SOUTHERN LUZON STATE UNIVERSITY

CITIZEN'S CHARTER

(Updated as of November 2022)

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 o her relevant fields of study. It shall also undertake research and extension service and provide progressive leadership in its areas of specialization.

II. Vision:

Southern Luzon State University as an academic hub of excellent curricular programs, transdisciplinary researches, and responsive extension services that contributes to knowledge production, social development and economic advancement of Quezon province and the CALABARZON Region.

III. Mission:

The University is committed to develop a sustained culture of delivering quality services and undertaking continuous interdisciplinary innovations in instruction, research and extension in the fields of agriculture, science, education, engineering, technology, allied health and medicine, human security, business and the arts anchored to the development needs of Quezon province and the CALABARZON Region and national and global development goals.

IV. Service Pledge:

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

- ✓ Center teaching excellence
- ✓ Premier research university that generates S&T-based innovations

- ✓ Training institution that promotes gender-responsive, climate-resilient and community driven development for all
- ✓ Wider platform for student and personnel development
- ✓ Facilities that support student learning enhancement and personnel development
- ✓ Strengthened local and international academe-industry and alumni linkages
- ✓ Intensifying resource generation and risk management

V. LIST OF SERVICES

ACADEMIC AFFAIRS
Internal/ External Services

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 Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Result of Examination		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SLSU Student Admission Office FB page (https://www.facebook.com/SLSU Admission) or the SLSU Website for the College Admission Result and Schedule of Confirmation	Post the list of qualifiers for the SLSU College Admission	None	5 min. (depending on the Internet connection speed)	Student Admission Office
2. Proceed to the confirmation venue and bring the specified documents for pre-enrollment	Validate the correctness of the documents	None	5-10 min	Office of the University Registrar/ Student Admission Office
3. Proceed to the program chairperson for an interview and orientation	Orient qualifier on the program that he/she qualified to. >>Give and sign the confirmation slip	None	5-10min	College Dean/Campus Director/ Program Chairperson
4. Issuance of Admission Slip	Verify if qualifier have undergone the program interview and sign/issue the admission slip to qualifier.	None	2 min.	Student Admission Office
5. Present the Admission Slip to the BAO Office for ID processing	Provide ID Processing Slip and take picture of the qualifier. (Students will be notified if they can already claim their chool ID)	None	3-5 min.	Business Affairs Office

	Endorse list of confirmed students per program to the Office of the University Registrar and MIS-ICT Office	None	2 min.	Student Admission Committee

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

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

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Requesting Party		
Registration Form		Requesting Party		
Referral Letter		Requesting Party (for non-SLSU Client)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For SLSU CLIENTS				
1. Encoding and activation of Clients/Patron Information	1.1. Receives and encodes data of first year, transferees' students, faculty and employees for activation in the Library System (Follett Destiny)	None	3 min.	Assistant Librarian/ Library support Staff
	1.2. Activates School ID of old student, faculty and employees in the library system (Follett Destiny)		1 min.	
2. Lending of book(s) and other Library Materials .	2.1. Charge books and reading Materials • Scan Barcode of books and school ID.	None	3 min.	Assistant Librarian/ Library support Staff
	2.2. For photocopying Charging of books and reading materials		4 min.	
	2.3. For overnight use • Charging of books and		3 min.	

	reading materials			
	2.4. Discharging of and other books and other reading materials		3 min.	
	2.5. For overdue books: • Notify patrons • Personnel in charge shall collect fines reflected in the library system (Follett Destiny)			

For Non-SLSU Clients				
1. Encoding and activation of Clients/Patron Information .	1.1 Present valid Identification Card and Referral Letter. Completely fill up the data needed in the Record Book. Pay Visitors Fee 1.2 Receive Visitors ID. It shall be used in borrowing books for Library Use Only.	HS Student – P10.00 College/GS Students – P20.00	5 min. 3 min.	Assistant Librarian/ Library support Staff
2. Lending of book(s) and other Library Materials	2.1 Browse the OPAC and copy the call number of the needed book/s or material/s. 2.2 Retrieve the book at the stack area. 2.3 Present it to the Library Personnel and fill up the book card. (*Can borrow two books at a time.)* 2.4 Return the book at the counter after use		5 min. 4 min. 2 min. 3 min.	Assistant Librarian/ Library support Staff

