and copy the call number of the needed books or materials.</li><li>3. Retrieve the book at the stack area.</li><li>4. If the book/s or materials will be used inside the library only, present it to the Library Personnel and fill up the book card. (<i>Can borrow two books at a time.</i>)</li><li>5. If borrowing for photocopy, secure and fill up photocopying slip to bring out materials up to 30 minutes only. (<i>This is allowed only for General Circulation Section and Periodical &amp; General Reference Section</i>).</li><li>6. If borrowing for overnight, fill up the book card and the General Circulation Section Slip. Due date is the following</li></ol>	N/A	3 min.  5 min.  4 min.  2 min.  4 min.	N/A  N/A  N/A  N/A  N/A



		<p>school day before 9:00 am. <i>(This is allowed only for General Circulation Section).</i></p> <p>7. Return the book at the counter after use.</p> <p>8. Returning of overdue books. Completely fill up the data needed in the Record Book. Pay the corresponding amount.</p>	<p>3 min.</p> <p>3 min.</p>	<p>N/A</p> <p>Student – P10.00 per day/book</p>
<b>TOTAL</b>			<b>27 min.</b>	N/A – depends on the number of overdue books

✓ Identification Card	N/A	<p><b>For Non-SLSU Clients:</b></p> <p>1. Present valid Identification Card and Referral Letter. Completely fill up the data needed in the Record Book. Pay Visitors Fee.</p> <p>2. Receive Visitors ID. It shall be used in borrowing books for Library Use Only.</p> <p>3. Browse the OPAC and copy the call number of the needed books or materials.</p> <p>4. Retrieve the book at the stack area.</p> <p>5. Present it to the Library Personnel and fill up the book card. <i>(Can borrow two books at a time.)</i></p>	<p>N/A</p> <p>5 min.</p> <p>3 min.</p> <p>5 min.</p>	<p>HS Student - P10.00 College/GS Students - P20.00</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>
			<p>3 min.</p> <p>4 min.</p> <p>2 min.</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>

		6. Return the book at the counter after use.		
<b>TOTAL</b>			<b>22 min.</b>	<i>N/A – depends on the number of borrowed books</i>

**GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)**

SERVICE INFORMATION				
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Duly signed clearance (if needed)</li> <li>✓ Receipt of Payment</li> <li>✓ Necessary number of documentary stamp/s</li> <li>✓ Authorization letter (if request is made thru a representative)</li> <li>✓ Original and photocopies of a valid ID of the student and representative</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Proceed to the OUR Window 1. Ask for the applicable forms</li> <li>2. Accomplish Request Form completely &amp; correctly</li> <li>3. Accomplish signing of clearance (if needed)</li> <li>4. Pay the necessary fees</li> <li>5. Submit duly accomplished forms and Official Receipt.</li> <li>6. Get the claim stub</li> <li>7. Follow- up status of request (optional)</li> <li>8. Return to OUR on/ before Claim Date to claim TOR (present authorization letter &amp; valid ID if will be claimed by a representative)</li> </ol>	N/A	<p>2 min.</p> <p>-</p> <p>5 min / office</p> <p>3 min.</p> <p>N/A</p> <p>N/A</p> <p>Php 100.00/set (first Two pages)</p> <p>Php 60.00 (additional page/TOR)</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>

		9. Acknowledge receipt of TOR		N/A	N/A
TOTAL				28 min.	N/A – depends on the number of requested documents

GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF CERTIFICATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ <input type="checkbox"/> Fully accomplished request form</li> <li>✓ <input type="checkbox"/> Official receipt of payment</li> <li>✓ <input type="checkbox"/> Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students</li> <li>✓ <input type="checkbox"/> Clear and clean photocopies of TOR and diploma (i.e. laser copies using at least a "Substance 20" paper</li> <li>✓ <input type="checkbox"/> Necessary number of documentary stamps</li> <li>✓ <input type="checkbox"/> Authorization letter (if request is made thru a representative)</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Ask for Request Form (RF)</li> <li>2. Accomplish RF correctly and completely</li> <li>3. Pay the request fee</li> <li>4. Submit RF, original &amp; photocopies of TOR and diploma, OR and other requirements. Get claim stub</li> <li>5. Present Claim Stub to claim Certification of Authentication and Validation (CAV) (present authorization letter &amp; valid ID if representative)</li> <li>6. Acknowledge receipt of CAV</li> </ol>	N/A	1 min. - 3 min. 24 min.	N/A N/A Php 200.00 N/A
				4 min.	N/A

