SOUTHERN LUZON STATE UNIVERSITY

CITIZEN'S CHARTER

2023, 1st Edition

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I.   Mandate:

The University shall primarily provide advanced education, professional, and 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:

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 and 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

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OFFICE OF THE PRESIDENT

Planning and Development Office (Institutional Development)

Internal Services

1. Online Submission of Office Performance Commitment Review (OPCR)

The Office Performance Commitment Review is an evaluation process where a unit is assessed through its targets and accomplishments. This covers the procedure for the submission of OPCRs of offices/campuses/colleges. It includes the alignment of steps following the process of validation through the attachments submitted as the basis of the planning staff.

Office or Division:	Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All University Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished OPCR Form	Planning and Development Office – Institutional Development
Supporting Documents (Scanned copy of attachments)	Each unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the memorandum order for the submission of OPCR.	1. Call for submission of OPCR.	None	5 Minutes	*PDO Admin Staff*
2. Submit the accomplished OPCR form together with the attachments through the Google form.	2. Review the submitted documents.	None	10 Minutes	*Planning Staff*
3. Receive acknowledgment receipt of submission.	3. Send acknowledgement receipt through email.	None	1 Minute	*PDO Admin Staff*
Total			16 Minutes	

ACADEMIC AFFAIRS

Office of the Student Affairs Services - Guidance, Counseling and Testing Center

External Services

2. 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 to check the College Admission Result and Schedule of Confirmation.	1. Post the list of qualifiers for the SLSU College Admission.	None	5 Minutes	Student Admission Office
2. Proceed to the confirmation venue and bring the specified documents for pre-enrollment.	2. Validate the correctness of the documents.	None	7.5 Minutes	Office of the University Registrar/ Student Admission Office
3. Proceed to the program chairperson for an interview and orientation.	3.1 Orient qualifier on the program that he/she qualified for. 3.2 Give and sign the confirmation slip.	None	7.5 Minutes	College Dean/Campus Director/ Program Chairperson
4. Issuance of Admission Slip	4. Verify if the qualifier has undergone the program interview and sign/issue the admission slip to the qualifier.	None	2 Minutes	Student Admission Office
5. Present the Admission Slip to the BAO Office for ID processing	5.1 Provide the ID Processing Slip and take a picture of the qualifier. (Students will be notified if they can already claim their school ID) 5.2 Endorse list of	None	4 Minutes	Business Affairs Office
				Student Admission Committee

	confirmed students per program to the Office of the University Registrar and MIS-ICT Office		2 Minutes	
	Total:	None	28 Minutes	

ACADEMIC AFFAIRS

Office of the Student Affairs Services - Guidance, Counseling and Testing Center
External Services

3. Request for a Copy of Good Moral Certificate

The Certificate of Good Moral Character is issued by the Office of Student Affairs and Services to affirm that a former student/enrollee or alumnus/alumna has shown exemplary behavior during his/her stay 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 out clearance slip	1. Provide clearance slip to be filled out by the person concerned	None	1 Minutes	*Clerk* Guidance, Counseling and Testing Center
2. Receive payment slip	2.1 Provide payment slips filled out by the office clerk. 2.1 If the student has already claimed a copy of the certificate, they will only fill out the Payment Slip	None	30 Seconds	*Clerk* Guidance, Counseling and Testing Center
3. Signing of clearance by the respective Guidance Counselor, Program Chairman/Dean of the respective College		None	2 Minutes	Guidance, Counseling and Testing Center *Program Chairman/Dean of College*

4. Proceed to the Accounting Office for the issuance of an order of payment		None	2 Minutes	*Clerk* Accounting Office
5. Proceed to the Cashier's office and pay the fee		Php 50.00	2 Minutes	Clerk Cashiering Office
6. Acknowledge receipt of requested documents	Preparation involves 6.1 Clearance slip with complete signature; 6.2 Official receipt; Documentary Stamp; 6.3 Photocopy of clearance slip and Official receipt of payment in a short bond paper; 6.4 Authorization letter attached with valid ID of the respective and requesting party (required if the requesting party cannot personally appear to the office).	None	1 Minute	*Head of Office/Clerk* Guidance Counseling and Testing
7. Release of Good Moral Certificate	7.1 Checking of the information needed in the certificate 7.2 Printing of the certificate 7.3 Attaching the documentary stamp provided by the requesting party 7.4 The requesting party must log the requested information in the office's logbook.	None	4 Minutes	*Clerk* Guidance, Counseling and Testing Center
	Total:	Php 50.00	12 Minutes and 30 Seconds	

ACADEMIC AFFAIRS

Library Services

Internal/External Services

4. Lending and Returning 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 limits to its resources. This covers the process of activation of students' IDs and lending of books and other library materials to SLSU and non-SLSU users.

a.   Encoding and Activation of Client/Patron Information – For SLSU Students, Faculty and Employees

b.   Lending of Books and Other Library Materials – For SLSU Students, Faculty and Employees

c.   Lending of Books and Other Library Materials – For Non-SLSU Clients

d.   Returning of Borrowed Book

a. Encoding and/or Activation of Client/Patron Information – For SLSU Students, Faculty and Employees

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	SLSU Students, Faculty and Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		

For Students:
    SLSU ID
    Registration Form
		Requesting Party		

For Faculty and Employee SLSU Employee ID		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements needed for encoding and/or activation of his/her library account.	1.1. Receives and encodes data of first-year, transferees' students, faculty and employees for activation in the Library System (Follett Destiny) 1.2. Activates School ID of old students,	None	3 Minutes	*Assistant Librarian/ Library Support Staff*

	faculty and employees in the library system (Follett Destiny)			
2. Receive the activated ID.	2. Issue the activated ID to the requesting party.		1 Minute	*Assistant Librarian/ Library support Staff*
	Total	None	4 Minutes	

b. Lending of Books and other library materials – For SLSU Students, Faculty and   Employees

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	SLSU Students, Faculty and Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

For Students:
  Activated SLSU Identification Card
  Validated Registration Form (Photocopy or Original)
		Requesting Party		

