

CITIZEN'S CHARTER

(Updated as of July, 2020)



CITIZEN'S CHARTER

(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;
- 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.



V. LIST OF SERVICES

ACADEMIC AFFAIRS Internal/External Services	05
Colleges/Campuses	
Confirmation and Admission of Students	06
University Library	
Lending of Book(s) and other Library Materials	07
University Registrar	
Request for Issuance of Transcript of Records (TOR)	10
4. Request for Issuance of CAV	15
5. Request for Issuance of Graduate's Credentials	18
 Request and Issuance of Certificate of Weighted Average (CWA - G.S, B.S, UNDERGRADUATED/CWA-HS) 	23
Authentication of Diploma/TOR/Registration Form	27
 Request and Issuance of Various Certifications (I.E. ENROLMENT, UNITS EARNED, CARMA) 	31
Request and Issuance of Student Accounting/Evaluation	37
prior to Application for Graduation	
10. Request Issuance of Transfer Credentials	40
Student Affairs and Services Unit	
11.Issuance of Good Moral Certificate	44
ADMINISTRATIVE AND FINANCIAL AFFAIRS	47
Internal/External Services	
Accounting Office 1. Signing of Student Clearance and Issuance	48
of Examination Permit	4 0
Cashiering Office	
2. Collecting of Fees	49
3. Disbursement to Suppliers/Creditors	
a. Payment through Check	50
b. Expanded Modified Direct Payment Scheme	52
(Checkless Payment)	
University Health Services	
 Outpatient Medical and Dental Consultation 	53
Human Resource Management Office	
5. Issuance of Human Resource –	56
Related Records & Certifications	



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.

Office or Division:	Student Admission Office, Colleges and Campuses
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	ATI

who may avail:	ΑII			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Result of Examination		Admission Of	fice	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SLSU Admission Official FB Page or the SLSU website to view the College Admission Test Result	Post the list of qualifiers for the SLSU College Admission Test	None	5 min. (depending on the Internet connection speed)	Student Admission Committee
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	 Verifies the examinee no., name, admission grade and exam score of the applicant on the list Endorse the qualifiers to the respective colleges and campuses 	None	12 min.	College Dean/Director/ Department Head/ Chairperson Respective College/Campus
Acknowledge receipt	Provide Confirmation Slip	None	3 min.	Student Admission Committee



•	Send confirmation slip thru email Instructs the qualifier for the online	
	the online enrollment	

2. Lending of Book(s) and other Library Materials

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

Office or Division:	University Library	University Library			
Classification:	Simple	Simple			
Type of	G2C – Governme	G2C – Government to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE	
Identification Card		Requesting P	arty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For SLSU Students					
1. For activation of student ID, present Identification Card and Registration Form. Fill up Patron Information Form (AA-LIB-2.01F7)	Receives and encodes data of student/s in the Library System (Follett Destiny).	None	3 min.	Library Support Staff 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.	Library Support Staff University Library	
3. Retrieve the book at the stack area.	Assists the client	None	4 min.	Library Support Staff University Library	
4. If the book/s or material/s will be	Verifies information.	None	2 min.	Library Support Staff University Library	



used inside the library only, present it to the Library Personnel and fill up the book card. (Can borrow two books at a time.)	•	Charge book/s or materials/s through scanning of barcode. Release the book/s.			
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. (This is allowed only for General Circulation Section and Periodical & General Reference Section).	•	Verifies information. Charge book/s or materials/s through RFID scanning. Release the book/s.	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. (This is allowed only for General Circulation Section).	•	Verifies information. Charge book/s or materials/s through RFID scanning. Release the book/s.	None	3 min.	Library Support Staff University Library
7. Return the book at the counter after use.	St ch bo	orary Support aff shall eck-in the ook/s using the orary System ollett 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.	•	Library Support Staff shall check-in the book/s using the Library System (Follett Destiny). Determine the fines and encode in the system. Notify the student.	Student – P10.00 per day/book	3 min.	Library Support Staff University Library
For Non-SLSU Clients	5				
1. Present valid Identification Card and Referral Letter. Completely fill up the data needed in the Record Book. Pay Visitors Fee.	er No CI Lil	eceives and codes data of on-SLSU ient in the orary System ollett 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.	ls	sue 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.	fro Oi Ac	sists the client om using nline Public ccess Catalog PAC)	None	5 min.	Library Support Staff University Library
4. Retrieve the book at the stack area.	No	ne	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.)	•	Verifies information. Charge book/s or materials/s through	None	2 min.	Library Support Staff University Library



	scanning of barcode. • Release the book/s.			
6. Return the book at the counter after use.		None	3 min.	Library Support Staff University Library

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

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

Office or D	ivision:	University Registrar			
Classificat	ion:	Simple			
Type of		G2C – Governme	nt to Citizen		
Transactio	n:				
Who may a	avail:	All			
CHECK	CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
Duly accom	nplished req	uest form	University Re	gistrar – Window	1 (Receiving and
			Releasing Sys	stem)	
Duly signed	d clearance	(if needed)	I	· ·	tudent Affairs and
				ary/ Accounting O	ffice, Alumni
			Federation In	KCRIA!	
Receipt of Payment				shiering Office	
Necessary number of documentary		Requesting Party			
stamp/s					
00.00		equest is made	Requesting Party		
thru a repre			10.20		
		es of a valid ID of	Requesting Party		
the student	and represe	CONTROL OF THE PROPERTY OF THE			
CLIENT	STEPS	AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
	ed to the	Welcome Client	None	2 min.	Clerk
	Vindow 1.	& issue the			University Registrar
Ask for forms. Request Form					
for Records					
(RF) & Student					
		Clearance Form			
		(SCF) and			
		Order of			



	s	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/materia I responsibilities.	None	5 min. per office	Head of office or duly authorized personnel 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.	Clerk University Registrar



		1964
» Receive SF and acknowledge receipt thereof		
»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.		
»Insert completed request forms in the SF & endorse the same to the assigned College Clerk Evaluator (CCEv).		
»Receive and update student's permanent record		
» Endorse Updated Student File (SF) to Designated College Encoder (DCEn)		
»Encode Student's TOR based from		



student's permanent record and print an initial copy for checking purposes »Endorse printed TOR and SF to CCEv »Check printed TOR against permanent record of student & other documents in SF »Return checked printed TOR to DCEn for necessary corrections and final printing together w/ SF »Encode correction/s & store & print a copy & duplicate of TOR, sign and record it in his/her logbook »Endorse printed TOR & Duplicate for signing together with SF to CCEv »Sign TOR & duplicate, records it in his/her logbook



		then endorse TOR & SF			
		»Record finished TOR & duplicate in his/her logbook and endorse the same & SF to the University Registrar for final checking & signing			u
		»Visually check contents of SF & finished TOR & duplicate then sign the documents		9.	
		»Get signed TOR and duplicate and SF then file it in the designated filing cabinet			
C	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.	Clerk University Registrar
C E T a le	Return to OUR on/ before Claim Date to claim FOR (present authorization etter & 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.	Clerk University Registrar
8. A	Acknowledge eceipt of TOR	Present TOR to client to check correctness of the same » Attach documentary stamp to TOR	None	4 min.	Clerk University Registrar



T(d dry seals DR, issue the me to client th OR.
to	Return the SF the Record ection

