



ISO 9001:2015

CAMARINES SUR POLYTECHNIC COLLEGES



CITIZEN'S CHARTER
2019 (1st Edition)



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I. Mandate

The College Mandate is defined under Section 2 of Batas Pambansa Blg. 512, the law which created the Camarines Sur Polytechnic Colleges (CSPC). Sec. 2 of BP 512 provides:

“The Camarines Sur Polytechnic Colleges shall primarily provide higher technological, professional and vocational instruction and training in fisheries, trade and technology, arts and sciences, as well as short term technical and vocational courses, as the Board of Trustees may deem necessary, and shall promote researches in the exploration and conservation of natural resources in the province.”

II. Vision

Polytechnic education at its best for the Bicolanos

***Polytechnic Education** is research-based education tempered with applied sciences and practical skills development designed to produce a future-ready workspace*

***The best for the Bicolanos** is an unwavering institutional commitment to provide world-class education that transcends the aspiration of the youth and communities in the Bicol region*

III. Mission

Transforming societies to become resilient and creating a better future through world-class polytechnic education upheld by strong research culture, meaningful extension and cost-effective production towards sustainable development in partnership with global and international stakeholders

IV. Service Pledge

CSPC commits to provide the highest standards in total customer satisfaction in accord with legal and statutory requirements, current and future needs of clients and stakeholders by sustaining good governance conditions and continual improvement of its quality management system, by:

- Producing professionally competent graduates who are responsible Filipino and global citizens by providing quality teaching and learning environment;
- Addressing regional and national science and technology concerns by institutionalizing and integrating research-based programs in all Colleges;
- Improving the quality of lives through the conduct of demand-driven and research-based extension services; and,
- Striving for optimal performance by sustaining good governance conditions and sound management of the college’s resources.

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Office of the Guidance Counselor External Services



APPLYING FOR COLLEGE ENTRANCE EXAMINATION

It caters to freshmen and transferees applying for enrolment in the College. It includes testing and monitoring of the enrollment procedures.

The school's administration must take into account the predominantly human element that it serves. Based on its mission and vision, it has the freedom to determine its own policies, standards, regulations in making education it accessible for all. Foremost, the Admission Service promotes the CSPC's Education through first-hand information and the assessment including the placement of student applicants.

Office/Division:	Guidance Counselor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming first year students and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form (1 original)		Office of the Guidance Counselor		
2. Passport size pictures w/ blue background (2 copies)		Photo Studio		
3. Report Card (1 Photocopy)		Last School attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits College Website and access Student Portal for transition Note: Application for CET may be done online or walk-in. For walk-in applicants they will be assisted to use the Internet facility of the school		None	3 Minutes	Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office
2. Clicks admission to display admission requirements, and checks if he/she has them. (presumed) Then, encodes personal information (subject to Data Privacy/compliance) Note: If all requirements are checked, the system automatically displays the date, time and venue of the CET with a note to come 30		None	3 Minutes	Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office

Minutes before the scheduled of his choice. If not completely checked no schedule is displayed				
3. Proceeds to examination venue and presents to the Proctor the required documents (enclosed in long brown envelope)	3. Checks and verifies requirements 3.1 If complete, the applicant is allowed to enter the room. If not complete, the applicant is required to execute a promissory note (with prepared template) before allowing to take the CET	None	40 Minutes	<i>Guidance Counselor</i> OR <i>Psychometrician</i> OR <i>Guidance Staff</i> Guidance Office
4. Wait for the results to be released	4. CARECOM- Sits down to deliberate on test results provided by the guidance office, and directs release of list of prequalified applicants and waitlisters 4.1 Release of official list of qualifiers and waitlisters may be done one time or by instalment two month after the end of the Admission period	None	6 Months	<i>Guidance Counselor</i> OR <i>Psychometrician</i> OR <i>Guidance Staff</i> Guidance Office
	TOTAL:	None	2 Months, 46 Minutes	



APPLYING FOR ENTRANCE EXAMINATION FOR GRADUATE SCHOOL STUDENTS

It caters to graduate school applicants and transferees applying for enrolment in the College. It includes testing and monitoring of the enrollment procedures.

The school's administration must take into account the predominantly human element that it serves. Based on its mission and vision, it has the freedom to determine its own policies, standards, regulations in making education it accessible for all. Foremost, the Admission Service promotes the CSPC's Education through first-hand information and the assessment including the placement of student applicants.

Office/Division:	Office of the Guidance Counselor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming graduate school students and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form (1 original)		Office of the Guidance Counselor		
2. Passport size picture w/ blue background (1 copy)		Photo Studio		
3. Report Card (1 Photocopy)		Last School attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an application form from the Office of the Guidance Counselor and Fills- up the application form	1. Checks the completeness of the requirements	None	3 Minutes	<i>Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office</i>
2. Submit the accomplished Application form together with the required requirements and receipt	2. Schedules applicant when to take the examination	PHP 100.00	3 Minutes	<i>Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office</i>
3. Come back and take the examination on the scheduled date	3. Conducts the examination on the scheduled time	None	40 Minutes	<i>Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office</i>

4. Wait for the results to be released	4. Inform the applicant of the result	None	3 Minutes	Guidance Counselor OR Psychometrician OR Guidance Staff Guidance Office
TOTAL:		PHP 100.00	49 Minutes	

AVAILING OF COUNSELING SERVICES

Counseling Service is the heart of the Guidance Services, the most vital part of the entire guidance program. The Counseling Program requires an awareness of the real-life environment in order to reveal the dynamic conditions, which include social, cultural, economic and political factors, especially the value structure. Counseling is aimed at assisting an individual towards self-knowledge, self-realization and self-development by facilitating progressive improvement so that students can eventually solve their own problems unassisted.

- A. FOR WALK-IN COUNSELEES-** students may avail of the counseling services anytime as self-referral.

Office or Division:	Guidance and Counseling Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
Who may avail:	Students, Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
NONE			-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Avail of Counseling at any time.	1. Conducts a short informal interview.	None	1 Hour	Guidance Counselor Guidance Office	
2. Provide necessary guidance and counseling intervention	2. Conducts necessary guidance and counseling intervention. 2.1 Records any data obtained.				

3. Go back to the Guidance Office for follow-up or clarifications if needed	3. Conducts follow-up sessions if needed.			
	TOTAL:	None	1 Hour	

REFERRING A STUDENT/S FOR COUNSELING

Counseling Service is the heart of the Guidance Services, the most vital part of the entire guidance program. The Counseling Program requires an awareness of the real-life environment in order to reveal the dynamic conditions, which include social, cultural, economic and political factors, especially the value structure. Counseling is aimed at assisting an individual towards self-knowledge, self-realization and self-development by facilitating progressive improvement so that students can eventually solve their own problems unassisted.