For Faculty and Employee: Activated SLSU Employee ID		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the activated SLSU ID, registration form and selected books for borrowing.	1. Scan the presented ID and the barcode of the books to be borrowed. 1.1 Ask the requesting party if the book/s were intended for photocopying only and will be returned within 30	None	10 Minutes	*Assistant Librarian/ Library Support Staff*

	mins. or for overnight use. 1.2 If for photocopying only, enter the purpose in the system and release the book to the requesting party and issue a General Circulation Section Slip. 1.3 For overnight use, advise the requesting party that only the Filipiniana and Foreign books are allowed for borrowing. Otherwise, borrowing books for overnight use will be permitted. Encode in the system the purpose of borrowing and issue General Circulation Section Slip.			
2. Receive the books and sign the printed borrowing form.	2. Ask the requesting party to fill up and sign the book card of the books to be borrowed. 2.1 Release the books to the book/s and copy the signed borrowing form to the requesting party.	None	2 Minutes	*Assistant Librarian/ Library Support Staff*
	Total	None	12 Minutes	

c. The lending of Books and other Library Materials – For Non-SLSU Clients

c.1 High school students

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Non-SLSU High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Requesting Party		
Approved Online Appointment		SLSU Library Facebook Page		
Referral Letter from his/her School Librarian		School Librarian of the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry/ chat to the SLSU Library Facebook Page regarding the availability of the Library to accommodate the request for a library visit.	1. Evaluate the request, and check the availability of the library if the request can be accommodated. 1.1 If there is an available slot, send a confirmation of the schedule of the visit to the requesting party. Otherwise, suggest another schedule for the visit.	None	5 Minutes	*Assistant Librarian/ Library Support Staff*
2. Present his/her ID, approved online appointment and the originally signed referral letter.	2. Receive and review the presented requirements. 2.1 Encode the requesting party's information in the system and activate the client/patron	None	3 Minutes	*Assistant Librarian/ Library Support Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information system.			
3. Pay the library fee and sign in the logbook.	3. Inform the requesting party of the amount for the library fee. 3.1 Receive the payment and ask the requesting party to sign in the logbook. 3.2 Advise the client that the library books and/or materials are for room use only. 3.3 Issue visitor Library Card.	Php 10.00	2 Minutes	*Assistant Librarian/ Library support Staff*
	Total	Php10.00	10 Minutes	

c.2 College or graduate school student

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Non-SLSU College or Graduate School Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID	Requesting Party
Approved Online Appointment	SLSU Library Facebook Page
Referral Letter from his/her school Librarian	School Librarian of the Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send an inquiry/ chat to the SLSU Library Facebook Page regarding the availability of the Library to accommodate the request for a library visit.	1. Evaluate the request, and check the availability of the library if the request can be accommodated. 1.1 If there is an available slot, send a confirmation of the schedule of the visit to the requesting party. Otherwise, suggest another schedule for the visit.	None	5 Minutes	*Assistant Librarian/ Library Support Staff*
2. Present his/her ID, approved online appointment and the originally signed referral letter.	2. Receive and review the presented requirements. and encode the requesting party information in the system and activate the client/patron information system.	None	3 Minutes	*Assistant Librarian/ Library Support Staff*
3. Pay the library fee and sign in the logbook	3. Inform the requesting party of the amount for the library fee. 3.1 Receive the payment and ask the requesting party to sign in the logbook. 3.2 Advise the client that the library books and/or materials are for room use only. 3.3 Issue visitor Library Card.	Php 10.00	2 Minutes.	*Assistant Librarian/ Library support Staff*
	Total	Php20.00	12 Minutes	

d. Returning of Borrowed Books

Office or Division:	University Library

Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	SLSU Students, Faculty and Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Borrowed Books		Requesting Party		
Copy of issued general circulation section slip		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Return/surrender the borrowed books and the copy of the issued general circulation section slip	1. Receive and enter the barcode of the book/s for return and clear it from the borrower's account at the library system (Follett Destiny) 1.1 Sign and stamp the Book Card as returned.	None	5 Minutes	*Assistant Librarian/ Library Support Staff*
2. Receive and accomplish the feedback form	2.1 Issue a feedback form to the client 2.2 Receive and file the feedback form.	None	30 Seconds.	*Assistant Librarian/ Library Support Staff*
	Total:	None	5 Minutes and 30 Seconds	

ACADEMIC AFFAIRS

Office of the University Registrar
Internal/External Services

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

This covers all students who want 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 - External

Type of Transaction:	G2C – Government to Citizen
Who may avail:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University Cashiering Office
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR
Authorization letter (if request is made thru a representative)	Requesting Party
Original and photocopy (1) of valid ID of the requesting party and representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01F1, Rev. 0 – Request Form for Records b. AA-REG-2.01F2, Rev.0 – Student Clearance c. AA-REG-2.01F5 Order of Payment	1. Welcome the Client & issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF) and give instructions on how to proceed.	None	2 Minutes.	*Clerk* University Registrar
2. Accomplish the request form and the signing of clearance to the following offices: a. College Dean b. Library	2. Check office records to see if students have no pending obligation/ responsibility then sign SCF if the student is clear of any	None	20 Minutes.	*Head of office or duly authorized personnel* University Registrar

c. Office of Student Affairs and Services d. Accounting Office 2.1 At the Accounting Office secure the Order of Payment Receipt	financial/material responsibilities. 2.1 The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
3. Proceed to the cashier for payment of fees.	3. Receive payment and issue corresponding official receipt (OR), then fill out the Cashier's Box in RF.	Php160	5 Minutes	Clerk Cashiering Office
4. Submit duly accomplished forms, clearance and Official Receipt of Payment to OUR Window 1	4. Check if the forms and receipts are complete and stamp the date of claim/release of the requested document in the "Claim Stub" portion of the request form	None	5 Minutes	*Clerk* University Registrar
5. Receive the "Claim Stub" and return on the release date for the requested document.	5. Issue the stamped "Claim Stub" and inform the requesting party of the following: a. Processing time for 1st issuance is 20 days b. Processing time for 2nd or succeeding issuance is 7 days. c. Requirements and procedures that will be undertaken to claim the requested documents.	None	5 Minutes	*Clerk* University Registrar
	TOTAL	Php160	39 Minutes	

6. Request for Issuance of Certificate of Authentication/Verification (CAV)

This covers all students who wish 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:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU for Payment Received	University Cashiering Office
Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students	Requesting Party
Clear and clean photocopies (2) of TOR and diploma (i.e. laser copies using at least a "Substance 20" paper	Requesting Party
1 piece of Documentary Stamp (Violet) worth Php30 for every Document for Authentication/Verification	Requesting Party / BIR
Authorization letter (if request is made thru a representative)	Requesting Party
Original and photocopy (1) of a valid ID's of student and representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Client Steps	Office Response	Fees	Processing Time	Person Responsible
1. Proceed to the OUR Window 1 and request the following forms: a. AA-REG-2.01F, Rev. 0 – Request Form for Records b. AA-REG-2.01F5 Order of Payment	1. Issue the Request Form for Records (RF) and Order of Payment Form (OPF) and instruct on how to proceed.	None	1 Minutes	*Clerk* University Registrar
2. Proceed to the Accounting Office to secure an Order of Payment Receipt.	2. The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
3. Proceed to the Cashier's Office for payment of fee.	3. Receive payment, issue corresponding official receipts (OR), then fill up the Cashier's Box in RF.	Php 200.00	3 Minutes	*Clerk* Cashiering Office
4. Submit RF, original & photocopies of TOR and diploma, OR and other requirements.	4. Receive and check the completeness of the request and the submitted requirements. If complete, stamp the date of release on the "Claim Stub" portion of the request form, otherwise return the request to the client for completion.	None	5 Minutes	*Clerk* University Registrar
5. Receive the Claim Stub and return on the date of release to claim the requested documents.	5. Issue the stamped "Claim Stub" and advise the client on the date of release, requirements and process that must be completed in claiming the requested documents.	None	5 Minutes	*Verifier/Encoder* *University Registrar*
	Total	Php200.00	16 Minutes	