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

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

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished request form		University Registrar – Window 1 (Receiving and Releasing System)		
Duly signed clearance (if needed)		Respective College/ Office of Student Affairs and Services/Library/ Accounting Office, Alumni Federation Inc.		
Receipt of Payment		University Cashiering Office		
Necessary number of documentary stamp/s		Requesting Party		
Authorization letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID of the student and representative		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the OUR Window 1. Ask for forms.	Welcome Client & issue the Request Form for Records (RF) & Student Clearance Form (SCF) and Order of Payment Form (OPF) and gives instruction on how to proceed	None	2 min.	*Clerk* University Registrar
2. Accomplish RF completely & correctly		None		*Clerk* University Registrar
3. Accomplish signing of clearance (if needed)	Check office records to see if student have no pending obligation/	None	5 min. per office	*Head of office or duly authorized personnel*

	responsibility then sign SCF if student is clear of any financial/material responsibilities.				University Registrar
4.	Pay the necessary fees.	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). » 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	None	2 min. 2 min. 1 min. 1 min. 2 min. 10-20 mins 1 min	*Clerk* University Registrar

	assigned College Clerk Evaluator (CCEv).	5 min	
	»Receive and update student's permanent record		
	» Endorse Updated Student File (SF) to Designated College Encoder (DCEn)	1 min	
	»Encode Student's TOR based from student's permanent record and print an initial copy for checking purposes	2 min	
		1 min	
	»Endorse printed TOR and SF to CCEv	2 min	
	»Check printed TOR against permanent record of student & other documents in SF	1 min	
	»Return checked printed TOR to DCEn for necessary corrections and final printing together w/ SF	2 min	
	»Encode correction/s & store & print a copy & duplicate of TOR, sign and record it in his/her logbook	1 min	
	»Endorse printed TOR & Duplicate for signing together with SF to CCEv	3 min	
	»Sign TOR & duplicate, records it in his/her logbook	1 min	

	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 »Visually check contents of SF & finished TOR & duplicate then sign the documents »Get signed TOR and duplicate and SF then file it in the designated filing cabinet				
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.	*Clerk* 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.	*Clerk* University Registrar
8.	Acknowledge receipt of TOR	Present TOR to client to check correctness of the same » Attach documentary stamp to TOR and dry seals TOR, issue the same to client with OR. »Return the SF to the Record Section	None	4 min.	*Clerk* University Registrar

4. Request for Issuance of CAV

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

Office or Division:	University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished request form	University Registrar – Window 1 (Receiving and Releasing System)
Official receipt of payment	University Cashiering Office
Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students	Requesting Party
Clear and clean photocopies of TOR and diploma (i.e. laser copies using at least a "Substance 20" paper	Requesting Party
Necessary number of documentary stamps	Requesting Party
Authorization letter (if request is made thru a representative)	Requesting Party
Original and photocopies of a valid ID's of student and representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)	Issue the Request Form for Records (RF) and Order of Payment Form (OPF) and indicate the number of document stamps needed	None	1 min.	*Clerk* University Registrar
2. Accomplish RF correctly and completely		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.	*Clerk* Cashiering Office
4. Submit RF, original & photocopies of	Accept and verify submitted forms and requirements.	None	24 min.	*Clerk* University Registrar

TOR and diploma, OR and other requirements. Get claim stub	»Search and secure SF from the storage cabinets/ shelves then record it in the logbook and give it to the CIC-RRS. »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). »Accept and verify the units earned of SF. Record it and endorse to CIC-DCEn »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. »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	Welcome client and receive CLAIM STUB	None	6 min.		*Clerk*

CAV (present authorization letter & valid ID if representative)	Secure/ get from the filing cabinet student's file and release CAV			University Registrar
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.