4. Request for Issuance of CAV

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

Office or Division:	University Registr	ar			
Classification:	Simple				
Type of	G2C – Governme	nt to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF RE			WHERE TO SEC	CURE	
Duly accomplished req	uest form	[] - [[[[[]]]] - [[]] [[]] [[]] [[]] [] [gistrar – Window	1 (Receiving and	
		Releasing Sy			
Official receipt of paym			shiering Office		
Original TOR and diplo		Requesting P	arty		
/ Original TOR (partial)					
	undergraduate students				
Clear and clean photocopies of TOR and		Requesting P	arty		
diploma (i.e. laser copi	es using at least a	·			
"Substance 20" paper					
Necessary number of o	locumentary	Requesting Party			
stamps		Demonstra			
Authorization letter (if r	equest is made	Requesting P	апу		
thru a representative)	as of a valid ID's	Doguating D	Requesting Party		
Original and photocopic of student and represe		Requesting P	arty		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Ask for	Issue the	None	1 min.	Clerk	
Request Form Request Form		,,,,,,,		University	
(RF)	for Records (RF)			Registrar	
and Order of					
Payment Form					
	(OPF) and				
	indicate the				
	number of				



		<u> </u>		
	document stamps needed			
Accomplish RF correctly and completely	Assists the client in filling up the form	None		
3. Pay request fe	payment, issue corresponding official receipts (OR), then fill up Cashier's Box in RF.	Php 200.00	3 min.	Clerk Cashiering Office
4. Submit RF, original & photocopies of TOR and diploma, OR and other requirements. Get claim stub	Accept and verify submitted	None	24 min.	Clerk University Registrar



	»Encode required certification/s then print a copy for checking purposes.			
	»Endorse printed certification/s to CCEv			
	»Endorse printed certification/s to Record Custodian			
	»Endorse accomplished documents to the University Registrar for signing.		Α	es i
	»Check/ verify finished documents then affix the signature			
	»Get signed CAV documents. Prepare mailing envelope then enclose and seal CAV documents in it			
5. Present Claim Stub to claim CAV (present authorization	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	Return the SF to	None	4 min.	Clerk
receipt of CAV	the Record Section			University Registrar

5. Request for Issuance of Graduate's Credentials

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

Office or Division: U	University Registrar			
Classification: S	imple			
	2C – Governme	nt to Citizen		
Transaction:				
Who may avail: A				
CHECKLIST OF REQU	JIREMENTS		WHERE TO SEC	CURE
Duly accomplished reques	st form	Releasing Sys		,
Duly signed clearance (if	needed)	University Reg Releasing Sys	gistrar – Window i stem)	1 (Receiving and
Receipt of payment for gra receipt for any additional f	ees	Cashiering Of		
Certification of submission	THE DESIGN CONTRACT OF THE PARTY	Business Affairs Office / VPAA		
thesis copies & Distribution				
Necessary number of doc stamps	umentary	Requesting P	arty	
Other requirements not ye	t submitted to	Requesting P	arty	
the OUR (e.g. F137, 2x2 p				
nametag, NSO Birth Certi				
Letter of explanation of no		Respective Co	ollege	
to commencement exercise	A CONTRACTOR OF THE RESIDENCE OF THE PARTY O			
by apparent and the Colle	ge Dean			
Student's University ID		Requesting P		
Authorization Letter (if req	uest is made	Requesting Party		
thru a representative)				
Original & photocopies of		Requesting P	апту	
student (and representative		FFFC TO	DDOCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



N 045 75 929				
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/materia I 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



se the ca the the giv CI	earch and cure SF from e storage binets/shelves en record it in e logbook and re it to the C-RRS		
an ac	d knowledge ceipt		
co CI CL wh lov the iss to	f file is mplete the C fill-up AIM STUB, ich is the ver portion of RF and ue the same the client, cord request the logbook.		
co red the en sa Co	msert mpleted quest forms in e SF & dorse the me to the bllege Clerk aluator (CCE)	,	
up pe	Receive and date student rmanent cord		
Up Str (S	ndorse dated udent File F) to esignated		



College Encoder DCEn)	
Encode Student's TOR based from student's bermanent ecord and print an initial copy or checking burposes	
Endorse printed TOR and SF to CCEv	
Check printed FOR against permanent eAcord of student & other documents in	
Return checked TOR to DCEn for necessary corrections and inal printing ogether w/ SF	
Encode correction/s, store & print a copy & duplicate of TOR, sign and record it in his/her logbook & print and sign a certificate of graduation	



	»Endorse completed/ finished credentials (TOR & duplicate & Certification to CCEv for signing together with SF			
	»Record finished TOR & duplicate in his/her logbook and endorse the same & SF to the University Registrar for final checking & signing			
	»Visually check completed/finish ed credentials, record it in his logbook then sign the documents			
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 letter & valid ID if representative)	Welcome client, receive CLAIM STUB and secure SF from the filing cabinet »Present credentials to client to check correctness of the same	None	9 min.	Clerk 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Duly accomplished requ	uest form	University Re	gistrar – Window	1 (Receiving and
	Releasing System)			
Duly signed clearance ((if needed)	University Registrar – Window 1 (Receiving and		
	1985.	Releasing Sy	stem)	5007
Official Receipt		Cashiering O	ffice	
Necessary number of d	locumentary	Requesting P	arty	
stamps				
Authorization Letter (if r	request is made	Requesting Party		
thru a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Ask for Request Form (RF) 2. Accomplish RF	Welcomes client and issues the Request Form for Records (RF) and Order of Payment (OPF) and give instruction on how to proceed. Assists the client	None	2 min.	Clerk University Registrar Clerk
completely & correctly	in filling up the form.	None		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	Accept and verify submitted forms and requirements »Proceed to the records section and ask CIC to look for and get Student File (SF). »Search and secure SF from the storage cabinets/ shelves then records it in his/ her logbook and gives it to the CIC-RRS. »Receive SF and acknowledges receipt thereof	None	24 min.	Clerk University Registrar



»Check student file as to previous submissions requirements. »If file is complete the CIC-RRS fills-up CLAIM STUB and issues the same to the client, records request in the logbook »Receive and record SF and endorse it to the D¢En. »Encode subject ratings, compute GWA then print a copy for checking purposes »Endorse printed CWA to CCEv »Verify the CWA copy and return to DCEn for final printing »Encode correction/s (if applicable) and print the final CWA



	»Signs and record the CWA in the logbook then return it to the CCEv			
	»Sign CWA and record it to the logbook.			
	»Record CWA in the "For Release" logbook then endorse it to the University Registrar for signing »Visually check			
	CWA and sign the same.		~	
	CWA and file.			
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)	Welcome client, receives CLAIM STUB and secure CWA from the filing cabinet. »Presents CWA to client to check correctness of the same. »Attached documentary stamp to CWA	None	9 min.	Clerk University Registrar
	and dry seals CWA, issue the			