A. FOR REFERRALS-referrals maybe made by the class advisers, administrators, teachers, or peers/co-students.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Referral Slip Form (1 original)			Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Referral Slip form from the Guidance Office or the Deans Offices.	1. Issues the Referral Slip Form.	None	2 Minutes	<i>Guidance Counselor / Staff</i> Guidance Office
2. Go back to the Guidance office and submit the duly accomplished Referral Slip Form.	2. Receives the accomplished Referral Slip and checks the completeness and issues Call Slip to the student being referred.	None	1 Day	<i>Guidance Counselor / Staff</i> Guidance Office

<p>3. Conduct a follow-up or refer back to the Guidance</p>	<p>3. Upon visit of the student to the Guidance Office, the Guidance Counselor: 3.1 Conducts initial counseling session and conducts a needs assessment to find out if the counselee needs further counseling or follow-up. 3.2 Accomplishes the Return Slip for Referral and sends it to the person who referred the student/s.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Guidance Counselor</i> Guidance Office</p>
	<p>TOTAL:</p>	<p>None</p>	<p>1 Day, 1 Hour, 2 Minutes</p>	



Office of the College Registrar External Services

APPLYING FOR ENROLMENT (Freshmen)

The office of the College Registrar adopts the Student Information and Accounting System (SIAS) for effective and efficient processing of enrolment. The procedure is presumed that the applicant have submitted complete admission requirements upon application for CET.

Office or Division:	College Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees, Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FRESHMEN				
1. Entrance Exam Result		Student Testing and Admission		
2. 2 x 2 picture with white background (1 piece)		Any Photo Studio		
3. Form 138 (1 Original)		Previous school attended		
4. Form 137 (1 Original)		Previous school attended		
5. PSA Birth Certificate (1 Photocopy)		Philippine Statistics Office (PSA)		
6. Certificate of Good Moral Character (1 Original)		Previous school attended		
7. Mailing stamps		Any postal office		
8. Long size brown envelope (1 piece)		Any school supplies store		
9. Marriage Contract for married female applicant (1 Photocopy)		Philippine Statistics Office (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit and access the Student Portal of the CSPC Website using his/her ID number to access for enrolment. <i>Note:</i> The Student ID Number is given to student upon application for admission.	-	None	5 Minutes	Applicant

<p>2. Select “Enrolment” and inputs Student ID Number and account password to display class schedules, tick subjects and clicks ‘Enrol” button. Screenshots class schedule or download for printing.</p>	<p>2. The Dean’s Office staff shall checks subjects of the applicant and if found correct, validates the enrolment</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Dean’s Office Staff Dean’s Office</i></p>
<p>3. Secure Certificate of Assessment from the Dean’s Office on his / her convenient time, before the opening of classes.</p>	<p>3. The Dean’s Office staff prints and issues Certificate of Assessment to the student.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Dean’s Office Staff Dean’s Office</i></p>
<p>4. Secure Certificate of Assessment from the Registrar’s Office on his / her convenient time, before the opening of classes.</p>	<p>4. The Registrar’s Staff checks for validation of enrolment, prints, and issues Certificate of Enrolment to the student.</p>	<p>For First Issuance - None For succeeding requests - PHP 30.00</p>	<p>2 Minutes</p>	<p><i>Registrar’s Office Staff Registrar’s Office</i></p>
	<p>TOTAL:</p>	<p>For succeeding requests - PHP 30.00</p>	<p>15 Minutes</p>	

APPLYING FOR ENROLMENT (Current Student/ Returning Students)

The office of the College Registrar adopts the Student Information and Accounting System (SIAS) for effective and efficient processing of enrolment.

Office or Division:	College Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees, Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance (1 Copy)		Accounting Office – Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Settle and clear all semestral requirements.	-	None	-	Student
2. Verify SIAS update. Checks for completeness of grades ,compliance with pre-requisites , and retention policy. <i>Note: Students who are on probationary status or who are covered by the retention policy are advised to see the Dean and registrar before enrolling online.</i>	-	None	5 Minutes	Student
3. Proceed to on-line enrolment.	-	None	2 Minutes	Student
4. Select “Enrolment” and inputs Student ID Number and account password to display class schedules, if okay, tick subjects and clicks ‘Enrol” button.	-	None	2 Minutes	Student

Screenshots class schedule or download for printing.				
5. Secures Certificate of Assessment from the Dean's Office, on his/her convenient time, before the start of classes.	5. The Dean's Office staff prints and issues Certificate of Assessment to the student.	None	3 Minutes	<i>Dean's Office Staff</i> Dean's Office
6. Secures Certificate of Assessment from the Registrar's Office, on his/her convenient time, before the start of classes.	6. The Registrar's Staff checks for validation of enrolment, prints, and issues Certificate of Enrolment to the student.	For First Issuance - None For succeeding requests - PHP 30.00	2 Minutes	<i>Registrar's Office Staff</i> Registrar's Office
	TOTAL:	For succeeding requests - PHP 30.00	14 Minutes	

APPLYING FOR AUTHENTICATION OF SCHOLASTIC RECORDS

This service is for authentication photocopies of original records to be used for employment, board examination, and for records and reference purposes.

Office or Division:	College Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates/Alumni, Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholastic Record (1 Original, 1 Photocopy)		Client		
2. Receipt of payment (1 Original)		Cashier's Office		
3. Transaction slip (1 Original)		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Transaction Slip at the Registrar's Office.	1. Receives and checks documents and advises client to proceed to the Cashier's Office.	None	30 Seconds	<i>Registrar's Staff</i> Registrar's Office
2. Proceed to the cashier's office for the payment	2. Receives payment and issues official receipt.	PHP10/page	2 Minutes	<i>Cashier</i> Cashier's Office
3. Present the OR and Transaction Slip together with the documents for authentication to the Registrar's staff at Window Y.	3. Receives the documents and counter-checks photocopy against the original documents. 3.1 Registrar authenticates the documents.	None	5 Minutes	<i>Registrar Staff</i> Registrar's Office
			3 Minutes	<i>Registrar</i> Registrar's Office
4. Claim requested documents	4. Records in the releasing logbook and releases the documents. The client signs in the releasing logbook.	None	3 Minutes	<i>Registrar Staff</i> Registrar's Office
	TOTAL:	PHP10/page	13 Minutes, 30 Seconds	