Office or Division:	University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished request form	University Registrar – Window 1 (Receiving and Releasing System)
Duly signed clearance (if needed)	University Registrar – Window 1 (Receiving and Releasing System)
Receipt of payment for graduation fees & receipt for any additional fees	Cashiering Office
Certification of submission of bound thesis copies & Distribution Form	Business Affairs Office / VPAA
Necessary number of documentary stamps	Requesting Party
Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ nametag, NSO Birth Certificate, etc.)	Requesting Party
Letter of explanation of non-attendance to commencement exercises duly noted by apparent and the College Dean	Respective College
Student's University ID	Requesting Party
Authorization Letter (if request is made thru a representative)	Requesting Party
Original & photocopies of a valid ID of student (and representative)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Request Form (RF)	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 the necessary fees	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) »Search and secure SF from the storage cabinets/shelves then record it in the logbook and give it to the CIC-RRS »Receive SF and acknowledge receipt	None	24 min.	*Clerk* University Registrar

	» 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. »Insert completed request forms in the SF & endorse the same to the College Clerk Evaluator (CCE) »Receive and update student 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 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 & 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/finished 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 »Attach documentary stamp to credentials and dry seals credentials, issue credentials same to client with OR	None	9 min.	*Clerk* University Registrar
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		None		*Clerk* University Registrar
3. Pay the necessary fees	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).	None	24 min.	*Clerk* University Registrar

	»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			
	»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 DCEn.			
	»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.			
	»Get signed 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 and valid ID if representative)	Welcome the client and 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 and dry seals CWA, issue the same to client with OR.	None	9 min.	*Clerk* University Registrar
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 how to process the request for certification.	None	2 min.	*Clerk* University Registrar
2. Accomplish RF completely & correctly		None		*Clerk* Cashiering Office
3. Pay the necessary fees	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	Accept and verify/check submitted forms & requirements. »Go to the records section and ask CIC-RSS 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 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	None	24 min.	*Clerk* University Registrar

	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 letter&valid ID if representative)	Welcome client, receive CLAIM STUB and secure TOR from the filing cabinet. >> Present authenticated documents to client to visually check correctness of the same.	None	9 min.	*Clerk* University Registrar

	>> 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.	*Clerk* University Registrar
2. Accomplish RF completely & correctly		None		
3. Pay the necessary fees	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 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. See Checklist of Requirements and issues Request Form for Form-137/ TOR as needed.	None	24 min.	*Clerk* University Registrar

	»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) »Insert RF & OR in Student File folder & endorse the same to the assigned OUR -College Clerk Evaluator (CCEv). »Update student permanent record. »Endorse Updated Student File (SF) to Designated College Encoder (DCEn) »Encode appropriate certification (and print a copy for checking purposes if needed) »Print final copies of requested certification. »Sign and record it in the logbook »Endorse printed certification & duplicate to CCEv for signing together with SF. »Check and verify printed certification against permanent record of student and other documents in SF, 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 & 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)	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 Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Graduating Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished request form		University Registrar – Windows 3, 4 & 5 (Verifier's Window by College)		
Official Receipt		Cashiering Office		
Authorization Letter (if request is made thru a representative)		Requesting Party		
Original and photocopies of a valid ID's of student and representative		Requesting Party		
Course/program prospectus of curriculum		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask for Request Form (RF)	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 give the program curriculum to the client.	None	2 min.	*Clerk* University Registrar
2. Accomplish RF completely & correctly		None		*Clerk* University Registrar
3. Pay the necessary fees	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.	None	24 min.	*Clerk* University Registrar

	»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, 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.			
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.

Office or Division:	University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OUR (Window 1) Ask for Request Form (RF) and Clearance Form (CF)	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		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 or unit	*Head of office or duly authorized personnel* University Registrar

4. Pay the necessary fees	» Receive payment and issue corresponding official receipt (OR), then fill-up Cashier's box in RF	250 Php/ TC (includes copy of grades if undergrad uate & 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 remind and ask student for submission of lacking requirements before accepting RF & issues VRF)		3 min.	*CIC-RRS*
	» If file is complete the CIC fills-up CLAIM STUB and issues the same to the client, records request in the logbook (name, course, date filed, claim date). attached IRMF to the request		2 min.	*CIC-RRS*

	» Returns checked printed copy to encoder for necessary corrections and final printing together w/ SF		1 min.	*CCE*
	» Encodes correction & prints a copy, duplicate of TOR & copy of grades, signs and records it in his/ her logbook		3-5 min.	*DCEn*
	» Prepares and accomplishes transfer credentials form, records finished documents in his/her logbook and endorse the same & SF to Registrar for signing		2-3 min.	*CIC-RRS*
	» 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 Credentials (presents authorization	» Welcome client, receives CLAIM STUB and secures Transfer Credentials from the filing Cabinet	None	2 min.	*CIC-RRS*
	» Presents the Transfer Credential to client to visually check correctness of the same		5 min.	*CIC-RRS*

letter & ID's if representative)	» 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. Issues a CSS		None		CIC-RRS
10. May or may not accomplish CSS		None		CIC-RRS
11. Drops accomplished CCS to designated box		None		CIC-RRS