	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:	Ur	University Registrar				
Classification:	Si	Simple				
Type of	G2	G2C – Government to Citizen				
Transaction:						
Who may avail:	All	All				
CHECKLIST OF RE	QU	IREMENTS		WHERE TO SEC	CURE	
Duly accomplished req	ues	form	University Re	gistrar – Window	1 (Receiving and	
			Releasing Sys	stem)	0.000	
Official Receipt			Cashiering Of	fice		
Necessary number of c	locu	mentary	Requesting P	arty		
stamps						
Authorization Letter (if	requ	est is made	Requesting P	arty		
thru a representative)						
Original and photocopie			Requesting Party			
of student and represen	ntati	ve				
Clear and clean photoc			Requesting Party			
document/s to be author	entic	ated with the				
original copies						
CLIENT STEPS		AGENCY	FEES TO	PROCESSING	PERSON	
CEIENT STEFS		ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Ask for	W	elcome client	None	2 min.	Clerk	
Request Form	&	issue the			University Registrar	
(RF)						
		r Records				
		(F) and Order				
		Payment				
		rm (OPF)				
		nd give				
	in	struction on				



	how to process the request for certification.			
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
	Accept and verify/check submitted forms & requirements. »Go to the records section and ask CIC-R\$S to look for and get Student File (SF). »Search and secure SF from the storage cabinets/shelves records it in his/her logbook and gives it to the CIC-RRS. »Receive SF and acknowledge receipt thereof. »Check student	None	24 min.	Clerk University Registrar
	file as to previous submissions/ requirements (if			



necessary, remind and ask student for submission of lacking requirements before accepting RF & issue VRF). Issue Checklist of Requirements and Request Form for Form-137/ TOR as needed. »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). »Stamp photocopies of TOR (AA-REG-2.03F1) & Diploma with the necessary rubber stamps (i.e. authentication), attached Documentary Stamp, dry seals the same



	»Record authenticated documents w/ the TOR and Diploma in his/her logbook and endorse the same & SF to the University Registrar for signing.			
	»University Registrar visually checks authenticated documents if it is in the logbook then sign the documents and record it in his logbook			
	»The clerk in charge get the signed authenticated documents w/ the TOR and Diploma & SF then 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 documents (present authorization	Welcome client, receive CLAIM STUB and secure TOR from the filing cabinet.	None	9 min.	Clerk University Registrar

	Present authenticated		8	
representative)	documents to client to visually check correctness of the same.			
9	Issue authenticated documents to client			
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:	\$imple				
Type of Transaction:	G2C - Governn	nent to Citizen			
	All				
CHECKLIST OF REQI	JIREMENTS	WHERE TO SECURE			
Duly accomplished reque	st form	University Registrar – Window 1 (Receiving and Releasing System)			
Duly signed clearance (if	needed)				
Official Receipt		Cashiering Office			
Necessary number of doc stamps	umentary	Requesting Party			
Authorization Letter (if recthru a representative)	uest is made	Requesting Party			
Original and photocopies of student and representa		Requesting Party			
Photocopy of registration semester of attendance	form last	Requesting Party			



Dean's certification of pa comprehensive examina CARMA		Requesting P	arty	
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.	Clerk University Registrar
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.	Clerk 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.	Clerk University Registrar



cabinets/ shelves, record it in his/her logbook and give it to the CIC-RRS. »Check student file as to previous submissions/ requirements (if necessary, remind and ask student for submission of lacking requirements before accepting RF. \$ee Checklist Requirements and issues Request Form for Form-137/ TOR as needed. »If file is complete, fillup CLAIM \$TUB, 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)



() F	Insert RF & DR in Student ile folder & endorse the same to the assigned OUR College Clerk Evaluator CCEv).		
S	Update tudent ermanent ecord.		
((((E	Endorse Jpdated Student File SF) to Designated College Encoder DCEn)		
	Encode appropriate certification and print a copy for checking urposes if needed)		
c	Print final copies of equested certification.		
r	Sign and ecord it in the ogbook		
ļ F	Endorse printed certification &		z



duplicate to CCEv for signing together with \$F. »Check and verify printed certification against permanent record of student and other documents in \$F, signed, record, and forwarded to RRS. »Record finished certification in his/her logbook and endorse the same & SF to the University Registrar for signing the "certification" »University Registrar visually checks finished certification and sign the requested document. »Clerk in charge get the signed certification &



		T		
	file it in the designated filing cabinet.		74	
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)	Upon claiming of the document, the client shall present the CLAIM STUB. Present certification to client to visually check correctness of the same. Attach documentary stamp to certificate, dry seal the certificate, and issue the same to the client.	None	9 min.	Clerk University Registrar
7. Acknowledge receipt of requested documents	Return the SF to the Record Section. Receive SF, certification and acknowledge receipt thereof, record and return SF to its storage cabinet/ shelf.	None	4 min.	Clerk University Registrar



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

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

Office or Division:	University Regis	University Registrar				
Classification:	\$imple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All					
CHECKLIST OF REG	QUIREMENTS		WHERE TO SE	CURE		
Duly accomplished reque	es <mark>t form</mark>	University Re	gistrar – Windows	3, 4 & 5 (Verifier's		
		Window by C		,		
Official Receipt		Cashiering O				
Authorization Letter (if re	quest is made	Requesting P	arty			
thru a representative)						
Original and photocopies		Requesting P	arty			
of student and represent						
Course/program prospec	ctus of	Requesting P	arty			
curriculum						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
H 76 86	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Ask for Request	Welcome	None	2 min.	Clerk		
Form (RF)	Client & issue			University Registrar		
	the Request Form for					
	Records (RF)					
	and Order of					
	Payment Form			3		
	(OPF) and					
	give instruction					
	on how to					
	proceed.					
	proceed.					
	The college					
	clerk then					
	gives the					
	program					
	curriculum to					
	the client.					
2. Accomplish RF	Assists the	None	None	Clerk		
completely &	client in filling			University Registrar		
correctly	up the form					



A contract of the contract of				
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	College clerk evaluator accept and verify/check submitted forms & requirements. »Receive SF and acknowledge receipt thereof. »Check student file as to previous submissions/ requirements (if necessary remind and ask student for submission of lacking requirements before accepting RF). »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,	None	24 min.	Clerk University Registrar



	record request in the logbook (name, course, date filed, claim date). »Insert RF & program			
	prospectus to student file folder			
	»Update student permanent record.			
	»Reflect in the program prospectus student's assessment & accounting Record in his/her logbook finished documents.			3
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.	Clerk University Registrar
6. Acknowledge receipt of requested documents	Return SF to its active storage cabinet/ shelf.	None	4 min.	Clerk 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.