7. Request for Issuance of Graduate's Credentials

To establish a procedure for processing requests for graduate credentials, this covers all students who wish to request graduate 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:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Official 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
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR
Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ name tag, PSA Birth Certificate, etc.)	Requesting Party
Letter of explanation of non-attendance to commencement exercises duly noted by apparent and the College Dean	Requesting Party
Student's University ID	Requesting Party
Authorization Letter (if request is made thru a representative)	Requesting Party
Original & photocopy (1) of a valid ID of student (and representative)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01F 1, Rev. 0 – Request Form for Records b. AA-REG-2.01F 2, Rev.0 – Student Clearance c. AA-REG-2.01F 5 Order of Payment	1. Welcome the client, issue a Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment (OPF) and instruct how to proceed.	None	2 min.	*Clerk* University Registrar
2.1 Accomplish the request form and the signing of clearance to the following offices: d. College Dean e. Library f. Office of Student Affairs and Services g. Accounting Office	2.1 Check office records to see if students have no pending obligation/ responsibility then sign SCF if the student is clear of any financial/material responsibilities.	None	20 Minutes	*Head of office or duly authorized personnel* University Registrar
2.2 At the Accounting Office secure the Order of Payment Receipt.	2.2 The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
2. Proceed to the cashier for payment of fees.	3. Receive payment and issue corresponding official receipt (OR), then fill out the Cashier's Box in RF.	Php 160	3 Minutes	*Clerk* Cashiering Office
3. Submit duly accomplished forms, clearance	4. Check if the forms and receipts are complete and stamp	None	5 Minutes	*Clerk* University Registrar

and Official Receipt of Payment to OUR Window 1	the date of claim/release of the requested document in the "Claim Stub" portion of the request form.			
4. Receive the "Claim Stub" and return on the release date for the requested document.	5.1 Issue the stamped "Claim Stub". 5.2 Inform the requesting party on the following: a. Processing time for 1st issuance is 20 days b. Processing time for 2nd or succeeding issuance is 7 days. c. Requirements and procedures that will be undertaken to claim the requested documents.	None	5 Minutes	*Clerk* University Registrar
	Total	Php160.00	37 Minutes	

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

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

Office or Division:	University Registrar
Classification:	Simple - External
Type of Transaction:	G2C – Government to Citizen
Who may avail:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office

Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University Cashiering Office			
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR			
Authorization letter (if request is made thru a representative)	Requesting Party			
Original and photocopy (1) of valid ID of the requesting party and representative	Requesting Party			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01F1, Rev. 0 – Request Form for Records b. AA-REG-2.01F2, Rev.0 – Student Clearance c. AA-REG-2.01F5 Order of Payment	1. Welcome the client & issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF) and instruct how to proceed.	None	2 Minutes	*Clerk* University Registrar
2.1 Accomplish the request form and the signing of clearance to the following offices: d. College Dean e. Library f. Office of Student Affairs and Services g. Accounting Office	2.1 Check office records to see if students have no pending obligation/ responsibility then sign SCF if the student is clear of any financial/material responsibilities.	None	20 Minutes	*Head of office or duly authorized personnel* University Registrar
2.2 At the Accounting Office secure the Order of Payment Receipt.	2.2 The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
3. Proceed to the cashier for payment of fees.	3. Receive payment and issue a corresponding official receipt (OR),	Php100.00	5 Minutes	*Clerk* Cashiering Office

	then fill in the Cashier's Box in RF.			
4. Submit duly accomplished forms, clearance and Official Receipt of Payment to OUR Window 1	4. Check if the forms and receipts are complete and stamp the date of claim/release of the requested document in the "Claim Stub" portion of the request form.	None	5 Minutes	*Clerk* University Registrar
2. Receive the "Claim Stub" and return on the release date for the requested document.	5. Issue the stamped "Claim Stub" and inform the requesting party on the following: a. Processing time for 1st issuance is 20 days b. Processing time for 2nd or succeeding issuance is 7 days. c. Requirements and procedures that will be undertaken to claim the requested documents.	None	5 Minutes	*Clerk* University Registrar
	TOTAL	Php100.00	39 Minutes	

9. Authentication of Diploma/TOR/Registration Form

This covers all students who wish 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:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University Cashiering Office
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR
Authorization Letter (if the request is made thru a representative)	Requesting Party
Original and photocopies of valid IDs 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. Proceed to the OUR Window 1 and request the following forms: a. AA-REG-2.01F1, Rev. 0 – Request Form for Records b. AA-REG-2.01F5 Order of Payment	1. Issue the Request Form for Records (RF) and Order of Payment Form (OPF) and instruct on how to proceed	None	1 Minute	*Clerk* University Registrar
2. Proceed to the Accounting Office to secure the Order of Payment Receipt.	2. The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	Accounting Office-Clerk
3. Proceed to the Cashier's Office	3. Receive payment, issue corresponding official	Php 50.00/set	3 Minutes	*Clerk*

for payment of fee.	receipts (OR), then fill up the Cashier's Box in RF.			Cashiering Office
4. Submit RF, original & photocopies of TOR and diploma, OR and other requirements.	4.1 Receive and check the completeness of the request and the submitted requirements. 4.2 If complete, stamp the date of release on the "Claim Stub" portion of the request form, otherwise return the request to the client for completion.	None	5 Minutes	*Clerk* University Registrar
5. Receive the Claim Stub and return on the date of release to claim the requested documents.	5.1 Issue the stamped "Claim Stub" 5.2 Advise the client on the date of release, requirements and process that must be completed in claiming the requested documents.	None	5 Minutes	*Verifier/Encoder* *University Registrar*
	Total	Php50.00/ set	16 Minutes	

10. Request and Issuance of Various Certifications

To establish a procedure for processing requests for certifications. This covers all students who wish to request 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:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)

AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University Cashiering Office
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR
Authorization Letter (if the 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. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01F1, Rev. 0 – Request Form for Records b. AA-REG-2.01F2, Rev.0 – Student Clearance c. AA-REG-2.01F5 Order of Payment	1. Welcome the client & issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF) and instruct how to proceed.	None	2 Minutes	*Clerk* University Registrar
2. Accomplish the request form and the signing of clearance to the following offices: a. College Dean b. Library	2. Check office records to see if students have no pending obligation/ responsibility then sign SCF if the student is clear of any financial/material responsibilities.	None	20 Minutes	*Head of office or duly authorized personnel* University Registrar

c. Office of Student Affairs and Services d. Accounting Office				
2.1 At the Accounting Office secure the Order of Payment Receipt.	2.1 The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
3. Proceed to the cashier for payment of fees.	3. Receive payment and issue corresponding official receipt (OR), then fill in the Cashier's Box in RF.	Php100/ certification	5 Minutes	*Clerk* Cashiering Office
4. Submit duly accomplished forms, clearance and Official Receipt of Payment to OUR Window 1	4.1 Check if the forms and receipts are complete. 4.2 Stamp the date of claim/release of the requested document in the "Claim Stub" portion of the request form.	None	5 Minutes	*Clerk* University Registrar
5. Receive the Claim Stub and return on the date of release to claim the requested documents.	5.1 Issue the stamped "Claim Stub" 5.2 Advise the client on the date of release, requirements and process that must be completed in claiming the requested documents.	None	5 Minutes	*Verifier/Encoder University Registrar*
	Total	Php100.00 per certification	39 Minutes.	

11. Request and Issuance of Student 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:	SLSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University 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. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01 F1, Rev. 0 – Request Form for Records b. AA-REG-2.01 F5 Order of Payment.	1. Welcome the client & issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF) and instruct how to proceed.	None	2 Minutes	*Clerk* University Registrar
2. Proceed to the Accounting Office and secure the	2. The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*

Order of Payment Receipt.				
3. Proceed to the cashier for payment of fees.	3. Receive payment and issue corresponding official receipt (OR), then fill in the Cashier's Box in RF.	Php100.00 per evaluation	5 Minutes	*Clerk* Cashiering Office
4. Submit duly accomplished forms, requirements and Official Receipt of Payment to OUR Window 1.	4.1 Check if the forms and receipts are complete. 4.2 Stamp the date of claim/release of the requested document in the "Claim Stub" portion of the request form.	None	5 Minutes	*Clerk* University Registrar
5. Receive the Claim Stub and return on the date of release to claim the requested documents.	5.1 Issue the stamped "Claim Stub" 5.2 Advise the client on the date of release, requirements and process that must be completed in claiming the requested documents.	None	5 Minutes	*Verifier/Encoder* University Registrar
	TOTAL	Php100.00 per evaluation	19 Minutes	

12. Request Issuance of Transfer Credentials

This covers all students who wish to request 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:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AA-REG-2.01F1, Rev. 0 – Request Form for Records	University Registrar – Window 1 (Receiving and Releasing System)

AA-REG-2.01F2, Rev.0 – Student Clearance	University Registrar – Window 1 (Receiving and Releasing System)
AA-REG-2.01F5 Order of Payment Form	Registrar's Office
Order of Payment Receipt	Accounting Office
Accountable Form 51 - Official Receipt of SLSU Main for Payment Received	University Cashiering Office
1 piece of Documentary Stamp (Violet) worth Php30	Requesting Party / BIR
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) PSA Birth and Picture	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. Proceed to the OUR Window 1 and request all the following forms: a. AA-REG-2.01F1, Rev. 0 – Request Form for Records b. AA-REG-2.01F2, Rev.0 – Student Clearance c. AA-REG-2.01F5 Order of Payment	1. Welcome the Client & issue the Request Form for Records (RF), Student Clearance Form (SCF) and Order of Payment Form (OPF) and give instructions on how to proceed.	None	2 Minutes	Clerk University Registrar
2.1 Accomplish the request form and the signing of clearance to the following offices: d. College Dean e. Library	2.1 Check office records to see if students have no pending obligation/ responsibility then sign SCF if the student is clear of any	None	20 Minutes	*Head of office Or duly authorized personnel* University Registrar

f. Office of Student Affairs and Services g. Accounting Office 2.2 At the Accounting Office secure the Order of Payment Receipt.	financial/material responsibilities. 2.2 The Accounting Office will issue the Order of Payment Receipt.	None	2 Minutes	*Accounting Office-Clerk*
3. Proceed to the cashier for payment of fees.	3. Receive payment and issue corresponding official receipt (OR), then fill in the Cashier's Box in RF.	Php250	5 Minutes	*Clerk* Cashiering Office
4. Submit duly accomplished forms, requirements and Official Receipt of Payment to OUR Window 1	4.1 Check if the forms and receipts are complete. 4.2 Stamp the date of claim/release of the requested document in the "Claim Stub" portion of the request form.	None	5 Minutes	*Clerk* University Registrar
5. Receive the Claim Stub and return on the date of release to claim the requested documents.	5.1 Issue the stamped "Claim Stub" 5.2 Advise the client on the date of release, requirements and process that must be completed in claiming the requested documents.	None	5 Minutes	*Verifier/Encoder University Registrar*
	TOTAL	Php250	39 Minutes	

13. Claiming/release of requested documents (TOR, Diploma, CAV, Credentials etc.)

Office or Division:	University Registrar
Classification:	Simple - External

Type of Transaction:	G2C – Government to Citizen
Who may avail:	SLSU Graduates and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Claim Stub	Requesting Party
Authorization letter (if request is made thru a representative)	Requesting Party
Original and photocopy (1) valid ID of the student and representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OUR Window 1 and submit the following: a. Claim Stub b. Authorization Letter (if applicable) c. Original and photocopy of valid ID of both the requesting party and his/her representative. (if applicable)	1.1 Receive and evaluate the submitted requirements. 1.2 Retrieve the requested documents from the files of processed requests.	None	2 Minutes	*Clerk* University Registrar
2. Receive, and verify the correctness of requested documents and sign the logbook of released documents	2.1 Present TOR to the client and ask the client to verify the correctness and completeness of information in the requested documents. 2.2 Ask the client to log their name and signature to the logbook of released documents.	None	4 Minutes	*Clerk* University Registrar
TOTAL		None	6 Minutes	

ADMINISTRATIVE AND FINANCIAL AFFAIRS

SUPPLY AND PROPERTY OFFICE
External Service

14. Delivery Inspection and Acceptance

The service includes the inspection of the items upon delivery. The delivered items will be verified based on the quantity, and conformity to the specifications indicated on the delivery receipt and approved PO.