11. Issuance of Good Moral Certificate

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

Office or Division:	Student Affairs and Services Unit: Guidance, Counseling and Testing Center	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Duly accomplished request form	Guidance, Counseling and Testing Center	
Duly/Completely signed Clearance	Respective College	
Receipt of Payment	Cashiering Office	
Document Stamp	Request 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.	*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	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 valid ID of the respective and requesting party (required if the requesting party cannot personally appear to the certification)	None	5 min	*Head of Office/ Clerk Guidance Counseling and Testing*

ADMINSITRATIVE AND FINANCIAL AFFAIRS

Internal/ External Services

1. Signing of Student Clearance and Issuance of Examination Permit

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

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student Clearance		Respective College		
Identification Card		Requesting Party		
Official Receipt		Cashiering office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present Clearance signed by the College Dean, OSA Dean, Librarian and University Accountant, Registration Form or ID and Official Receipt	The Accounting Staff will check if the student has arrears in tuition fees and other 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*

1. Collecting Fees

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

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Identification Card ✓ Order of Payment Form		Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment	Verify Order of Payment details and other requirements as to completeness and accuracy	School Fees and Other Fees	12 seconds/ receipt	Collecting Officer
2. Pay the confirmed amount	Accept payment and issues Official Receipt		33 seconds/ receipt	Collecting Officer

2. 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 Disbursement Scheme or the checkless payment.

a. Payment through Check

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid Identification Card ✓ Authorization/SPA (if claiming cash or check in behalf of company or another person) ✓ Official Receipt/Sales Invoice (for suppliers)		Requesting Party Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claims and present valid Identification Card (ID) or authorization	Verify the name of the claimant on the checks for release. Let the client sign on the payroll or voucher (if not available, inform the client). Verify the signature of the clients on the payroll/voucher.	None	2 minutes	Disbursing Officer

CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive payment from the disbursing officer and verify the completeness of the entries.	Encode the date claimed on the Check and ADA Disbursement Record (CkADADRec) under Date Received column.	None	2 minutes	Disbursing Officer
	Stamped paid the payroll/voucher, scan then forward to Accounting office.		3 minutes	Data Controller/ Encoder

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		
✓ Valid Identification Card ✓ Authorization/SPA (if claiming cash or check in behalf of company or another person) ✓ Official Receipt/Sales Invoice (for suppliers)		Requesting Party Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claims and present valid Identification Card (ID) or authorization	Verify the name of the claimant on the approved voucher for process. Let the client sign/fill up receipt of payment part of the voucher/ payroll (if not available, inform the client). Request the claimant to provide copy of their bank account (preferably LBP account) to process the immediate payment.	None	2 minutes	Disbursing Officer

CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payee will have to wait for the payment of claim to be credited to their bank account.	Prepare the needed documents such as ADA, LDDAP, SLIIE etc. for the next process (Accounting and OP). *Length of process varies on the availability of signatories.* Inform the claimant/payee that their claims were already credited to their account.	None	3 minutes 30 seconds	Date Controller/ Encoder Disbursing Officer

3. 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.

UHS Clinic in Covid-19 environment

General Rules

1. All patients by appointment (as much as possible), no more than 6 patients in clinic at any one time (total of 12 people), except for emergencies.
2. No mask, no entry policy. **Everybody should wear masks at all times with no exceptions**.
3. Patient and companion must wear mask.
4. No temperature check, no entry.
5. Only one (1) companion per patient in waiting room, the rest will wait outside the clinic with social distancing policy.
6. Patients/ companions must be seated two (2) meters apart.
7. Patients waiting time must be 30 minutes only and patient medical consultations approximately 5 – 10 minutes.
8. High risk, disabled and elderly patients should be given priority and seen early to lessen risk of exposure.

Clinic Process

1. Pre-clinic visit.
   a. Nurses to confirm appointment by call or text.
      i. Set appointment time.
      ii. Patient must be at the clinic at the appointed time, not before and not more than 15 minutes late.