THIS OF DIVISION	Linivaraity Daniet					
Office or Division: Classification:	Simple	University Registrar				
Type of	G2C – Governme	nt to Citizen				
Transaction:	GZC – Governme	ent to Citizen				
Who may avail:	All					
CHECKLIST OF RE		ARREST VALLED IN	WHERE TO SE	alle E		
		Linius maitus Da	WHERE TO SE			
Duly accomplished req	uest form	Releasing Sy	gistrar – Window stem)	1 (Receiving and		
Duly/Completely signed	d Clearance (if	Respective C	ollege/ Office of S	Student Affairs and		
Needed)		Services/Libra	ary/ Accounting O	ffice		
Receipt of Payment		Cashiering O	ffice			
Necessary Number of I	Documentary	Requesting P	arty			
Stamp/s						
Authorization Letter (if	request is made	Requesting P	arty			
thru a representative)						
Original & Photocopies	of a Valid ID of	Requesting P	arty			
student and representa	student and representative					
F137 (if not yet submitt	ed)	Requesting Party				
Other entrance requires	ments of students	Requesting P	arty			
failed to submit during	enrolment	S (Sept.)	W/2			
Student ID		Requesting Party				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
(CAMPA TRANSPORTER - AND CAMPA TO CAMPA	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceeds to	Welcome client	None	2 min.	Clerk		
OLIP (Mindow				University Registrar		
OUR (Window	and issue the			Offiversity (tegistral		
1) Ask for	Request Form			Offiverally Registral		
1) Ask for Request Form	Request Form for Records			Oniversity Registral		
1) Ask for Request Form (RF) and	Request Form for Records (RF), Student		,	Oniversity Registral		
1) Ask for Request Form (RF) and Clearance	Request Form for Records (RF), Student Clearance Form			Oniversity Registral		
1) Ask for Request Form (RF) and	Request Form for Records (RF), Student Clearance Form (SCF) and Order			Oniversity Registral		
1) Ask for Request Form (RF) and Clearance	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment		,	Oniversity Registral		
1) Ask for Request Form (RF) and Clearance Form (CF)	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF).			Oniversity Registral		
1) Ask for Request Form (RF) and Clearance Form (CF)	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client	None	None	Oniversity Registral		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the	None	None	Oniversity Registral		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form					
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly 3. Accomplish	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form » Check office	None None	5 min. per	Head of office or		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly 3. Accomplish signing of	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form Check office records to see if			Head of office or duly authorized		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly 3. Accomplish signing of clearance (if	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form » Check office records to see if student have no		5 min. per	Head of office or duly authorized personnel		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly 3. Accomplish signing of	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form » Check office records to see if student have no pending		5 min. per	Head of office or duly authorized		
1) Ask for Request Form (RF) and Clearance Form (CF) 2. Accomplish RF completely and correctly 3. Accomplish signing of clearance (if	Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF). Assists the client in filling up the form » Check office records to see if student have no		5 min. per	Head of office or duly authorized personnel		





			T	
	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 undergradu ate & TOR to be sent to the school	3 min.	Clerk Cashiering Office
5. Goes back to the Office of the University Registrar (OUR Window	» Accept and verifies/checks submitted forms & requirements	None	2 min.	CIC-RRS
1) to file duly accomplished RF & CF Together with OR and other requirements	» 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/req uirements (if necessary		3 min.	CIC-RRS



st su la re be R	emind and ask udent for ubmission of cking equirements efore accepting F & issues RF)		
co C C ar sa cli re lo co fill da IR	If file is emplete the IC fills-up LAIM STUB end issues the eme to the eent, records quest in the gbook (name, purse, date ed, claim ete). attached emest in the quest	2 min.	CIC-RRS
ch cc fo cc fir	Returns necked printed ppy to encoder r necessary prrections and nal printing gether w/ SF	1 min.	CCE
cc pr du TC gr , s re	Encodes prection & ints a copy, uplicate of DR & copy of ades signs and cords it in his/ er logbook	3-5 min.	DCEn
ac tra	Prepares and ecomplishes ansfer edentials form,	2-3 min.	CIC-RRS



	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		3 min.	University Registrar
	» 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)		2 min.	CIC-RRS
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.	CIC-RRS
7. Returns to the OUR (Window 1) on or before the "Claim Date" reflected in the CLAIM STUB to get Transfer	» Welcome client, receives CLAIM STUB and secures Transfer Credentials from the filing Cabinet	None	2 min.	CIC-RRS
Credentials (presents authorization letter & ID's if representative)	» Presents the Transfer Credential to client to visually check		5 min.	CIC-RRS



	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	 Returns to the Record Section the SF Receives SF 	None	1 min.	CIC-RRS
printing & signing name in the space provided in the RF & Logbook	and acknowledges receipt thereof » Returns SF to		1 min.	CIC-RRS
	its Storage cabinet/ shelf		1 min.	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	G2C – Government to Citizen
Transaction:	



Who may avail:	Al				
CHECKLIST OF RE	QU	IREMENTS		WHERE TO SEC	CURE
Duly accomplished req	ues	t form	Guidance, Counseling and Testing Center		
Duly/Completely signe	d Cl	earance	Respective College		
Receipt of Payment		Cashiering Office			
Documentary Stamp			Requesting P		
CLIENT STEPS		AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill up clearance slip and have it signed by the respective Guidance Counselor, Program Chairman and Dean of the respective College.	cle be the	ovide earance slip to filled up by e person ncerned	None	3 min.	Clerk Guidance, Counseling and Testing Center
2. Proceeds to Cashier's office and pays fee			Php 50.00	5 min.	Clerk Cashiering Office
3. Acknowledge receipt of requested documents	inv	eparation volves: Clearance slip with complete signature; Official receipt; Documentary Stamp Photocopy of clearance slip and Official receipt of payment in a short bond paper; Authorization etter attached with a valid ID of the representative and requesting party (required	None	5 min.	Head of Office/Clerk Guidance, Counseling and Testing



if the requesting party cannot	
personally	
appear to	
claim the	
certification)	



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.

Office or Division:	Accounting Office	Accounting Office				
Classification:	Simple					
Type of	G2C – Governme	nt to Citizen				
Transaction:						
Who may avail:	All					
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE		
Student Clearance		Respective C	ollege			
Identification Card		Requesting P				
Official Receipt		Cashiering Of				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
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.	Accounting Support Staff Accounting Office		
2. Signing of clearance	After verification conducted, the Accounting Staff will sign/countersign the clearance.	None	1 min.	Accounting Support Staff Accounting Office		



2. Collecting Fees

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

Office or Division:	Cashiering Office					
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All					
CHECKLIST OF RE	QUIREMENTS	Line in the control of the V	WHERE TO SECU	JRE		
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		
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				
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			
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

Office or Division:	Cashiering Office				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All				
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Identification Card (and	or Certification to	Requesting Part	У		
claim payment)		30 30000			
CLIENT STEPS	AGENCY	CLAIMS TO	PROCESSING	PERSON	
02.2.1. 012. 0	ACTIONS	BE PAID	TIME	RESPONSIBLE	
	Communicate	a. Supplies		Disbursing Officer	
	payee the	b. Others			
	availability of				
	checks for				
4 5	payment			5	
Present valid	Verify the ID of		1 min.	Disbursing Officer	
identification	the person				
card (ID) or any other valid	claiming				
certification as	payment				
representative					
to claim					
payment	Examine the		1 min.		
payment	amount of check		1 1111111.		
	to the				
	SDV/OBR/PR				
2. Payee will sign	Check the		2 min.	Disbursing Officer	
in the receipt of	portion of the				
payment	receipt of				
portion in the	payment of the				
Disbursement	DV/Payroll				
Voucher	including the				
	signature, date				
	and printed				
	name				



	Issuance of	For Suppliers:	3 min.	Disbursing Officer
The control of the co	Issuance of check	-Sales Invoice or Official receipt shall be issued as evidence for the sale of goods and/or propertiesCommercial receipts/invoici ng such as delivery receipts, order slips, purchase orders, provisional receipts and other document is considered supplementary evidence onlyCopy of tax certificate of tax withheld is given to the supplierIf the payee authorized to claim check, SPO or	3 min.	Disbursing Officer
		authorization is needed.		



b. Expanded Modified Direct Payment Scheme (Checkless Payment)