Office or Division:	Supply & Property SLSU			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail?	Prospective Suppliers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Visitors Slip		Civil Safety and Security Unit **(CSSU)**		
PRIVATE SUPPLIERS				
1. Notice to Proceed		Procurement Office-BAC		
2. Purchase Order		Procurement Office-BAC		
3. Delivery Receipt		Procurement Office-BAC		
4. Sales Invoice		Procurement Office-BAC		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client logbook at the receiving area.	1. Give the logbook to the client.	None	5 minutes	*Civil Safety and Security Unit (CSSU)*
2. Submit the required documents to the Supply and property staff.	2. Verify compliance with the list of requirements.	None	15 minutes	*Supply and Property Staff*
3. Unload the inbound delivery to the Stockroom Building.	3. Inspect the accuracy of the details, quantity and other specifications of the goods based on the Purchase Order.	None	3 hours (Processing time varies on the quantity of delivery)	*Supply & Property Staff/University Inspector*
4. Submit the Delivery Receipt/Sales Invoice to SAP.	4.1 Receive the Delivery Receipt/Sales invoice from Supplier	None	5 minutes	*Supply & Property Staff*
	4.2 Sign and accept the delivery receipt/Sales invoice from the supplier if conforms to specification.	None	5 minutes	*Supply & Property Staff*
5. Accomplish Client Satisfaction	5. Request the client to fill out the Client Satisfaction Form	None	15 minutes	*Supply & Property Staff*

Survey (CSS) Form.				
	TOTAL:		3 hours and 45 minutes	

ADMINISTRATIVE AND FINANCIAL AFFAIRS

UNIVERSITY HEALTH SERVICES
External Service

15. Medical and Dental Consultation

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

Office or Division:	University Health Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the University Health Services Unit for medical assistance.	1. Determines purpose of visit and asks the client for one valid ID	None	1 Minutes	*Nurse* University Health Services
	2. Retrieve records for old students/ employees. Create new records for new students/ employees	None	2 Minutes	*Nurse* University Health Services
	3. Interview & check vital signs then instruct the client to go to the Physician/ Dentist	None	2 Minutes	*Nurse* University Health Services
	4. Reviews medical/ dental record	None	2 Minutes	*Physician/Dentist* University Health Services
	5. Conducts physical examination and evaluation. Provide treatment and prescription of medicines as needed.	None	5 Minutes	*Physician/Dentist* University Health Services

	6. For tooth extraction, set an appointment/ schedule.	None	3 Minutes	*Physician/Dentist* University Health Services
	7. If needed, refer the client for further evaluation and management to a physician of choice/ hospitalization as needed.	None	2 Minutes	*Physician/Dentist* University Health Services
	8. Fill out the client's medical/dental records	None	2 Minutes	*Physician/Dentist* University Health Services
	9. Dispense prescribed medicine	None	2 Minutes	*Physician/Dentist* University Health Services
10. Fill out and return the Stakeholders' Feedback form or Google form.	10. Receive the Stakeholders' Feedback Form or acknowledge receipt of the Google form.	None	1 Minute	*Nurse* University Health Services
	TOTAL TIME	None	20 Minutes	

ADMINISTRATIVE AND FINANCIAL AFFAIRS

PROCUREMENT OFFICE

External Service

16. Procurement Process

This service is given to all suppliers, contractors and the general public that transact with the University in its various procurement projects.

Office or Division:	PROCUREMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for Quotation (1 copy) 2. Notice of Award (1 copy) 3. Approved Purchase Order (4 copies) 4. Notice to Proceed (1 copy)		REQUESTING PARTY		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Suppliers, contractors, or consultants shall send their price quotations.	1.1 Sending of Requests for Quotation (RFQ) and/or follow-up to suppliers, contractors, or consultants to send their quotations. 1.2 For Shopping, at least (3) price quotations shall be obtained. 1.3 For SVP, it will suffice to request quotations from (3) suppliers, contractors, or consultants of known qualifications, but it is not required to wait and receive (3) to proceed with the bid evaluation. 1.4 In case no quotation is received for SVP on the deadline stated for submission of	None	1 Day	*Procurement Staff*

	quotations, there shall be an extension of reposting in Philgeps for another three (3) days.			
2. Suppliers, contractors, or consultants shall signify conformity by affixing his/her signature on the Notice of Award.	2. Sending Approved Notice of Award to Suppliers, Contractors or Consultants.	None	2 Days	*Procurement Staff*
3. Suppliers, contractors or consultants shall signify conformity by affixing his/her signature on the Contract and informing the Procurement Office of the stipulated Delivery Date.	3. Serving Approved PO to the Suppliers, Contractors or Consultants.	None	2 Days	*Procurement Staff*
4. Suppliers, contractors or consultants shall signify conformity by affixing his/her signature on the Notice of Award and informing the Procurement Office of the stipulated Delivery Date.	4. Sending Approved Notice to Proceed to Suppliers, Contractors or Consultants.	None	2 Days	*Procurement Staff*
5. Fill out and return the Stakeholders' Feedback form or Google form.	5. Receive the Stakeholders' Feedback Form or acknowledge receipt of the Google form.	None	1 Minute	*Procurement Staff*
	TOTAL	None	7 Days & 1 Minute	

17. Procurement of Goods, Infrastructure, Consultancy and through Public Bidding

This procedure shows how the Bids and Awards Committee (BAC) facilitates procurement of goods, infrastructure, consultancy and services through public bidding and ensures that it is following the Implementing Rules and Regulations of the Republic Act 9184.

Office or Division:	Bids and Awards Committee				
Classification:	Highly Technical				
Type of Transaction:	G2C-Government to Citizens/G2C-Government to Government/G2B-Government to Business Entity/ies				
Who may avail:	All Contractors/Suppliers/End-User				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request	End-User
2. Invitation to Bid	BAC Secretariat
3. Bid Documents	BAC Secretariat
4. Bid Form	BAC Secretariat
5. Abstract of Bids as Read	BAC Secretariat
6. BAC Attendance Sheet	BAC Secretariat
7. Checklist of Eligibility Requirements	BAC Secretariat
8. Contract/Purchase Order	BAC Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request (PR).	1. Receive Purchase Request 1.1.1 Verify as per the approved APP/PPMP, approved and accompanied with appropriate supporting documents. 1.1.2 Prepare a schedule of bidding.	None	2 Days	*BAC Secretariat*
	1.2 Conduct Pre-Procurement Conference.	None	1 Day	*BAC/ BAC Secretariat/ End-User/TWG*
	1.3 Post ITB to the PhilGEPS website, the university weebsite and any conspicuous place.	None	7 Days	*BAC Chairman/ BAC Secretariat*
2. Bidders inquire about the project and signify intent to buy bidding	2. Advise the bidder to pay for the bidding documents to the Cashier's Office before the submission of the bidding documents to	None	5 Minutes	*BAC Secretariat*