2. Inform patient of new policy.
   a. No mask, no clinic visit.
   b. Only one (1) companion in waiting area.
   c. Ask following questions:
      i. Do you have fever, cough, body malaise, LBM in past two (2) weeks?
      ii. Does your companion have fever, cough, body malaise, LBM in past two (2) weeks?
      iii. Have you or your companion been tested for covid-19? If YES, what is the result.
      iv. Do you have any person with covid-19 or who is a covid-19 suspect at home?

3. If patient or companion tested positive for covid-19 or with exposure to any person who is covid-19 positive/ suspect, refer to Local Rural Health Unit for evaluation and management.

Southern Luzon State University

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	

CLINIC PROCESS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the University Health Services Unit for medical assistance (on day of visit)	»Perform disinfection procedures before entry.	1 min	*Nurse (in full PPE)* University Health Services
	» Determines purpose of visit and asks the client for valid ID	2 min	
	» Interviews & checks vital signs then instructs the client to go to the Physician/ Dentist	3 min	
	»Retrieve records for old students/ employees	1 min	
	»Create new records for new students/ employees	2 min	
2.Medical Consultation	» Reviews medical record	5-10 minutes	*Physician (in full PPE)* University Health Services
	» Conducts physical examination and evaluation. Provides treatment and prescription of medicines		
	»If needed, refer client for further evaluation and management to physician of choice/ hospitalization as needed		

Dental Consultation	» For oral examination	2 minutes	*Dentist (in full PPE)* 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	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 Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card ()		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**CLAIMS TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up the request form	Check the form if properly filled up.	None	1min	*Staff Human Resource Management Office*
	Prepare the certification/s requested.	None	5min	*Staff Human Resource Management Office*
	Sign the certification/s requested	None	1min	*Head Human Resource Management Office*
2. Submit duly filled-up form personally or thru email at slsuhrmo@slsu.edu.ph	Release of requested records/ certifications.	None	1min	*Staff Human Resource Management Office*

VI. Feedback and Complaints

FEEDBACK AND 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 number (042) 540-6608/ 0960-851-6718 • Email: slsuhrmo@slsu.edu.ph • Public Assistance/ Complaint Desk: Make representation at the Information Desk located on the CSSU Office near SLSU Gate 1.
How feedbacks are processed	• Whenever the 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; 0960-851-6718
How to file a complaint	• Clients 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 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	3rd Flr. Left Wing Admin. Bldg., SLSU-Lucban	(042) 540-6635/ 156
University Board Secretary	3rd Flr. Left Wing Admin. Bldg., SLSU-Lucban	(042) 540-4816/ 103
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.118
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) 540-4787
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) 317-7813
Infanta Campus	Brgy. Tongohin, Infanta Quezon	(042) 535-4355
Lucena Campus	Purok Baybayin, Ibabang 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) 540-5125
College of Administration, Business, Hospitality and Management	2nd Flr. Right Wing, New CBA Bldg., SLSU-Lucban	(042) 540-4291

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) 549-5098
Student Affairs and Services Unit	2nd Flr. Left Wing, New CBA Bldg., SLSU-Lucban	(042) 540-7645
Laboratory High School	1st Flr., Science and Technology Bldg., SLSU Lucban	(042) 540-7576
Instruction and Quality Assurance	2nd Flr. Right Wing Admin. Bldg., SLSU-Lucban	042) 540-4087 loc. 155
University Library	G/F University Library, SLSU Lucban	(042) 540-4087 loc. 117
University Registrar	G/F Gomburza Bldg. SLSU-Lucban	(042) 540-4763
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., SLSIJ-Lucban	(042) 540-7523
Cashiering Office	G/F Right Wing, Admin. Bldg., SLSIJ-Lucban	(042) 540-4087 loc. 123/125
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	(042) 540-7650
Business Affairs Office	2nd Flr. New CBA Bldg., SLSU Lucban	(042) 540-2597/ (042) 540-6195
Physical Plant and Facilities	1st Flr. Andres Bonifacio Bldg., SLSU Lucban	(042) 540-4087 loc 129
Planning and Development Office / Management Information Systems	1st Flr. Emilio Aguinaldo Bldg	(042) 540-4087 loc. 150
Procurement Office	1st Flr. Hermano Pule Bldg., SLSU Lucban	(042) 540-6519

Research, Extension, Production Development and Innovation	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
Innovation Technology Support Services	2nd Flr. PREPD Center, Digitel Bldg ., SLSU-Lucban	(042) 540-8506