Office or Division:	Cashiering Office					
Classification:	Simple					
Type of	G2C – Governme	G2C – Government to Citizen				
Transaction:	A 11					
Who may avail: CHECKLIST OF RE	All	STATE SALES OF SALES	WILLEDE TO SEC			
Identification Card (and	THE CONTRACT OF STREET	Requesting Part	WHERE TO SECU	UKE		
claim payment)	or Sertification to	Trequesting Fait	.y			
	AGENCY	CLAIMS TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	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		



c. Payee will wait	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	None	None	Encoder
the payment of claim to be credited to their bank account	needed documents such as ADA, LDDAP, SLIIE etc. for submission to Landbank -Length of process varies in accordance to the availability of signatories	INOTIE	None	Lincoder

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	G2C – Government to Citizen				
Transaction:					
Who may avail:	All				
CHECKLIST OF RE	F REQUIREMENTS WHERE TO SECURE				
Identification Card		Requesting Party			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
OLILITI OTLI O	ACTIONS	BE PAID	TIME	RESPONSIBLE	



1200 NO. 1000 NO. 1000 NO.				
a. Proceed to the University Health Services Unit for medical assistance (on day of visit)	»Perform disinfection procedures before entry.	None	1 minute	Nurse (in full PPE) 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	5
	»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	Physician (in full PPE) University Health Services



cli ev m ph ch	f needed, refer ient for further valuation and anagement to hysician of noice/pspitalization aneeded			
I was an an an	For oral amination	None	2 minutes	Dentist (in full PPE) University Health Services
ap sc too (b	Set pointment/ hedule for oth extraction etween dentist ad client)		2 minutes	COLVIOCO
ex	For tooth traction ocedure		30 minutes to 1 hour	
Dental pro	Dispenses escribed edicine	None	1 minute	Nurse (in full PPE) 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:

Office or Division:	Human Resource Management Office				
Classification:	Simple				
Type of	G2C – Governme	nt to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURF	
Identification Card		Requesting P	The second secon	SCICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Fill-up the 	Check the form	None	1 min	Staff	
request form	if properly filled			Human Resource	
	up.			Management Office	
	Prepare the	None	5 min	Staff	
	certification/s			Human Resource	
	requested.			Management Office	
	Sign the	None	1 min	Head	
	certification's			Human Resource	
	requested.			Management Office	
2. Submit duly	Release of	None	1 min	Staff	
filled-up form	requested			Human Resource	
personally or	records/certificat			Management Office	
thru email at	ions.				
slsu.hrmo@gm					
ail.com					



VI. Feedback and Complaints

FEEDBACK ANI	D COMPLAINTS MECHANISM
How to send feedback	 Form: Accomplish Feedback Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business. Phone: Call our hotline numbers (042) 540-6608/0907-081-8647 Email: Send at slsu.hrmo@gmail.com Public Assistance/Complaint Desk: Make representation at the Information Desk located on the CSSU Office near SLSU Gate 1.
How feedbacks are processed	 Whenever there is Feedback, the Public Assistance/Complaint Desk representative forwards the concern to the responsible unit for compilation and recording. The response of the office is then relayed immediately to the citizen. For inquiries and follow-ups, clients may contact the following telephone numbers: (042) 540-6608; 0907-081-8647
How to file a complaint	Client must register and fill up the Complaint Form with the Public Assistance and Complaint Desk Staff regarding the nature of complaint. The PACD shall evaluate the request.
How complaints are processed	 The PACD Staff shall interview and provide general information orientation about the complaint procedure and shall endorse the complaint to the concerned officer for appropriate action. The PACD Staff provides feedback to the client
Contact Information of CCB, PCC, ARTA	 ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



VII. List of Offices

Office of the President		4th Flr., Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc. 156
University and Board Secre	tary	3rd Flr. Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc.
Internal Audit Services		2nd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc.
Office of International and A	Alumni	2nd Flr. Left Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc.
Planning and Development	Office	1st Flr. Emilio Aguinaldo Bldg., SLSU-Lucban	(042) 540-4087 loc.131
Civil Safety and Security Ur	nit	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 Science	s	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 Techno	logy	2nd Flr. Left Wing, GAB Bldg., SLSU-Lucban	(042) 540-4229
College of Teacher Educat	ion	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 Fir. New CBA Bldg., SLSU- Lucban	(042) 540-2597
Physical Plant and Facilities	1st Flr. Andres Bonifacio Bldg., SLSU-Lucban	(042) 540-4087 loc. 110
Procurement Office	1st Flr. Hermano Pule Bldg., SLSU-Lucban	(042) 540-6519; 540-4087 (148)
Research, Extension, Production and Development	3rd Flr. Right Wing, Admin. Bldg., SLSU-Lucban	(042) 540-4087 loc.107
Research Office	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Production Office	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Extension Office	1st Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506
Program/Project Planning & Administrative Services	2nd Flr. PREPD Center, Digitel Bldg., SLSU-Lucban	(042) 540-8506



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, <u>Doracie B. Zoleta-Nantes, PhD.</u>, Filipino, of legal age, <u>University President</u> of the <u>Southern Luzon State University</u>, 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;
 - 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 15th of July, 2020 in Lucban, Quezon, Philippines.

Doracie B. Koleta-Nantes, PhD.

University President Southern Luzon State University

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

Page No. 33 Book No. 55

Series of 702

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. 933-336-567 MCLE COMPLIANCE NO. VI-0003146

NOTARY PUBLIC/ ADMINISTERING OFFICER

ATTY.JOSE ANTONIO D. APARTE

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: [1] Yes

oN[]

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

Issuance/Policy	Specific Provision in
Issuance/Policy Title	Issuance/Policy Title
Issuance/Policy Title N/A	Issuance/Policy Title N/A
	OFFICE/AGENCY ate of Effectivity 2020 2016



		-							1			
16.		15.			14.	13.	12.	:	10.	9.	.8	7.
Issuance of Service Record/Human Resource Related Certification		Outpatient Medical and Dental	 Expanded Modified Direct Payment Scheme (Checkless Payment) 	Suppliers/Creditors a. Payment through Check	Disbursement to	Collecting of Fees	Signing of Student Clearance and Issuance of Examination Permit	Issuance of Good Moral Certificate	Request Issuance of Transfer Credentials	Request and Issuance of Student Accounting/Evaluation prior to application for Graduation	Request and Issuance of Various Certifications (I.E. ENROLMENT, UNITS EARNED, CARMA)	Authentication of Diploma/TOR/Registration Form
N/A	3	N/A			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A		N/A			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	I I	N/A			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2012	2010	2015			2017	2014	2016	2016	2012	2012	2012	2012
N/A	N/A	N/A			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

Client Steps/P C 1. Visit the SLSU Ac Website to view t 2. Fill up the online of stu 4. Acknowledge rec	None	25 min.	TOTAL			
Client Steps/Procedures as indicated in the Citizen's Charter 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 Citizen's Charter Legal Basis Total Processing Time Time A 5 min. 5 min. 5 min.		3 min.				
Client Steps/Procedures as indicated in the Citizen's Charter 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 Legal Basis Total Processing Time N/A (depending on the Internet connection speed) 5 min.		12 min.		3. Verification of students		
Client Steps/Procedures as indicated in the Citizen's Charter 1. Visit the SLSU Admission Official FB Page or the SLSU N/A Website to view the College Admission Test Result Website to view the College Admission Test Result Speed)		5 min.				
Client Steps/Procedures as indicated in the Legal Basis Total Processing Citizen's Charter Time	N/A	5 min. (depending on the Internet connection speed)	N/A	 Visit the SLSU Admission Official FB Page or the SLSU Website to view the College Admission Test Result 	N/A	✓ Result of Examination
LIGH OF GIFT'S MIND FINOCEDURES	Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
LICT OF STEDS AND BOOGENIBES				LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
SERVICE INFORMATION				SERVICE INFORMATION		
GOVERNMENT SERVICE: CONFIRMATION AND ADMISSION OF STUDENTS				IRMATION AND ADMISSION OF STUDENTS	ICE: CONFIL	OVERNMENT SERV