APPLYING FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) / DFA-AUTHENTICATION

Certification, Authentication and Verification is issued to graduates/alumni applying for overseas employment and/ or migration.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Records (1 Photocopy)		Registrar's Office – Window 1		
2. Diploma (1 Photocopy)		Registrar's Office – Window 1		
3. Receipt of Certification (1 Original)		Cashier's Office – Window 1		
4. Long Size Brown Envelope (1 piece)		Any store		
5. Special Power of Attorney (for third party requestor/claimant) (1 Original)		Any notarial office		
6. ID (of third party claimant) (1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Transaction Slip at the Registrar's Office Transaction Window	1. Receives Transaction Slip	None	1 Minute	<i>Registrar's Staff</i> Registrar's Office
2. Submit the documentary requirements at the Registrar's Office Transaction Window.	2. Receives and checks document and advises client to proceed to the Cashier's Office	None	20 Minutes	<i>Cashier's Office</i> <i>Staff</i> Cashier's Office
3. Pay CAV fee and authentication of OTR and Diploma at the Cashier's Office	3. Receives payment and issues official receipt.	CAV - PHP 40.00 Authentication- PHP 10/page	5 Minutes	<i>Client</i>

4. Present official receipt to the Registrar's Staff.	4. Receives the official receipt and advises client to come back after 2 days to 4.1 Processing of documents	None	2 Minutes 2 Days	<i>Registrar's Staff</i> Registrar's Office
5. Claims the document for hand-carry to the DFA	6. Let the client sign at the releasing logbook upon release of document.	None	2 Minutes	<i>Registrar's Staff</i> Registrar's Office
	TOTAL:	CAV - PHP 40.00 Authentication- PHP 10/page	2 Days, 30 Minutes	

APPLYING FOR GRADUATION

A graduating student is required to file Application for Graduation within one month after enrolment in the last semester of the course to be included in the list of Candidates for Graduation.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Residency in the College (At least one year)			Dean's Office	
2. Must have submitted duly accomplished application form (1 copy)			Registrar's Office	
3. Must have complied with the Zero Unit Policy			Dean's Office	
4. Must have passed the Comprehensive Examination (Graduate School)			Guidance Office	
5. Must have successfully defended his/her thesis and submitted bound copies of the Blue Book (Terminal Years)			Dean's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Registrar's Office	1. Releases the Application Form to the student.	None	1 Minute	<i>Registrar's Staff</i> Registrar's Office
2. Secure approval of the Program Chair	2. Approves Application Form of the student	None	2 Minutes	<i>Program Chair</i>
3. Secure approval of the Dean	3. Approves Application Form of the student	None	2 Minutes	<i>Dean</i> Dean's Office
4. Submit duly accomplished Application Form to the Registrar's Office for evaluation	4. Receives the accomplished Application for Graduation, verifies student record, if no deficiencies noted, advises student to pay the required fees.	None	10 Minutes	<i>Registrar's Staff</i> Registrar's Office
TOTAL:		None	15 Minutes	



APPLYING FOR ISSUANCE OF CREDENTIALS (OFFICIAL TRANSCRIPT OF RECORDS, CERTIFICATIONS, OTHERS)

Credentials are issued to students of the college who wish to seek employment, take board examinations, and for purposes of admission.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni, Board Examinees, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transaction Slip		Registrar's Office – Window 1		
2. Duly approved clearance (1 Original)		Accounting and Billing Section – Window 1		
3. Documentary stamps (2 pieces)		BIR or Municipal Treasurer's Office		
4. Passport size picture with white background and nametag (OTR for board examination) (1 piece)		Photo studio preferred by client		
5. Official receipt of payment		Cashier's Office – Window 1		
6. Authorization Letter (for third party requestor, 1 original Original)		Client		
7. ID (of the document owner, and the third party requestor, 1 photocopy each)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Transaction Slip at the Registrar's Office	1. Receives duly accomplished form	None	1 Minute	<i>Receiving Clerk</i> Registrar's Office
2. Secure clearance form from the Accounting and Billing Office. <i>Note: For those graduates of 2017 up, secure copy of accomplished clearance from the Accounting and Billing Office.</i>	2. Verifies student record, signs and releases clearance.	None	3 Minutes	<i>Accounting and Billing Clerk</i> Accounting Office
3. Secure signatures of concerned offices officials indicated in the clearance form	-	None	2 Minutes each office	<i>Respective Deans</i> <i>SDS Director</i> <i>Guidance Counselor</i>

				Alumni Treasurer Registrar
4. Pay the required fees at the Cashier's Office	4. Checks documents, receives payment, and issues receipt	Certification Fee - PHP30.00 OTR Fee- PHP50/ page	5 Minutes	Cashier's Staff Cashier's Office
5. Present the duly accomplished clearance to the Registrar's Office staff.	5. Receives and checks other attached documents. 5.1 Advises the client to come back after 2 days. 5.2 Processing of requested credentials	None	5 Minutes 2 Days	Registrar's Staff Registrar's Office Registrar Registrar's Office
6. Claim the credentials requested	6. Issues requested credentials.	None	1 Minute	Registrar's Staff Registrar's Office
	TOTAL:	Cert. – PHP 80.00 OTR – PHP 50/page	2 Days, 25 Minutes	

APPLYING FOR RE-ISSUANCE OF DIPLOMA

Re-issuance is granted to student whose diploma or transcript was lost and beyond recovery. In case of lost original diploma, a duly notarized Affidavit of Loss must be submitted. In case of damaged original diploma, the same must be surrendered to the Registrar's Office.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transaction Slip		Registrar's Office		
2. Affidavit (Notarized, 1 Original)		Any notarial office		
3. Receipt of Payment (1 Original)		Cashier's Office		
4. Documentary stamp (1 pc)		BIR or Municipal Treasurer's Office		
5. Duly accomplished clearance (1 Original)		Accounting and Billing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Transaction Slip at the Registrar's Office	1. Receives duly accomplished form	None	1 Minute	<i>Receiving Clerk</i> Registrar's Office
2. Secure clearance form from the Accounting and Billing Office. <i>Note: For those graduates of 2017 up, secure copy of accomplished clearance.</i>	2. Verifies student record, signs and releases clearance.	None	1 Minute	<i>Accounting and Billing Staff</i> Accounting Office
3. Secure signatures of concerned officials indicated in the clearance form <i>Note: For those with copy of clearance from the Accounting and Billing, skip Step 3 and proceed to the cashier's office.</i>	-	None	2 Minutes each office	<i>Respective Deans</i> <i>SDS Director</i> <i>Guidance Counselor</i> <i>Alumni</i> <i>Treasurer</i> <i>Registrar</i>