✓ Original and photocopies of a valid ID's of student and representative					
TOTAL			38 min.	Php 200.00	



**GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF GRADUATE'S CREDENTIALS**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Duly signed clearance (if needed)</li> <li>✓ Receipt of payment for graduation fees &amp; receipt for any additional fees</li> <li>✓ Certification of submission of bound thesis copies &amp; Distribution Form</li> <li>✓ Necessary number of documentary stamps</li> <li>✓ Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ nametag, NSO Birth Certificate, etc.)</li> <li>✓ Letter of explanation of non-attendance to commencement exercises duly noted by appparent and the College Dean</li> <li>✓ Student's University ID</li> <li>✓ Authorization Letter (if request is made thru a representative)</li> <li>✓ Original &amp; photocopies of a valid ID of student (and representative)</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Ask for Request Form (RF)</li> <li>2. Accomplish RF completely &amp; correctly</li> <li>3. Pay the necessary fees</li> <li>4. Submit duly accomplished forms and OR. Then get claim stub</li> <li>5. Follow up status of request (optional)</li> <li>6. Return to OUR on/ before Claim Date to claim requested documents (present authorization letter &amp; valid ID if representative)</li> <li>7. Acknowledge receipt of requested documents</li> </ol>	N/A	<p>2 min.</p> <p>-</p> <p>3 min</p>	<p>N/A</p> <p>N/A</p> <p>Php 100.00/set (first Two pages)</p> <p>Php 60.00 (additional page/TOR)</p> <p>Php 100.00 (additional certification)</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>
				4 min.	N/A

TOTAL		45 min.	Php 100.00
<b>GOVERNMENT SERVICE: REQUEST AND ISSUANCE OF CERTIFICATE OF WEIGHTED AVERAGE (CWA - G.S, B.S, UNDERGRADUATED/CWA-HS)</b>			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Duly signed clearance (if needed)</li> <li>✓ Official Receipt</li> <li>✓ Necessary number of documentary stamps</li> <li>✓ Authorization Letter (if request is made thru a representative)</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Ask for Request Form (RF)</li> <li>2. Accomplish RF completely &amp; correctly</li> <li>3. Pay the necessary fees</li> <li>4. Submit duly accomplished forms and OR. Get claim stub</li> <li>5. Follow up status of request (optional)</li> <li>6. Return to OUR on/ before Claim Date to claim requested documents (present authorization letter &amp; valid ID if representative)</li> <li>7. Acknowledge receipt of requested documents</li> </ol>	N/A
		Total Processing Time	Total Fees to be Paid
		2 min.	N/A
		-	N/A
		3 min.	Php 100.00/set
		24 min.	N/A
		2-3 min.	N/A
		9 min.	N/A
		4 min.	N/A
<b>TOTAL</b>		<b>45 min.</b>	<b>Php 100.00</b>

**GOVERNMENT SERVICE: AUTHENTICATION OF DIPLOMA/TOR/REGISTRATION FORM**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Official Receipt</li> <li>✓ Necessary number of documentary stamps</li> <li>✓ Authorization Letter (if request is made thru a representative)</li> <li>✓ Original and photocopies of a valid ID's of student and representative</li> <li>✓ Clear and clean photocopies of documents to be authenticated with the original copies</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Ask for Request Form (RF)</li> <li>2. Accomplish RF completely &amp; correctly</li> <li>3. Pay fee</li> <li>4. Submit duly accomplished forms and OR. Get claim stub</li> <li>5. Follow up status of request (optional)</li> <li>6. Return to OUR on/ before Claim Date to claim requested documents (present authorization letter &amp; valid ID if representative)</li> <li>7. Acknowledge receipt of requested documents</li> </ol>	N/A	<p>2 min.</p> <p>-</p> <p>3 min.</p> <p>24 min.</p> <p>2-3 min.</p> <p>9 min.</p> <p>4 min.</p>	<p>N/A</p> <p>N/A</p> <p>Php 50.00/set</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>
<b>TOTAL</b>				<b>45 min.</b>	<b>Php 50.00</b>