Doracie B. Zdieta-Nantes, PhD Left and J. University President



		SERVICE INFORMATION			
LIST OF REQUIREMENTS	ENTS	LIST OF STEPS AND PROCEDURES	JRES		
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	For SLSU Students:	N/A	3 min	N/A
		 For activation of student ID, present Identification Card and Registration Form. Fill up Patron Information Form (AA-LIB-2.01F7) 			
		 Browse the OPAC and copy the call number of the needed book/s or 		5 min.	Z A
		Retrieve the book at the stack area.		4 min.	N/A
		 If the book/s or material/s will be used inside the library only, present it to the 		2 min.	N/A
		Library Personnel and fill up the book card. (Can borrow two books at a time.)		4 min	N/A
		 If borrowing for photocopy, secure and fill up photocopying slip to bring out material/s up to 30 minutes only. (This is allowed only for General Circulation Section and Periodical & General 			
		6 If borrowing for overnight fill up the		3 min.	N/A



books		
N/A – depends on the number of overdue	27 min.	TOTAL
		corresponding amount.
P10.00 per day/book		
Student -	3 min.	7. Return the book at the counter after
N/A	သ min	school day before 9:00 am. (This is allowed only for General Circulation Section).

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



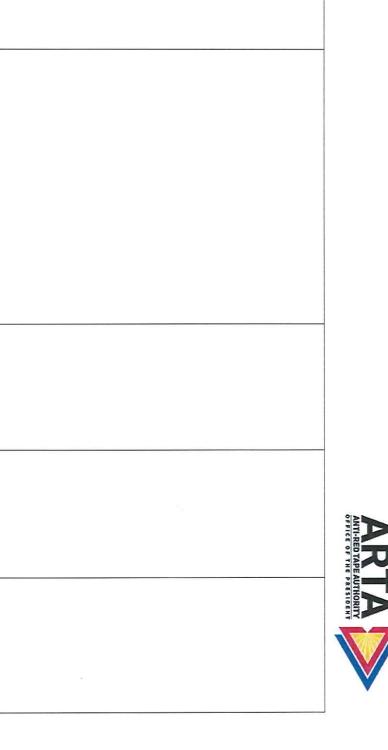
N/A – depends on the number of borrowed books	22 min.	TOTAL		
			use.	
			Return the book at the counter after	

LIST OF REQUIREMENTS	IENTS	LIST OF REQUIREMENTS LIST OF REQUIREMENTS LIST OF STEPS AND PROCEDURES	2 JRES		
Requirement	I enal Racio	Client Stens/Procedures as indicated in the		Total Processing	Total Fees to be Paid
Vedanenient	Legal Dasis	Citizen's Charter	Legal basis	Time	Total rees to be rain
 Duly accomplished request form Duly signed 	N/A	 Proceed to the OUR Window 1. Ask for the applicable forms 	N/A	2 min.	N/A
clearance (if needed) Receipt of Payment		Accomplish Request Form completely & correctly		,	N/A
documentary stamp/s Authorization letter (if	9	 Accomplish signing of clearance (if needed) 		5 min / office	N/A
request is made thru a representative)		 Pay the necessary fees 		3 min.	Php 100.00/set (first Two pages)
photocopies of a valid ID of the student and		5. Submit duly accomplished forms and			Php 60.00 (additional page/TOR)
		6. Get the claim stub		2 min.	N/A
		7. Follow- up status of request (optional)		2-3 min.	N/A
		Return to OUR on/ before Claim Date to Claim TOP (present authorization letter)		9 min.	N/A
		& valid ID if will be claimed by a representative)		4 min.	N/A\



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

		1				
			SERVICE INFORMATION			
	LIST OF REQUIREMENTS	IENTS	LIST OF STEPS AND PROCEDURES	RES		
	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	N/A	Ask for Request Form (RF)	N/A	1 min.	N/A
2	Official receipt of		2. Accomplish RF correctly and completely			N/A
120	payment Original TOR and		Pay the request fee		3 min.	Php 200.00
	/ Original TOR (partial) for		 Submit RF, original & photocopies of TOR and diploma, OR and other 		24 min.	N/A
	undergraduate students		requirements. Get claim stub			
	Clear and clean photocopies of TOR		Present Claim Stub to claim Certification of Authentication and		6 min	N/A
	and diploma (i.e.		Validation (CAV) (present authorization			
	laser copies using at least a "Substance		letter & valid ID if representative)		4 min.	N/A
	20" paper		Acknowledge receipt of CAV			
-	Necessary number of					
	documentary stamps					
_	 Authorization letter (if 					
	request is made thru					
	a representative)					



TOTAL

38 min.

Php 200.00

Original and photocopies of a valid ID's of student and representative





1						,
0	SOVERNMENT SERVICE: REQUEST F	OR ISSU.	GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF GRADUATE'S CREDENTIALS			
			SERVICE INFORMATION			
	LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURE	RES		
	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	 Ask for Request Form (RF) 	N/A	2 min.	N/A
	✓ Duly signed clearance (if		2. Accomplish RF completely & correctly		¥	N/A
					6	
	 Receipt of payment for graduation fees & receipt for 		Pay the necessary fees		3 min	Php 100.00/set (first Two pages)
	5					
	Certification of submission of					(additional nage/TOR)
	Distribution Form					Php 100.00
	 Necessary number of 					(additional
	documentary stamps ✓ Other requirements not yet		 Submit duly accomplished forms and OR. Then get claim stub 		24 min.	centification)
	submitted to the OUR (e.g.					N/A
	F137, 2x2 pictures w/		Follow up status of request (optional)		2-3 min.	
	nametag, NSO Birth) 1	NIA
			6. Return to OUR on/ before Claim Date to		9 min.	N/A
	 Letter of explanation of non- affendance to 		claim requested documents (present			N/A
+	commencement exercises		representative)			
	duly noted by apparent and		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
	the College Dean		Acknowledge receipt of requested		4 min.	
			documents			
	✓ Authorization Letter (if					N/A
	request is made thru a				25	
	representative)					
	 Original & photocopies of a 					
	valid ID of student (and					
	representative)					