documents.	the BAC.			
3. Bidders submit proof of payment.	3. Issue bidding documents.	None (Depending on the Project's ABC)	5 Minutes	*BAC Secretariat*
4. Bidders attend the Pre-Bid Conference.	4.1 Conduct of Pre-Bid Conference to discuss, clarify and explain, among other things, the contract's eligibility requirements and financial components including questions and clarifications raised by the prospective bidders.	None	1 Day	*BAC/ BAC Secretariat/ TWG/ End-User/ Observer*
	4.2 Prepare and post a supplemental bid bulletin (if there is any) regarding the amendments in any provision of the bidding document/changes agreed during the pre-bid conference.	None	1 Day (1 day after Pre-Bid)	*BAC/ BAC Secretariat*
5. Bidders submit bidding documents.	5.1 Receive and open bids from bidders.	None	1 Day (at least 12 days after pre-bid conference)	*BAC/ BAC Secretariat/ TWG/End-User / Observer*
	5.2 Bid Evaluation.	None	7 Days	BAC/ TWG
	5.3 Post Qualification to determine whether the bidder concerned complied with and is responsive to all the requirements and conditions as specified in the bidding documents	None	12 days (from the determination of Lowest/ Single Calculated Bid)	BAC/ TWG
	5.4 Prepare BAC resolution and recommendation of award	None	1 Day	*BAC/ BAC Secretariat*
	5.5 Approve Recommendation Award and issue Notice of Award (NOA) to winning bidder	None	1 Day	*HOPE/ BAC/ BAC Secretariat*

6. Winning bidder to accept Notice of Award.	6.1 Post the Notice of Award to the PhilGEPS and agency website and any conspicuous and advise the winning bidder to post the required Performance Security within 10 days from receipt of NOA.	None	3 Days of posting of NOA	*BAC/ BAC Secretariat*
	6.2 Prepare the Contract	None	7 Days	*BAC/ BAC Secretariat*
	6.3 Approve the Contract	None	7 Days	HOPE/ BAC
7. The winning bidder is to sign the contract and Notice to Proceed.	7.1 Enter into a contract with the winning bidder and issue Notice to Proceed (NTP)	None	7 Days	HOPE/ BAC
	7.2 Post the Contract and NTP to the PhilGEPS website	None	Within 15 Days from the issuance of NTP	HOPE/ BAC
	7.3 Provide client with Stakeholders Feedback (thru client satisfaction Feedback form)			
8. Fill out and return the Stakeholders' Feedback form or Google Form.	8. Receive the Stakeholders' Feedback form or Google form.	None	2 Minutes	*BAC Secretariat*
	TOTAL	None	73 Days & 12 mins. (Per RA 9184)	

ADMINISTRATIVE AND FINANCIAL AFFAIRS

ACCOUNTING OFFICE

External Service

18. 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 the semestral break, graduation, or transfer.

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 Colleges		
Identification Card			Requesting Party		
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.	1. Accounting staff will check the completeness of the signatories of the clearance form.	None	1 Minutes	*Accounting Staff*	
2. Receive the duly signed clearance.	2. After verification, sign/countersign the clearance and return it to the requesting party.	None	30 Seconds	*Accounting Staff*	
	TOTAL	None	1 Minute and 30 Seconds		

ADMINISTRATIVE AND FINANCIAL AFFAIRS

CASHIER'S OFFICE

External Services

19. 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 the 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.	1. Verify Order of Payment details and other requirements as to completeness and accuracy.	School Fees and Other Fees	15 Seconds/ receipt	*Collecting Officer*
2. Pay the confirmed amount.	2. Accept payment and issue Official Receipt		45 Seconds/ receipt	*Collecting Officer*
	Total:	Depending on the Order of Payment	1 Minute	

20. 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 checks and the expanded Modified Disbursement Scheme or the checkless payment.

a. 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		
(1) Valid Identification Card		Requesting Party		
(1) Authorization/SPA (if claiming cash or check in behalf of a company or another person)		Requesting Party		
Official Receipt/Sales Invoice (for suppliers)		Requesting Party		

CLIENT STEPS	AGENCY ACTIONS	CLAIMS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on the nature of the claims and present a valid Identification Card (ID) or authorization	1.1 Verify the name of the claimant on the approved voucher for the process. Let the client sign/fill up the receipt of the payment part of the voucher/ payroll (if not available, inform the client). 1.2 Request the claimant to provide a copy of their bank account (preferably the LBP account) to process the immediate payment.	None	2 Minutes	*Disbursing Officer*
2. The payee will have to wait for the payment of the claim to be credited to their bank account.	2. Prepare the needed documents such as ADA, LDDAP, SLIIE, etc. for the next process (Accounting and OP). *The length of the 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*
	Total:	None	5 Minutes and 30 Seconds	

b. 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 on behalf of a 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 the nature of the claims and present a valid Identification Card (ID) or authorization.	1.1 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). 1.2 Verify the signature of the clients on the payroll/voucher.	None	2 Minutes	*Disbursing Officer*	
2. Receive payment from the disbursing officer and verify the completeness of the entries.	2.1 Encode the date claimed on the Check and ADA Disbursement Record (CkADADRec) under the Date Received column. 2.2 Stamp paid the payroll/voucher, scan then forward to the Accounting office.	None	2 Minutes 3 Minutes	*Disbursing Officer* *Data Controller/ Encoder*	
	Total	None	7 Minutes		

ADMINISTRATIVE AND FINANCIAL AFFAIRS

HUMAN RESOURCE AND MANAGEMENT OFFICE
Internal Services

21. Issuance of Human Resource-Related Records and Certifications (Walk-in)

This service assists its former and present employees through the issuance of human resource-related records and certifications.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Former and current employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form		HR Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the request form.	1.1 Receive the request form and check the completeness of the information.	None	1 Minutes	*Staff* Human Resource Management Office
	1.2 Prepare the certification/s or file/s as requested.	None	5 Minutes	*Staff* Human Resource Management Office
	1.3 Sign the certification/s or file/s requested	None	1 Minute	*Head* Human Resource Management Office
2. Receive requested documents by signing and indicating the date of claiming on the request form.	2. Release the requested certification / or file/s.	None	1 Minute	*Staff* Human Resource Management Office
	Total:	None	8 Minutes	

22. Issuance of Human Resource-Related Records and Certifications (Online Request)

This office assists its former and present employees through the issuance of human resource-related records and certifications, which cover the following procedures:

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Former and current employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form QR Code		HRMO Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the QR Code or directly proceed to the given Google form link and fill in the necessary information.	1.1 Check the Google sheet for incoming online request/s.	None	1 Minute	*Staff* Human Resource Management Office
	1.2 Review the request if properly filled up.	None	1 Minute	*Staff* Human Resource Management Office
	1.3 Relay the request to the staff in charge of preparing the documents.	None	1 Minute	*Staff* Human Resource Management Office
	1.4 Prepare the requested certification/s or file/s.	None	5 Minutes	*Staff* Human Resource Management Office
	1.5 Sign the certification/s or file/s (certified true copy) as requested.	None	1 Minute	*Head* Human Resource Management Office
	1.6 Scan the signed requested documents.	None	5 Minutes	*Staff* Human Resource Management Office

2. Receive requested documents.	2. Release the requested document/s file/s via the given email address.	None	2 Minutes	*Staff* Human Resource Management Office
	Total	None	16 Minutes	

RESEARCH, EXTENSION, PRODUCTION AND INNOVATION

OFFICE OF THE EXTENSION SERVICES
External Services

23. Request for Training, Community Outreach, Technical Assistance and Special Projects

The Office of Extension Services, under the office of the Vice President for Research, Extension, Production, Development, and Innovation (REPDI), focuses on community development through training, seminars, and workshops which are participated by the office and/or the university colleges together with different sponsoring agencies. The office also aims to promote and commercialize technology.