4. Pay the required fees at the cashier's office	4. Checks documents, receives payment, and issues receipt	Diploma PHP100.00 OTR - PHP50/page	5 Minutes	<i>Cashier and Staff</i> Cashier's Office
5. Present the duly filled-out Transaction Slip, accomplished clearance, duly notarized affidavit, and receipt of payment to the Registrar's Office staff.	5. Receives and checks other attached documents. 5.1 Advises the client to come back after 2 days. 5.2 Processing of requested credentials	None	10 Minutes 2 Days	<i>Registrar and Staff</i> Registrar's Office
6. Claim replacement diploma.	6. Issues requested replacement diploma.	None	1 Minute	<i>Registrar's Staff</i> Registrar's Office
	TOTAL:	Diploma PHP100.00 OTR - PHP50/page	2 Days, 31 Minutes	



APPLYING FOR ISSUANCE OF HONORABLE DISMISSAL/ CERTIFICATE OF ELIGIBILITY TO TRANSFER

Honorable Dismissal/ Certificate of Eligibility to Transfer is issued to students who will transfer to other school due to academic delinquency, change of course and transfer of residence.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transferee, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transaction Slip		Registrar's Office – Window 1		
2. Duly approved clearance		Dean's Office		
3. 2 pcs Documentary Stamps		BIR or Municipal Treasurer's Office		
4. Receipt of Payment		Cashier's Office – Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Transaction Slip at the Registrar's Office.	1. Receives duly accomplished form and advises student to secure clearance.	None	1 Minute	<i>Receiving Clerk</i> Registrar's Office
2. Secure Clearance Form at the Accounting and Billing Section	2. Verifies student account/records	None	2 Minutes	<i>Accounting and Billing Staff</i> Accounting Office
3. Secure signatures of officials; Dean, Library, SDS, Supply and Property, Alumni Treasurer, Accounting and Registrar	3. Verifies duly signed clearance	None	2 Minutes each office	<i>Respective Deans</i> <i>SDS Director</i> <i>Guidance Counselor</i> <i>Alumni Treasurer</i> <i>Registrar</i>
4. Pay required fees at the Cashier's Office	4. Receives payment and issues official receipt	PHP30.00	3 Minutes	<i>Cashier and Staff</i> Cashier's Office
5. Present Transaction Slip, receipt of payment, and clearance to the Registrar's Staff	5. Receives and checks documents 5.1 Advises client to come back after 2 days	None	3 Minutes	<i>Registrar and Staff</i> Registrar's Office

	5.1 Prepares the Honorable Dismissal/ Transfer Credential and releases the same to the student		2 Days	
6. Claim the Honorable Dismissal Certificate	6. Releases the document and instruct the client to sign at the Releasing Logbook	None	1 Minute	<i>Registrar's Staff</i> Registrar's Office
	TOTAL:	PHP 30.00	2 Days, 22 Minutes	

APPLYING FOR CROSS-ENROLMENT

Application to cross-enrol with other school shall be done by the student within the period of registration. A student may cross-enrol if he is a member of the graduating class but with deficiency, subject to pertinent provisions of the colleges code.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrollees from other school			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Recommendation from the Dean (1 Copy)			Dean's Office	
2. Filled-out Transaction Slip (1 Copy)			Registrar's Office	
3. Official Receipt of Payment for Certification (1 Original)			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Transaction Slip at the Registrar's Office	1. Advises student to secure recommendation from the Dean	None	2 Minutes	<i>Registrar's Staff</i> Registrar's Office
2. Secure Dean's recommendation	2. Verifies student record	None	5 Minutes	<i>Dean</i> Dean's Office
3. Submit recommendation to the Registrar's Office	3. Evaluates the subjects and advises student to pay the certification fee.	None	5 Minutes	<i>Registrar</i> Registrar's Office
4. Pay the required fees at the cashier's office.	4. Issues official receipt.	Certification Fee - PHP30.00	3 Minutes	<i>Cashier and Staff</i> Cashier's office
5. Present Transaction Slip, recommendation from the Dean, and receipt of payment to the Registrar's Office Staff	5. Receives and checks documents 5.1 Advises client to come back after 2 days. 5.2 Prepares permit to cross enroll	None	3 Minutes 2 Days	<i>Registrar's Staff</i> Registrar's Office

6. Claim approved request for cross enrolment	6. Instructs the client to sign at the Releasing Logbook	None	2 Minutes	<i>Registrar's Staff</i> Registrar's Office
	TOTAL:	PHP30.00	2 Days, 20 Minutes	

APPLYING FOR ADDING/DROPPING OF SUBJECTS

This service is to provide enrolled students with MODIFIED ASSESSMENT due to either adding or dropping of subjects.

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transaction Slip		Registrar's Office		
2. Accomplished Adding/Dropping Forms duly approved by the Department Deans and Registrar (1 Original)		Registrar's Office		
3. Receipt Adding/Dropping Fee (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Transaction Slip , and Form at the Registrar's Office. Note: For Second Courser, go to the Billing In-Charge for computation /Adjustment	1. Releases and instructs the client in filling out the form.	None	1 Minute	<i>Registrar's Staff</i> Registrar's Office
2. Seek approval of the Dean.	2. Conduct interview. Instructs student to inform and seek signature of instructors for their record purposes.	None	5 Minutes	<i>Dean</i> Dean's Office
3. Seek approval of instructors of subjects to be dropped.	3. Signs at the form	None	2 Minutes each	<i>Instructors/ Professors</i>
4. Pay dropping/adding fee at the Cashier	4. Checks subjects to be dropped/added and issues official receipt	PHP15/ subject	3 Minutes	<i>Cashier Staff</i> Cashier's Office
5. Submit copies of the approved form	5. Checks the form, approves	None	3 Minutes	<i>Registrar</i> Registrar's Office

and official receipt to the Registrar for approval.	the request and secures copy of the Registrar.			
6. Submit copies of the approved forms to the concerned offices: Billing and Accounting, Dean	6. Effects adjustment in subjects and releases new assessment to the student	None	5 Minutes	<i>Billing Clerk</i> <i>Accounting Office</i> <i>Dean's Staff</i>
7. Secure new Certificate of Enrolment at the Registrar's office		None	2 Minutes	<i>Registrar's Staff</i> <i>Registrar's Office</i>
	TOTAL:	PHP15/ subject	29 Minutes	