Php 100.00

Php 100.00	45 min.	TOTAL			
			documents		
N/A	4 min.		Acknowledge receipt of requested		
			claim requested documents (present authorization letter & valid ID if representative)		
N/A	9 min.		6. Return to OUR on/ before Claim Date to		
N/A	2-3 min.		5. Follow up status of request (optional)		thru a representative)
N/A	24 min.		 Submit duly accomplished forms and OR. Get claim stub 		documentary stamps Authorization Letter
Php 100.00/set	3 min.		Pay the necessary fees		 Official Receipt Necessary number of
N/A	To the second		Accomplish RF completely & correctly		 Duly signed clearance (if needed)
N/A	2 min.	N/A	 Ask for Request Form (RF) 	N/A	 Duly accomplished request form
Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
		JRES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
IEDICWA-NO)	ONDERGRADUA.	EKAGE (CWA - G.O, B	SERVICE INFORMATION	WUEST AND ISSU	GOVERNIVIEN SERVICE: AE
TEDOMA LO	S LINDEDCDADIA	TOACE CIAIA OS D	INNCE OF CERTIFICATE OF WEIGHTED AVI	OHEST AND ISSI	COVEDNIMENT CEDVICE: DE



OCALIMIEM OF MICE.		SERVICE INFORMATION			
LIST OF REQUIREMENTS	MENTS	LIST OF STEPS AND PROCEDURES	JRES		
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	N/A	Ask for Request Form (RF)	N/A	2 min.	N/A
request form ✓ Official Receipt		Accomplish RF completely & correctly			N/A
 Necessary number of 					88.0
documentary stamps Authorization Letter		3. Pay fee		3 min.	Php 50.00/set
(if request is made		 Submit duly accomplished forms and 		24 min.	N/A
thru a representative) ✓ Original and		OR. Get claim stub			
photocopies of a valid ID's of student and		Follow up status of request (optional)		2-3 min.	N/A
representative		Return to OUR on/ before Claim Date to		9 min.	N/A
✓ Clear and clean		claim requested documents (present			
document/s to be		representative)			
authenticated with					
the original copies		Acknowledge receipt of requested documents		4 min.	N/A
			INTOT	As min	Dhn 50 00



Php 100.00	45 min.	TOTAL	MODELLING		
N/A	4 min.		 Acknowledge receipt of requested documents 		
			representative)		and original orbitor
					authenticated with
N/A	9 min.		6. Return to OUR on/ before Claim Date to		document/s to be
N/A	2-3 min.		Follow up status of request (optional)		 Clear and clean photoconies of
			טוזי טטר חוס טמוווו טנמצ		representative)
N/A	24 min.		 Submit duly accomplished forms and OR Get the claim stub 	-	photocopies of a valid ID's of student and
					✓ Original and
Certification					(If request is made thru a representative
Php 100.00/	3 min.		Pay the necessary fees		✓ Authorization Letter
			 Accomplish KF completely & correctly 		documentary stamps
N/A					Official Receipt
			Clearance Form (CF)		
N/A	2 min.	N/A	 Ask for Request Form (RF) and 	N/A	✓ Duly accomplished
Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
		IRES	LIST OF STEPS AND PROCEDURES	IENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
	OLMENT, UNITS EARNED, CARMA)	ENROLMENT, UNITS	GOVERNMENT SERVICE: REQUEST AND ISSUANCE OF VARIOUS CERTIFICATIONS (I.E. ENR	QUEST AND ISSU	GOVERNMENT SERVICE: REC



P 100.00	42 min.	TOTAL			
N/A	4 min.	c.	Acknowledge receipt of requested documents		
			representative)		curriculum
5			authorization letter & valid ID if		prospectus of
N/A					✓ Course/program
	9 min.		5. Return to OUR on/ before Claim Date to		representative
N/A			OR. Get claim stub		D's of student and
evaluation	24 min.		4. Submit duly accomplished forms and		✓ Original and
Pnp 100.00/			Â		thru a representative)
	3 min.		3. Pay fee		(if request is made
N/A			a a		✓ Authorization Letter
			Accomplish RF completely & correctly		✓ Official Receipt
5	2 111111.		. Ask to the dest Folill (Nr)	N	request form
N/A	o min	NIA	1 Ack for Dogwood Corm (DC)	NIA	- Duly populished
	Time		Citizen's Charter		
Total Fees to be Paid	Total Processing	Legal Basis	Client Steps/Procedures as indicated in the	Legal Basis	Requirement
		IRES	LIST OF STEPS AND PROCEDURES	ENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
DUATION	PRIOR TO APPLICATION FOR GRADUATION		GOVERNMENT SERVICE: REQUEST AND ISSUANCE OF STUDENT ACCOUNTING/EVALUATION	QUEST AND ISSU.	GOVERNMENT SERVICE: REG
DIIATION	ווכאדוכאו בכם הפא		ANICE OF STILLENT ACCOUNTING/EVALUE	TIEST AND ISSI	בסעוכה סהס



None	1 hr., 3 min. and 1- secs.	TOTAL			
	,		10. May or may not accomplish CSS11. Drops accomplished CCS to designated box		✓ Student ID
	10 secs.				submit during enrolment
					requirements of students failed to
	သ က		8 Acknowledges receipt of Transfer Credentials by printing &		✓ Other entrance
			N		submitted)
			(presents authorization letter & ID's if representative)		✓ F137 (if not yet
	9 min		reflected in the CI AIM STILB to get Transfer Credentials		and representative
					Photocopies of a
	2-3 min.		May call OUR to inquire as to status of request (optional)		✓ Original &
			מוש סמוסו וכקמווסווסו		representative)
			and other requirements		thrii a
	38 min.		5. Goes back to the Office of the University Registrar (OUR Window 1) to file duly occumulated BE 8 CE Togethor with OB		✓ Authorization Letter
	3 min.		4. Pay Fee		of Documentary
					 Necessary Number
	unit		 Accomplish signing of clearance (if needed) 		✓ Receipt of Payment
588	5 min loffico or		2. Accomplish RF completely and correctly		signed Clearance (if
					✓ Duly/Completely
NA	2 min.	NA	 Proceeds to OUR (Window 1) Ask for Request Form (RF) and Clearance Form (CF) 	N/A	request form
	lime				
Total Fees to be Paid	Total Processing	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
			LIST OF STEPS AND PROCEDURES	TS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
			GOVERNMENT SERVICE: REQUEST ISSUANCE OF TRANSFER CREDENTIALS	QUEST IS:	GOVERNMENT SERVICE: RE