Office or Division:	Office of Extension Services			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government, G2B - Government to Business			
Who may avail:	All Clients, Organizations and Institutions			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Needs Assessment Survey Activity Proposal Form		Office of Extension Services (OES)		
Letter of Request addressed to the University President		Personally written by the client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Identify beneficiaries, 1.2. Write a Letter of Request for possible extension activity to identified beneficiaries, 1.3. Send a letter to OES, college, satellite campus, or university president	1. Receive the Letter from the requesting agency and review the details and attachments provided.	None	15 Minutes	*Extension Staff*
2.	2. Identify the project management team that will handle the extension activity.	None	1 Day	OES/ college/ satellite campus/ University President
3.	3.1 Conduct of NAS/TNAS. 3.2 Present result to Requesting Agency.	None	1 Day	*Extension Staff*

4.	4.1 Conceptualize the program/project based on the result of NAS/TNAS and the meeting with the requesting agency.	None	1 Day	Project Management
	4.2 Write activity proposal.		1 Day	
	4.3 Submit the proposal to the Dean/Director for review.		5 Minutes	
5.	5.1 Review, approve/ disapprove the proposal.	None	1 Hour	College Dean/Campus Director
	5.2 Endorse the proposal to OES.		5 Minutes	
6. Submit the proposal to OES.	6.1 Receive and record the proposal.	None	5 Minutes	Office of Extension Services (OES)
	6.2 Review the proposal and input comments and recommendations.		1 Day	
	6.3 Return the proposal to project management.		5 Minutes	
7. Revise the proposal and integrate the recommendations made by OES.		None	1 Day	Project management

8. Re-submit the revised proposal to OES.	8.1 Receive and record the revised proposal.	None	5 Minutes	Office of Extension Services (OES)
	8.2 Validate the integration of recommendations to the proposal.		1 Hour	
	8.3 Endorse the proposal to VP-REPDI.		5 Minutes	
9.	9.1. Review the proposal	None	1 Hour	Office of VP-REPDI
	9.2. Endorse the proposal to the University President.		5 Minutes	
10.	10.1 Review the proposal.	.None	1 Hour	University President
	10.2 Approve the proposal for implementation and possible budgetary counterpart.		5 mins	
	TOTAL	**None**	6 Days, 4 Hours, 55 Minutes	

RESEARCH, EXTENSION, PRODUCTION AND INNOVATION

OFFICE OF THE EXTENSION SERVICES

Internal Services

24. Processing of Project Proposal

The Office of Extension Services, under the office of the Vice President for Research, Extension, Production, Development, and Innovation (REPDI), focuses on community development through training, seminars, and workshops which are participated by the office and/or the university colleges together with different sponsoring agencies. The office also aims to promote and commercialize technology.

Office or Division:	Office of Extension Services (OES)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Need Assessment Survey 2. Program Proposal Form 3. Project Proposal Form		Office of Extension Services (OES)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Identification of Beneficiaries and Conduct of Needs Assessment Survey (NAS) and Technology Needs Assessment Survey (TNAS).	1. Provide a Needs Assessment Survey (NAS) / Technology Needs Assessment Survey (TNAS) to project management.	None	1 Day	Project Management
2.1. Conceptualize the program/project based on the result of NAS/TNAS.	2. Provide support to the project management team.	None	1 Day	Project Management
2.2. Preparation of draft Program/Project Proposal.		None	1 Day	Project Management
3.1. Identify partner agencies and possible financial resources.	3.1 Provide support to the project management team.	None	1 Day	Project Management
3.2. Conduct consultative meetings with possible partners.		None	1 Day	Project Management

4. Write a full-blown proposal using the necessary form then submit the proposal to the Dean/Director for review.	4.1 Provide Program/Project Proposal Forms.	None	5 Days	Project Management
5.1. Review, approve/disapprove the proposal.		None	4 Hours	College Dean/Campus Director
5.2. Endorse the proposal to OES.		None	5 Minutes	College Dean/Campus Director
6. Submit the proposal to the Office of Extension Services for initial review	6.1 Receive and record the proposal. 6.2 Review the proposal and input. Recommendation 6.3 Return the proposal to project management.	None None	5 Minutes 1 Day 5 Minutes	Office of Extension Services (OES)
7.1. Revise the proposal and integrate the recommendations made by OES 7.2. Re-submit the revised proposal to OES		None	2 Days 5 Minutes	Project management
8. Endorse the proposals to Extension Proposal Screening Committee	8.1 Endorse the proposals to the Extension Proposal Screening Committee.	None	5 Minutes	Office of Extension Services (OES)
9. Review the proposals	9.1 Facilitate the Institutional Extension Services Evaluation Committee Review.	None	1 Day	Office of Extension Services (OES) Extension Proposal Screening Committee

10. Summarize recommendations made by members of the screening committee/ evaluators	10.1 Summarize recommendations made by members of the screening committee/ evaluators. 10.2 Endorse it to project management.	None	4 Hours	Office of Extension Services (OES)
11. Revise the proposal and integrate the recommendations made by evaluators		None	1 Day	Project management
12. Re-submit the revised proposal to OES	12.1 Receive and record the revised proposal 12.2 Validate the integration of recommendations to the proposal. 12.3 Endorse the proposal to the Extension Proposal Screening Committee.	None	5 Minutes 4 Hours 5 Minutes	Office of Extension Services (OES)
13. Screen the proposal for budget allocation and technical substance	13.1 Endorse the proposal to the Research & Extension Council	None	5 Minutes	Extension Proposal Screening Committee
14.	14.1 Review the proposal. 14.2 Provide resolution for University BOR approval. 14.3 Endorse the proposal to the University President.	None	1 Day	REC Members UBS
15	15.1 Approve the proposal 15.2 Present program/project proposals to the University BOR to seek resolution for implementation	None	1 Day	University President

	and budget allocation			
	TOTAL	None	19 Days and 40 Minutes	

RESEARCH, EXTENSION, PRODUCTION AND INNOVATION

INNOVATION AND TECHNOLOGY SUPPORT SERVICES OFFICE
External Services

25. Request for Manuscript Similarity Examination

This process helps faculty and students make sure their papers are their work. It includes steps like checking the content, making sure there's no copying, and following the rules for ethical academic writing.