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

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
✓ Duly accomplished request form	N/A	1. Ask for Request Form (RF) and Clearance Form (CF)	N/A	2 min.	N/A
✓ Official Receipt		2. Accomplish RF completely & correctly		-	N/A
✓ Necessary number of documentary stamps		3. Pay the necessary fees		3 min.	Php 100.00/ Certification
✓ Authorization Letter (if request is made thru a representative		4. Submit duly accomplished forms and OR. Get the claim stub		24 min.	N/A
✓ Original and photocopies of a valid ID's of student and representative)		5. Follow up status of request (optional)		2-3 min.	N/A
✓ Clear and clean photocopies of documents to be authenticated with the original copies		6. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)		9 min.	N/A
		7. Acknowledge receipt of requested documents		4 min.	N/A
TOTAL				45 min.	Php 100.00



**GOVERNMENT SERVICE: REQUEST AND ISSUANCE OF STUDENT ACCOUNTING/EVALUATION PRIOR TO APPLICATION FOR GRADUATION**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Official Receipt</li> <li>✓ Authorization Letter (if request is made thru a representative)</li> <li>✓ Original and photocopies of a valid ID's of student and representative</li> <li>✓ Course/program prospectus of curriculum</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Ask for Request Form (RF)</li> <li>2. Accomplish RF completely &amp; correctly</li> <li>3. Pay fee</li> <li>4. Submit duly accomplished forms and OR. Get claim stub</li> <li>5. Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter &amp; valid ID if representative)</li> <li>6. Acknowledge receipt of requested documents</li> </ol>	N/A	<p>2 min.</p> <p>-</p> <p>3 min.</p> <p>24 min.</p> <p>9 min.</p>	<p>N/A</p> <p>N/A</p> <p>Php 100.00/ evaluation</p> <p>N/A</p> <p>N/A</p>
<b>TOTAL</b>				42 min.	P 100.00

**GOVERNMENT SERVICE: REQUEST ISSUANCE OF TRANSFER CREDENTIALS**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Duly/Completely signed Clearance (if Needed)</li> <li>✓ Receipt of Payment Necessary Number of Documentary Stamp/s</li> <li>✓ Authorization Letter (if request is made thru a representative)</li> <li>✓ Original &amp; Photocopies of a Valid ID of student and representative F 137 (if not yet submitted)</li> <li>✓ Other entrance requirements of students failed to submit during enrolment</li> <li>✓ Student ID</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Proceeds to OUR (Window 1) Ask for Request Form (RF) and Clearance Form (CF)</li> <li>2. Accomplish RF completely and correctly</li> <li>3. Accomplish signing of clearance (if needed)</li> <li>4. Pay Fee</li> <li>5. Goes back to the Office of the University Registrar (OUR Window 1) to file duly accomplished RF &amp; CF Together with OR and other requirements</li> <li>6. May call OUR to inquire as to status of request (optional)</li> <li>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 &amp; ID's if representative)</li> <li>8. Acknowledges receipt of Transfer Credentials by printing &amp; signing name in the space provided in the RF &amp; Logbook</li> <li>9. Issues a CSS</li> <li>10. May or may not accomplish CSS</li> <li>11. Drops accomplished CCS to designated box</li> </ol>	N/A	<ul style="list-style-type: none"> <li>2 min.</li> <li>-</li> <li>5 min./office or unit</li> <li>3 min.</li> <li>38 min.</li> <li>2-3 min.</li> <li>9 min.</li> <li>3 min.</li> <li>-</li> <li>10 secs.</li> <li>-</li> </ul>	N/A
<b>TOTAL</b>				<b>1 hr., 3 min. and 1- secs.</b>	<b>None</b>



**GOVERNMENT SERVICE: ISSUANCE OF GOOD MORAL CERTIFICATE**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>✓ Duly accomplished request form</li> <li>✓ Duly/Completely signed Clearance</li> <li>✓ Receipt of Payment</li> <li>✓ Documentary Stamp</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Fill up clearance slip and have it signed by the respective Guidance Counselor, Program Chairman and Dean of the respective College</li> <li>2. Proceeds to Cashier's office and pays fee</li> <li>3. Acknowledge receipt of requested documents</li> </ol>	N/A	3 min.  5 min.  5 min.	N/A  Php 50.00  N/A
<b>TOTAL</b>				<b>13 min.</b>	<b>Php 50.00</b>