CHANGING / CORRECTION OF GRADE

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Instructors/Professors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved Change/Correction of Grade Form (1 Original)		Registrar's Office		
2. Computation of the previous and new/corrected grade (1 Original)		Subject Instructor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Change/Correction of Grade Form at the Registrar's Office.	1. Releases the Form.	None	1 Minute	<i>Instructor</i> <i>Faculty Room</i>
2. Submit the form, together with the old and new computation of grades to the Dean for recommendation	2. Checks for the validity of reason of change/correction and makes the necessary recommendations.	None	10 Minutes	<i>Dean</i> <i>Dean's Office</i>
3. Secure approval of the VP for Academic Affairs	3. Acts appropriately on the request.	None	5 Minutes	<i>VP for Academic Affairs</i>

				Office of the VP for Academic Affairs
4. Submit to the Registrar's Office for change/correction	4. Receives the request and effects the change/correction. Returns the duplicate copy of the request to the instructor.	None	5 Minutes	<i>Registrar</i> Registrar's Office
5. Prints updated grading sheets from the SIAS and submits copies to the Dean and the Registrar.	5. Receives, records, and updates file.	None	5 Minutes	<i>Dean</i> Dean's Office <i>Registrar</i> Registrar's Office
	TOTAL:	None	26 Minutes	

APPLYING FOR NEW/RENEWAL OF SCHOOL ID

Office or Division:	College Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Renewal of ID Form (2 copies)		Registrar's Office		
2. Duly notarized Affidavit of Loss (1 Original)		Registrar's Office		
3. Receipt of Payment (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Renewal of ID Form Note: For Lost ID, Secure Affidavit of Loss Form.	Releases form for renewal. For lost ID: Issues renewal form and affidavit of loss form.	None	2 Minutes	<i>Registrar's Staff</i> Registrar's Office
2. Pay renewal fee at the Cashier's Office.	Issues official receipt	PHP150.00	3 Minutes	<i>Cashier's Staff</i> Cashier's Office
3. Submit to the Registrar's Office the filled –out form and the notarized affidavit of loss	Checks form and gets the file copy of the office.			
4. Proceed to the Database and present the renewal form for recording and processing.	Checks form and gets the file copy of the renewal form Advises the client to return after 5 days to claim the ID.	None	10 Minutes	<i>Database Staff</i> Database Center
5. Claim the new ID at the Database Center	Checks for correctness and releases the ID	None	2 Minutes	<i>Database Staff</i> Database Center
	TOTAL:	PHP150.00	17 Minutes	



Office of the Medical and Dental Clinic External Services

AVAILING OF ANNUAL PHYSICAL EXAMINATION

Physical examination is conducted to students and employees to assess the physical status as a baseline data of their health condition and for whatever purposes it may serve.

Office or Division:	Medical & Dental Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	Student, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Health Assessment	1. Provides the individual health record form and instructs client to fill up the form on personal data and health portion if client does not have yet the record on file if otherwise, gets the record on file.	None	2 Minutes	<i>Nurse</i>
	1.1 Checks the veracity of written entries on the form. Gets the vital signs, height and weight and visual acuity if needed and records.		5 Minutes	<i>Nurse</i>
	1.2 Performs physical examination, evaluates and gives^ remarks aha recommendation. If needs / referral, provides referral slip.		10 Minutes	<i>Physician</i>
	1.3 Records the case in the logbook			<i>Nurse</i>
	TOTAL:	None	17 Minutes	

AVAILING OF ORAL EXAMINATION, DENTAL TREATMENT AND CERTIFICATION

The purpose of the service is to diagnose and treat illness and give appropriate basic initial dental services. The school clinic caters to all students, employees, and guests of CSPC. The service oral examination, dispensing of basic medicines, basic tooth extraction, certification, and referral for advanced cases.

Office/Division:	Medical and Dental Clinic			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees, and Guests of CSPC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prior accomplished Dental Record Form (for students)		Medical and Dental Clinic (freshmen/transferee/irregular enrollment)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to CSPC Medical and Dental Clinic and approaches Clinic Staff (College Nurse or College Nursing Attendant.)	1. Receives the client, triage based on apparent status (emergency/urgent/minor, etc.) of client case and retrieves patient file. Obtains client's consent for personal data gathering and consultation. 1.1 Asks for reason for consultation. Gets the basic personal data, takes vital signs, and relevant clinical data (pain, symptoms, duration, etc.) 1.2 Fills out Dental Record with relevant initial data gathered. 1.3 Relays Client and Case to College Dentist (if the dentist is not on duty, staff will proceed with telephone order/ standing order protocol)	None	5 Minutes	<i>College Nurse</i> Medical and Dental Clinic Or <i>College Nursing Attendant</i> Medical and Dental Clinic
2. (A) Proceeds to Oral Examination Dental	2. (A) Proceeds with Dental assessment, diagnosis, basic/initial dental medication treatment <i>(If Dentist is not onsite, clinic staff will proceed with</i>	None	10 Minutes	<i>College Dentist</i> Medical and Dental Clinic

<p>Chair area of Clinic</p>	<p><i>telephone medical orders or standing order protocol)</i></p> <p>2.1 (A) Assist and secure client onto Dental Chair and conducts Oral Exam.</p> <p>2.2 (A) Asks follow up questions related to Oral Exam to determine Dental Diagnosis & Treatment needed</p> <p>2.3 (A) Provides prescription, and dispenses initial/basic medication (in general, amount enough up to 7 days)</p> <p>2.4 (A) <u>If determined for Basic Tooth Extraction:</u> conducts appointment based on mutual schedule availability and Oral Exam findings.</p> <p>2.5 (A) Provides health instruction on:</p> <p>2.5.1 (A) Prescribed medication,</p> <p>2.5.2 (A) Prescribed diet,</p> <p>2.5.3 (A) Preventive /promotive activities,</p> <p>2.5.4 (A) And follow-up consultation appointment schedule as needed.</p> <p>2.5.5 (A)* Provide letter to parent if additional health instructions or consent/waivers are needed for special cases.</p>			
<p>2. (B) <u>Scheduled for Tooth Extraction:</u> Proceeds to Dental Chair area</p>	<p>2.1 (B) Assist and secure client onto Dental Chair and Sensitivity Testing (ST)</p> <p>2.2 (B) <u>If negative sensitivity to anesthesia:</u> Proceed with dental extraction. (referral if otherwise)</p>	<p>None</p>	<p>45 Minutes</p>	<p>College Dentist Medical and Dental Clinic</p>