Office or Division:	Innovation and Technology Support Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student and Faculty – Researcher			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Manuscript (1 e-copy in *.docx* file)		Applicant		
Endorsement Letter (1 original copy)		Dean/Director/Department Head		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the request form for the manuscript similarity examination report, and submit 1 e-copy of the manuscript and endorsement letter.	1.1 Receive and review the documents. 1.2 Evaluate the manuscript with the software for similarity checking.	None	3 Hours 4 Hours	*ITSSO Staff*
2. Receive the Similarity Examination Report and Notice of Issuance of Certificate	2. Issues Similarity Examination Report and send a copy to the adviser, and issue a notice of issuance of the certificate.	None	6 Hours	*ITSSO Staff*
3. Claim the Certificate of Manuscript Similarity Examination	3. Release the Certificate of Manuscript Similarity Examination.	None	4 Hours	*ITSSO Staff*

4. Fill out and return the Stakeholders' Feedback form or Google form.	4. Provide them with a Client Satisfaction Survey.	None	5 minutes	*ITSSO Staff*
	TOTAL	None	17 Hours and 5 minutes	

26. Request for Endorsement of Patent/Utility Model/ Industrial Design Application

This procedure covers assistance in the preparation and processing of patent/utility model/industrial design, trademark, and copyright applications to the Intellectual Property Office of the Philippines (IPOPhil) to the faculty, staff, and students.

Office or Division:	Innovation and Technology Support Services Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disclosure Form (1 original copy)	ITSSO – Staff
Application Form (1 original copy)	ITSSO – Staff
Patent Document (1 electronic copy in pdf file)	Applicant
Certification of Co-Authorship (1 original copy)	ITSSO – Staff
Endorsement Letter (1 original copy)	Dean/Director/Department Head
Government Issued Identification (1 photocopy)	School ID, PRC, Driver's License, Passport, SSS
Special Order from the President (1 original copy)	Office of the President
Special Power of Attorney (4 original copy)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Seek endorsement from the dean/head/director of the applicant for IP Application.	1. Consolidate with ITSSO to evaluate the potential technology of the inventor.	None	1 Day	*Dean / Director / Head*
2. Submission of endorsement letter and disclosure form.	2.1 Receive and review the documents. 2.2 Evaluate the disclosures.	None	1 Day	*ITSSO Staff / IPC member*
3. Conduct Prior Art Search	3. Assist in conducting a prior art search.	None	5 Days	*ITSSO Staff*
4. Draft the Patent Document (if found patentable)	4. Assist in drafting the patent document.	None	5 Days	*ITSSO Staff / IPC Member*
5. Submission of Patent Documents, Application Form, Certification of Co-Authorship, Photocopy of Government Issued ID, and Special Power of Attorney	5.1 Receive and review the documents. 5.2 Endorsed the Application to the President for approval.	None	1 Day	*ITSSO Staff*
	TOTAL:		**13 Days**	

RESEARCH, EXTENSION, PRODUCTION AND INNOVATION

OFFICE OF THE RESEARCH SERVICES

Internal Services

27. Submission of Institutional Research Proposal

This covers the procedure from the submission of the proposal to the Office of Research Services up to the approval of the Board of Regents.

Office or Division:	Office of Research Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty and Staff

CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
Form A - Capsule Proposal form	Office of Research Services
Form B - Detailed Proposal	Office of Research Services
Form B-1 - Executive Summary	Office of Research Services
Form B-2 - Work Plan	Office of Research Services
Form B-3 - Line-Item Budget	Office of Research Services
Form B-4 - Logical framework	Office of Research Services
Form B-5 - GAD score	Office of Research Services
Form C – List of Personnel Involved	Office of Research Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the forms from the SLSU Office of Research Services website (slsuresearch.info).	1. Post the announcement of the Call for submission of proposals on the Facebook page and website.	None		*ORS Staff*
2. Email (research@slsu.edu.ph) or upload it using the submission portal found on the SLSU Office of Research Services website the filled-out **Form A – Capsule Proposal form** with the written endorsement of the	2.1 Check the submitted proposal, attachments, and signatories	None	20 Minutes	*ORS Staff*
	2.2 Request for the endorsement of the proposal for submission, if lacking	None	2 Minutes	*ORS Staff*
	2.3 Request for the editable file, if lacking	None	2 Minutes	*ORS Staff*

College Dean/ Campus Director and Research Coordinators.	2.4 Subject the proposal to originality checking.	None	2 Days	*ITSSO Staff*
3. Wait for the email of ORS of the receipt of the submission and other comments	3.1 Send the acceptance receipt of the submitted proposal and the matters for compliance of the proponents if any.	None	15 Minutes	*ORS staff*
4. Wait for the email of the originality checking result.	4.1 Email the result of originality checking. 4.2 If the proposal passes the checking, the proponent will be instructed to submit a detailed proposal with attachments. 4.3 Otherwise, the proponent will be requested to revise the capsule proposal.	None	15 Minutes	*IREC Secretary*
5. If the capsule proposal passes the checking, proceed with the submission of the full proposal using **Form B** (Detailed R&D Proposal) with the following attachments: **Form B-1** (Executive Summary) **Form B-2** (Work Plans)	5.1 Check the completeness of the submissions. 5.2 Request for lacking attachments if any. 5.3 Received the revised detailed proposal.	None	15 Minutes	*REC Secretary*

Form B-3 (Line-Item Budget) **Form B-4** (Logical Framework), and **Form B-5** (GAD Score Checklist). **Form C** (List of Personnel Involved) Otherwise, comply with the revisions and resubmit the capsule proposal.				
6. Return the feedback form via email.	6. Acknowledge receipt of the feedback form.	None	1 Minute	*ORS staff*
	TOTAL	None	2 Days,1 Hour and 30 Minutes	

I. 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 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; 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)

II.   List of Offices and Contact information

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.Madulao, Catanauan Quezon	(042) 315-8145
Gumaca Campus	Brgy. Villa Nava, 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., SLSU-Lucban	(042) 540-7523
Cashiering Office	G/F Right Wing, Admin. Bldg., SLSU-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. CABHA 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. REPDI Building, SLSU-Lucban	(042) 540-1115
Production Office	2nd Flr. REPDI Building, SLSU-Lucban	(042) 540-1115
Extension Office	1st Flr. REPDI Building, SLSU-Lucban	(042) 540-8506
Innovation and Technology Support Services	2nd Flr. REPDI Building, SLSU-Lucban	(042) 540-1115