**GOVERNMENT SERVICE: SIGNING OF STUDENT CLEARANCE AND ISSUANCE OF EXAMINATION PERMIT**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>✓ Student Clearance</li> <li>✓ Identification Card</li> <li>✓ Official Receipt</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Present Clearance signed by the College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt</li> <li>2. Get back your signed clearance form and receive the Examination Permit</li> </ol>	N/A	30 secs.  1 min.	N/A  N/A
<b>TOTAL</b>				<b>1 min. &amp; 30 sec.</b>	<b>None</b>

**GOVERNMENT SERVICE: COLLECTING OF FEES**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> <li>✓ Identification Card</li> <li>✓ Registration Form</li> <li>✓ Billing Statement</li> </ul>	N/A	<ol style="list-style-type: none"> <li>1. Present the Registration Form or ID (for student)</li> <li>2. Present the Billing Statement (for tenants and other clients)</li> <li>3. Wait for the Verification of Fees, then Pay</li> <li>4. Pay the confirmed amount</li> <li>5. Obtain official receipt</li> </ol>	N/A	12 secs. /receipts  8 secs. / receipt  48 secs. / receipt  2 secs. / receipt	Claims to be paid: a. Enrollment b. Remaining Balance c. Other fees  a. Transcript of Record b. Rental c. Other fees  N/A N/A N/A
<b>TOTAL</b>				<b>1 min. &amp; 10 secs.</b>	<b>N/A – depends on the amount to be paid</b>



**GOVERNMENT SERVICE: DISBURSEMENT TO SUPPLIERS/CREDITORS. a. PAYMENT THROUGH CHECK**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
✓ Identification Card (and/or Certification to claim payment)	N/A	✓ Present valid identification card (ID) or any other valid certification as representative to claim payment ✓ Payee will sign in the receipt of payment portion in the Disbursement Voucher ✓ Receive payment	N/A	2 min.  2 min.  3 min.	N/A  N/A  <b>For Suppliers:</b> -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.
<b>TOTAL</b>				<b>7 min.</b>	<b>N/A – depends on the amount to be paid</b>

**GOVERNMENT SERVICE: DISBURSEMENT TO SUPPLIERS/CREDITORS; b. EXPANDED MODIFIED DIRECT PAYMENT SCHEME (CHECKLESS PAYMENT)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
✓ Identification Card (and/or Certification to claim payment)	N/A	<ol style="list-style-type: none"> <li>1. Present valid identification card (ID) or any other valid certification as representative to claim payment</li> <li>2. Payee should accomplish the receipt of payment portion of DV which includes signature, date and printed name</li> <li>3. Payee will have to wait for the payment of claim to be credited to their bank account</li> </ol>	N/A	<p>1 min.</p> <p>4 min.</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>
<b>TOTAL</b>				<b>5 min.</b>	<b>N/A – depends on the amount to be paid</b>

**GOVERNMENT SERVICE: OUTPATIENT MEDICAL AND DENTAL CONSULTATION**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
✓ Identification Card	N/A	<ol style="list-style-type: none"> <li>1. Proceed to the University Health Services Unit for medical assistance (on day of visit)</li> <li>2. Medical Consultation</li> <li>3. Dental Consultation</li> <li>4. Post Medical/ Dental Consultation</li> </ol>	N/A	9 min.  5-10 min.  1 hr. & 4 min.  1 min.	N/A  N/A  N/A  N/A
<b>TOTAL</b>				<b>1 hr. &amp; 24 min.</b>	<b>None</b>

GOVERNMENT SERVICE: <u>ISSUANCE OF SERVICE RECORD/HUMAN RESOURCE-RELATED CERTIFICATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
✓ Identification Card	N/A	<ol style="list-style-type: none"> <li>1. Fill-up the request form</li> <li>2. Prepare the certification/s requested.</li> <li>3. Sign the certification/s requested.</li> <li>4. Submit the duly filled-up form at the Human Resource Management Office or email it to <a href="mailto:slsu.hrmo@gmail.com">slsu.hrmo@gmail.com</a></li> </ol>	N/A	1 min.  5 min.  1 min.  1 min.	N/A  N/A  N/A  N/A
<b>TOTAL</b>				<b>8 min.</b>	<b>None</b>