<p>of Clinic for Anesthesia Sensitivity Testing and Basic Tooth Extraction</p>	<p>2.3(B) Provides prescription, and dispenses initial/basic medication (in general, amount enough up to 7 days)</p> <p>2.4(B) If for <u>Subsequent Basic Tooth Extraction</u>: conducts next appointment based on mutual schedule availability.</p> <p>2.5(B) Provides health instruction on:</p> <p>2.5.1 (B) Prescribed medication,</p> <p>2.5.2 (B) Prescribed diet,</p> <p>2.5.3 (B) Preventive /promotive activities,</p> <p>2.5.4 (B) And follow-up consultation appointment schedule as needed.</p> <p>2.5.5 (B)* Provide letter to parent if additional health instructions needed for special cases.</p>			
<p>3. Acknowledge transaction by signing Dental Appointment Logbook/Dental Treatment Logbook / Referral Logbook</p>	<p>3. Evaluate client disposition (<u>observation/referral/discharge</u>) and document consultation procedure on logbooks/forms.</p> <p>3.1 If Client is for <u>Observation</u>:</p> <p>3.1.1 Assist client onto clinic observation/rest area and secure on hospital bed.</p> <p>3.1.2 Documents case findings and treatment given on Dental Record and Dental Treatment Logbook</p> <p>3.1.3 Re-asses/Re-evaluate if for</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>College Dentist Medical and Dental Clinic Or College Nurse Medical and Dental Clinic Or College Nursing Attendant Medical and Dental Clinic</i></p>

	<p>discharge or for referral after prescribed amount of resting time has elapsed.</p> <p><u>3.2 If Client is for Referral:</u></p> <p>3.2.1 Accomplishes and transcribes relevant data to Referral Form and Referral Logbook.</p> <p>3.2.2 Documents case findings and treatment given on Dental Record and Dental Treatment Logbook</p> <p>3.2.3 Provide additional instruction/clarifications to client with regard to referral.</p> <p>3.2.4 <u>IF EMERGENCY REFERRAL CASE:</u> <i>Facilitate Emergency Treatment and/or request for transport within 10 Minutes of consultation.</i></p> <p><u>3.3 If Client is for Discharge:</u></p> <p>3.3.1 Recap client on reason for consultation, treatment given and key instructions.</p> <p>3.3.2 Ask client if they have any other concerns relevant to their case status and address said concerns.</p> <p>3.3.3 Documents case findings and treatment given on Treatment Form and Consultation Logbook</p>			
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	3.3.4 Provide Dental Certification (if needed)			
	TOTAL:	None	1 Hour, 5 Minutes	

AVAILING OF MEDICAL CONSULTATION AND TREATMENT

The purpose of the service is to diagnose and treat illness and give appropriate basic initial medical services. The school clinic caters to all students, employees, and guests of CSPC. The service includes triage, assessment, emergency care, dispensing of basic treatment/medicines, and referral for advanced cases.

Office/Division:	Medical and Dental Clinic			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students (freshmen/transferee/irregular enrollment), Employees, and Guests of CSPC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prior accomplished Health Assessment Form (for students) (1 Original)			Medical and Dental Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to CSPC Medical and Dental Clinic and approaches Clinic Staff (College Nurse or College Nursing Attendant.)	1. Receives the client, triage based on apparent status (emergency/urgent/minor, etc.) of client case and retrieves patient file. Obtains client's consent for personal data gathering and consultation. 2.6 Asks for reason for consultation. Gets the basic personal data, takes vital signs, and relevant clinical data (weight, symptoms, duration, etc.) 2.7 Fills out Treatment Form with relevant initial data gathered. 2.8 Relays Client and Case to College Physician (if the physician is not on duty, staff will proceed	None	5 Minutes	College Nurse Medical and Dental Clinic Or College Nursing Attendant Medical and Dental Clinic

	with telephone order/ standing order protocol)			
3. Proceeds to Examination/Treatment area of Clinic	<p>2. Proceeds with medical assessment, diagnosis, basic/initial medical treatment <i>(If Physician is not onsite, clinic staff will proceed with telephone medical orders or standing order protocol)</i></p> <p>3.1 Assist and secure client onto examination table/hospital bed and conducts medical assessment (Signs/Symptoms; IPPA/IAPP)</p> <p>3.2 Asks follow up questions related to initial assessment to arrive at Initial Diagnosis</p> <p>3.3 Provides prescription, and dispenses initial/basic medication (in general, amount enough up to 24H) and/or treatment procedure (e.g.: wound care, nebulization, cold/warm compress, etc...) based on Initial Diagnosis</p> <p>3.4 Provides health instruction on:</p> <p>3.4.1 Prescribed medication,</p> <p>3.4.2 Prescribed diet,</p> <p>3.4.3 Preventive /promotive activities,</p> <p>3.4.4 Laboratory procedure (with request slip provided),</p> <p>3.4.5 And follow-up consultation</p>	None	10 Minutes	<p><i>College Physician Medical and Dental Clinic Or College Nurse Medical and Dental Clinic Or College Nursing Attendant Medical and Dental Clinic</i></p>

	<p>schedule as needed.</p> <p>3.4.6 *Provide letter to parent if additional health instructions are needed for special cases.</p>			
<p>4. Acknowledge transaction by signing Consultation Logbook / Referral Logbook</p>	<p>3. Evaluate client disposition (<u>observation/referral/discharge</u>) and document consultation procedure on logbooks/forms.</p> <p>4.1 <u>If Client is for Observation:</u></p> <p>4.1.1 Assist client onto clinic observation/rest area and secure on hospital bed.</p> <p>4.1.2 Documents case findings and treatment given on Treatment Form and Consultation Logbook</p> <p>4.1.3 Re-asses/Re-evaluate if for discharge or for referral after prescribed amount of resting time has elapsed.</p> <p>4.2 <u>If Client is for Referral:</u></p> <p>4.2.1 Accomplishes and transcribes relevant data to Referral Form and Referral Logbook.</p> <p>4.2.2 Documents case findings and treatment given on Treatment</p>	None	5 Minutes	<p><i>College Physician Medical and Dental Clinic Or College Nurse Medical and Dental Clinic Or College Nursing Attendant Medical and Dental Clinic</i></p>