GOVERNMENT SERVICE: ISSUANCE OF GOOD MORAL CERTIFICATE SERVICE INFORMATION LIST OF REQUIREMENTS LIST OF REQUIREMENTS Legal Basis Client Steps/Procedures as indicated in the Citizen's Basis Charter Duly accomplished request form Duly/Completely signed Clearance Receipt of Payment Documentary Stamp Acknowledge receipt of requested documents Acknowledge receipt of requested documents SERVICE INFORMATION Total Processing Paid Total Processing Smin. N/A 3 min. Php 50.00	Php 50.00	13 min.	TOTAL			
STEPS AND PROCEDURES s as indicated in the Citizen's harter p and have it signed by the e Counselor, Program Chairman spective College ar's office and pays fee Legal Total Processing Basis N/A 3 min. 5 min.	N/A	5 min.		Acknowledge receipt of requested documents		
STEPS AND PROCEDURES s as indicated in the Citizen's Harter Counselor, Program Chairman spective College Pr's office and pays fee N/A STEPS AND PROCEDURES Legal Total Processing Basis N/A 3 min. 5 min.						✓ Documentary Stamp
STEPS AND PROCEDURES s as indicated in the Citizen's Harter p and have it signed by the counselor, Program Chairman spective College Total Processing Time N/A 3 min.	Php 50.00	5 min		Proceeds to Cashier's office and pays fee		 Receipt of Payment
STEPS AND PROCEDURES s as indicated in the Citizen's harter p and have it signed by the e Counselor, Program Chairman spective College N/A 3 min.						signed Clearance
STEPS AND PROCEDURES s as indicated in the Citizen's harter p and have it signed by the counselor, Program Chairman N/A Total Processing Basis N/A 3 min.				and Dean of the respective College		✓ Duly/Completely
STEPS AND PROCEDURES s as indicated in the Citizen's harter p and have it signed by the N/A STEPS AND PROCEDURES Legal Total Processing Basis N/A 3 min.				respective Guidance Counselor, Program Chairman		request form
ICE INFORMATION STEPS AND PROCEDURES s as indicated in the Citizen's Legal Total Processing harter Basis Time	N/A	3 min.	N/A	 Fill up clearance slip and have it signed by the 	N/A	 Duly accomplished
ICE INFORMATION STEPS AND PROCEDURES s as indicated in the Citizen's Legal Total Processing Basis Time			STATE OF THE STATE OF			
ICE INFORMATION STEPS AND PROCEDURES s as indicated in the Citizen's Legal Total Processing	Paid	lime	Basis	Charter		
GOVERNMENT SERVICE: <u>ISSUANCE OF GOOD MORAL CERTIFICATE</u> SERVICE INFORMATION LIST OF REQUIREMENTS LIST OF STEPS AND PROCEDURES	Total Fees to be	Total Processing	Legal	Client Steps/Procedures as indicated in the Citizen's	Legal Basis	Requirement
GOVERNMENT SERVICE: <u>ISSUANCE OF GOOD MORAL CERTIFICATE</u> SERVICE INFORMATION				LIST OF STEPS AND PROCEDURES	IENTS	LIST OF REQUIREN
GOVERNMENT SERVICE: ISSUANCE OF GOOD MORAL CERTIFICATE				SERVICE INFORMATION		
				DD MORAL CERTIFICATE	UANCE OF GOO	GOVERNMENT SERVICE: ISS

None	1 min. & 30 sec.	TOTAL			
N/A	1 min.		Get back your signed clearance form and receive the Examination Permit		
			College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt		Identification CardOfficial Receipt
N/A	30 secs.	N/A	Present Clearance signed by the	N/A	Student Clearance
ו סומו ו פפס נט אפר מומ	Time	Leyai Dasis	Citizen's Charter	regal Dasis	Nedallelliell
Total Roos to be Daid			Client Stone / Brocedures as indicated in the	MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
		NATION PERMIT	GOVERNMENT SERVICE: SIGNING OF STUDENT CLEARANCE AND ISSUANCE OF EXAMINATIO	NING OF STUDE	GOVERNMENT SERVICE: SIG



N/A – depends on the amount to be paid	1 min. & 10 secs.	TOTAL			
N/A	9		Obtain official receipt		
N/A	2 secs. / receipt		4. Pay the confirmed amount		
Million II	48 secs. / receipt				
c. Other fees N/A	8 secs. / receipt		 Wait for the Verification of Fees, then Pay 		
Record b. Rental			Present the Billing Statement (for tenants and other clients)		
Tropporint					
a. Enrollment b. Remaining Balance c. Other fees			student)		Kegistration FormBilling Statement
Claims to be paid:	12 secs. /receipts	N/A	Present the Registration Form or ID (for	N/A	✓ Identification Card
וטנמו רפפט נט אפ רמוע	Time	Legal Dasis	Citizen's Charter	Legal Dasis	Vedanenie
Total Good to be Daid	T		Client Street Drand In the Committee of	ENTS:	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
			<u>SES</u>	LLECTING OF FE	GOVERNMENT SERVICE: COLLECTING OF FEES
The state of the s	The state of the s				



N/A - depends on the amount to be paid	7 min.	TOTAL			
-If the payee authorized to claim check, SPO or authorization is needed.					
-Copy of tax certificate of tax withheld is given to the supplier.					
-Commercial receipts/invoicing such as delivery receipts, order slips, purchase orders, provisional receipts and other document is considered supplementary evidence only.					
-Sales Invoice or Official receipt shall be issued as evidence for the sale of goods and/or properties.					ξ
For Suppliers:	3 min.		✓ Receive payment		
N/A	2 min.		 Payee will sign in the receipt of payment portion in the Disbursement Voucher 		dam pajmany
N/A	2 min.	N/A	 Present valid identification card (ID) or any other valid certification as representative to claim payment 	NA	✓ Identification Card (and/or Certification to
	Time				
Total Fees to be Paid	Total Processing	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
			LIST OF STEPS AND PROCEDURES	STN	LIST OF REQUIREMENTS
		DRMATION	SERVICE INFORMATION		
CA	KOUGH CHE	TWENT IN	GOVERNMENT SERVICE; DISBORSEMENT TO SOFFEIERS/CREDITORS, a. FATMENT THROO	וטמטוע	GOVERNMENT SERVICE
	スつつらばって口つて		RUMINITY OUT THE TOTAL OF THE TAIL		GOVEZNINE OF TOTAL



NA		101			
			 Payee will have to wait for the payment of claim to be credited to their bank account 		
	N/A		of payment portion of DV which includes signature, date and printed name		
in. N/A	4 min.		Payee should accomplish the receipt		
in.	1 min.	N/A	 Present valid identification card (ID) or any other valid certification as representative to claim payment 	N/A	 Identification Card (and/or Certification to claim payment)
T alu			Citizett S Citatiet		
Total	Total Processing	Legal Basis	Client Steps/Procedures as indicated in the	Legal Basis	Requirement
		URES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
ED DIRECT PAYMENT SCHEME (CHECKLESS	YMENT SCH		GOVERNMENT SERVICE: <u>DISBURSEMENT TO SUPPLIERS/CREDITORS</u> : b. EXPANDED MODIF PAYMENT)	SBURSEMENT TO	GOVERNMENT SERVICE: <u>DIS</u> PAYMENT)



None	1 hr. & 24 min.	TOTAL			
			4. Post Medical/ Dental Consultation		
N/A	1 min.		3. Dental Consultation		
N/A	1 hr. & 4 min.				
			Medical Consultation		
N/A	5-10 min.		3		
			day of visit)		
			Services Unit for medical assistance (on		
N/A	9 min.	N/A	 Proceed to the University Health 	N/A	✓ Identification Card
	Time		Citizen's Charter		
Total Fees to be Paid	ssing	Legal Basis	Client Steps/Procedures as indicated in the	Legal Basis	Requirement
		IRES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
			GOVERNMENT SERVICE: OUTPATIENT MEDICAL AND DENTAL CONSULTATION	TPATIENT MEDIC	GOVERNMENT SERVICE: OU

None	8 min.	TOTAL			
	1 min.		 Submit the duly filled-up form at the Human Resource Management Office or email it to slsu.hrmo@gmail.com 		
	1 min.		Sign the certification/s requested.		
N/A	5 min.		2. Prepare the certification/s requested.		
N/A	1 min.	N/A	1. Fill-up the request form	N/A	✓ Identification Card
Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
		RES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
		CERTIFICATION	GOVERNMENT SERVICE: ISSUANCE OF SERVICE RECORD/HUMAN RESOURCE-RELATED CERTIFICATION	SUANCE OF SER	GOVERNMENT SERVICE: ISS