	<p>Form and Consultation Logbook</p> <p>4.2.3 Provide additional instruction/clarifications to client with regard to referral.</p> <p>4.2.4 <u>IF EMERGENCY REFERRAL CASE</u>: Facilitate Emergency Treatment and/or request for transport within 10 Minutes of consultation.</p> <p>4.3 <u>If Client is for Discharge</u>:</p> <p>4.3.1 Recap client on reason for consultation, treatment given and key instructions.</p> <p>4.3.2 Ask client if they have any other concerns relevant to their case status and address said concerns.</p> <p>4.3.3 Documents case findings and treatment given on Treatment Form and Consultation Logbook</p>			
	TOTAL:	None	20 Minutes	

SECURING MEDICAL CERTIFICATE

Firms, government agencies and the colleges may require medical certificate from the students. This is especially true to those who are applying for OJT, on tours, Sports activities, scholarships, NSTP, and for students returning to classes after an illness. Medical certificate may be issued also to teaching and non-teaching personnel as they request.

Office or Division:	Medical/Dental Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Medical Certificate form	1. Provides the Form and instructs client to write the name and course on the Form.	None	5 Minutes	<i>Nurse</i> Medical/Dental Clinic
	Takes the height and weight, vital signs if the purpose is for OJT, Sports activities, scholarship and tour and records on the form. If it is for sick leave, the nurse takes the data from the treatment form and records in the medical certificate form		13 Minutes	<i>Nurse</i> Medical/Dental Clinic
	Conducts physical examination, signs and issues the medical certificate.		15 Minutes	<i>Physician</i> Medical/Dental Clinic
2. Receive the medical certificate	2. Records in the logbook and releases to the client	None	1 Minute	<i>Nurse</i> Medical/Dental Clinic
	TOTAL:	None	34 Minutes	



Office of the Cashier External Services

ACCEPTING PAYMENT FOR AUTHORIZED FEES

It provides an effective and efficient delivery of service to Students.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates/Alumni, Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Copy)		Accounting Office – Window 1		
2. Filled up payment slip (1 Copy)		Cashier's Office – Window 1		
3. ID/Account Number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number from the Students Kiosk	1. Checks/verifies amount in the Order of Payment Form and receives Cash	None	1 Minute	<i>Client</i>
2. Go to the Cashier's Office and pay the required amount	2. Counts/checks authenticity of Cash tendered and issues OR/s	None	30 Seconds	<i>Cash Clerk / Cashier Cashier's Office</i>
3. Claim OR for payment made	3. Releases OR/s and change if there is any	None		<i>Client</i>
	TOTAL:	None	1 Minute, 30 Seconds	

PAYING OF OTHER FEES

It provides an effective and efficient delivery of service to Students/Clients paying Other Fees.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students/Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Clearance (1 Original) 2. Order of Payment or Photocopies (1 Original) 3. Documents to be authenticated 4. Identification Card (ID)			Accounting Office Cashier's Office Concerned Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority number from the Student kiosk.	1. Verifies authenticity of requirements presented	None	30 Seconds	<i>Cash Clerk / Cashier</i> Cashier's Office
2. Go to the Cashier's Office and pay any of the following: 2.1 Official Transcript of Record 2.2 Certification Fee 2.3 Graduation Fee 2.4 CAV Fee 2.5 Authentication Fee 2.6 Renewal of Diploma 2.7 Renewal of ID 2.8 Dropping/Adding of subjects 2.9 Rentals	2. Receives/checks cash tendered Issues OR	None	1 Minute	
3. Receive OR for payment made	3. Releases OR and change, if there is any	None	5 Seconds	
	TOTAL:	None	1 Minute, 35 Seconds	

REQUESTING FOR REFUND OF PAYMENT

The students who have overpaid their assessment by reason of a scholarship grant subsequently credited, non-availment of any school uniforms and its accessories, erroneous charging of fees and other reasons which may result to an excess payment over the assessment may claim for a refund.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment (1 Original)		Concerned Student		
2. Certificate of Scholarship (if scholar) (1 Original)		Scholarship Sponsor		
3. Certification from the Property Office that the student was not able to claim school uniform or any accessories because of its unavailability (if applicable)		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Billing and Assessment Section for the processing of the refund payment	1. Verifies as to completeness of the required entry in the request form correctness of the submitted requirement and the validity of the claim.	None	5 Minutes	<i>Billing and Assessment In-Charge</i> Billing and Assessment Section – Cashier's Office
	Stamps documents as "certified true copy"		5 Seconds	
	Returns to the client the "Student's Copy" of the request.		5 Seconds	
	Prepares the voucher for the payment of the refund.		1 Day	

2. Go to the Cashier's Office to claim his refund.	3. Verifies completeness of required documents and the identity of the claimant. Releases the check/cash to the claimant		10 Minutes 5 Minutes	<i>Cashier/ Disbursing In-charge Cashier's Office</i>
	TOTAL:	None	1Day, 20 Minutes, 10 Seconds	

REQUESTING FOR STATEMENT OF ACCOUNTS/BALANCES/ PAYMENT HISTORY

The students or alumni members may secure statement of accounts/balances or their payment history as basis for the amount to be paid during examination, request for credentials or for other purposes.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID/Alumni ID		Student, Alumni Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Billing and Assessment Section	1. Verifies identity of requestor and checks student's records. 2. Indicates the balance of the student to his request form or prints his student ledger, if necessary.	None	5 Minutes	<i>Billing and Assessment In- Charge Billing and Assessment Section – Cashier's Office</i>
	TOTAL:	None	5 Minutes	

SECURING FINAL EXAMINATION CLEARANCE

The students are required to secure final examination clearance. A duly accomplished clearance proves that students are cleared of all financial, property and other accountabilities with the College. This clearance is a requisite for the enrollment in the succeeding semester.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Billing and Assessment Section to secure the clearance form	1. Issues the clearance form and directs the student to secure the necessary signature of concerned officials and comply with their respective requirements	None	5 Minutes	<i>Billing and Assessment In-charge Cashier's Office</i>
2. For students: A. Applying for graduation or transfer, signatures of the following officials must be sought: 1. College Registrar 2. Guidance Counselor 3. Director, Student Dev't. Services 4. Alumni Treasurer 5. Concerned Dean		None	1 Minute each office	<i>College Registrar Guidance Counselor Director, Student Dev't. Services Alumni Treasurer Concerned Dean CSC Treasurer College Accountant</i>

<p>6. CSC Treasurer 2B. For release of credentials e.g. diploma, TOR, Honorable dismissal, certification (GWA, CAV, COG) is subject only to clearance on property & financial accountability with the College, the signature of the College Accountant must be sought</p>				
<p>3. Present final examination clearance at Dean's Office</p>	<p>3. Verifies the clearance form</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Dean's Office Clerk Dean's Office</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>13 Minutes</p>	

SECURING EXAMINATION PERMIT

Before taking the examination, the student must secure his exam permit; otherwise, grades will be withheld. As a pre-requisite of the issuance, student accounts due for the periodic examination must be paid.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Cashier's Office to pay his dues	1. Processes payment and issues Official Receipt	None	1 Minute	<i>Cashier</i> Cashier's Office
2. Go to the Billing and Assessment Section	2. Verifies the authenticity of the receipt and the amount paid by the student Releases the examination permit	None	3 Minutes	<i>Billing and Accounting Office</i> Cashier's Office
TOTAL:		None	4 Minutes	

PAYING OF SCHOLARSHIP GRANTS/AIDES AND FINANCIAL ASSISTANCE TO STUDENTS

It provides an effective and efficient delivery of service to Clients paying scholarship grants/aides and financial assistance to qualified students

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. MOA 2. Certificate of Scholarship 3. Advice of Checks Issued and Cancelled for Check Payments/Validated LDDAP-ADA 4. Order of Payment or Assessment Form & Receipts of Student if there is previous payment / list of scholars 		<p>Cashier's Office</p> <p>Dean's Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Paying Scholarship Grants/ Aides and Financial Assistance	Checks presented requirements	None	10 Minutes	Cash Clerk / Cashier Cashier's Office
2. Go to the Cashier's Office	Receives and counts cash/ verifies check & issues OR/s			
3. Claim the OR for payment made	Releases corresponding OR/s or change if there is any			
TOTAL:		None	10 Minutes	

PAYING FOR ADDING/DROPPING/SPECIAL & ENTRANCE EXAMINATION FEES

It provides an effective and efficient delivery of service to Students who are dropping/adding subjects and to those taking the Special and Entrance Examinations.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Adding/dropping/Special or Entrance Exam Form (1 Original)		Dean's Office		
2. Order of Payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cashier's Office and pay any of the following:			2 Minutes/ transactions	Cash Clerk / Cashier Cashier's Office
a. Adding Fee	Checks fees from ERS/OP and receives/counts cash	Adding Fee - PHP15.00/subj.+ the corresponding tuition/other fees		
b. Dropping Fee	Issues corresponding OR/s	Dropping Fee - PHP15.00/subj.		
c. Special Exam Fee	Checks fees from OP and receives/counts cash	Special Exam Fee - PHP20.00/subj.		
d. Entrance Exam Fee	Issues corresponding OR			
2. Claim OR for payment made	Releases corresponding OR/s	For undergraduate PHP50.00 For Graduate PHP100.00		
	TOTAL:	None	2 Minutes/ transactions	

PAYING FOR RENTALS, IGP FEES AND BIDDING FEES



It provides an effective and efficient delivery of service to Students/Clients paying Rentals/IGP Fees and Bidding Fees.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Alumni, Students, Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment (1 Original) 2. Approved Contract for Rentals			Accounting Office Supply and Property Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from Accounting Section	Provides Order of Payment form	-	5 Minutes	<i>Accounting Clerk</i> Accounting Office
2. Go to the Cashier's Office and pay any of the following: Rentals and IGP Fees: a. Student Locker b. Dorm Fee c. Lodging Fee (Staff House) d. Internet Card/ Printing e. Rental of School Facilities/Equipment Bidding fee & Other BAC required fees a. Bidding Documents b. Bid Security c. Performance Bond	Verifies/checks amount in the OP Receives/checks cash tendered Issues OR Releases OR and change, if there is any Verifies/checks amount in the OP Receives/checks cash tendered Issues OR	PHP 150/sem PHP800/month PHP 200.00 PHP300.00- others As stated in OP As stipulated in the contract/OP As stated in OP	5 Minutes/ transaction	<i>Cash Clerk / Cashier</i> Cashier's Office
3. Claim OR for payment made				

	Releases OR and change, if there is any			
	TOTAL:	None	10 Minutes	

REQUESTING FOR REIMBURSEMENT AND LIQUIDATION OF PETTY CASH EXPENSES

It provides an effective and efficient delivery of service to employees requesting for reimbursement and liquidation of Petty Cash Expenses in the Office.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and Approved Purchase Request (3 copies)		Supply and Property Office		
2. Duly Inspected Official Receipt/s (OR/s) (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the cashier's Office and inquire from D.O./Cashier on the following: a. Availability of petty cash fund	Informs the Claimant re: availability/in availability of PCF	None	2 Minutes	<i>Disbursing Officer/ Cashier</i> Cashier's Office
	b.Reimbursement of petty expenses		3 Minutes	<i>Secretary of VPA</i> VPA Office
2. Proceed to the Office of VP for Administration	If available, checks If the requestor has no unliquidated PC, if there is, liquidation is required before granting another PC	None	2 Minutes	<i>Disbursing Officer</i> Cashier's Office
	Checks accuracy of OR/s attached to PR			
	Releases Petty Cash Voucher			

<p>3. Go back to the Office of the DO/Cashier and claim the amount due</p> <p>Note: for Liquidation of Petty Cash Expenses</p>	<p>Receives/records in the Log Book Affixes signature in the "Approved" portion Releases approved PCV/PR to concerned employee</p> <p>Verifies Approved PCV/PR Releases triplicate copy of PR and/or the corresponding cash Verifies completeness of OR/s Returns PCV to concerned Employee Checks totals if there is refund or reimbursement</p> <p>If there is refund, receives the cash refunded or releases cash if for reimbursement</p>		<p>3 Minutes</p>	<p><i>Disbursing Officer</i> Cashier's Office</p>
	TOTAL:	None	10 Minutes	

RECEIVING OF SALARIES, WAGES, REFUNDS OF FEES FOR SCHOLARSHIP GRANTS AND PAYMENT OF DELIVERED GOODS AND SERVICES/SUPPLIES AND MATERIALS /INFRASTRUCTURE

It provides an effective and efficient delivery of service to employees/students/outside clients on the receiving of Salaries, Wages, Refund of Fees for Scholarship Grants and payment of delivered goods and services/supplies and materials.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees, Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Valid Identification Card (ID) 2. For Representatives: Valid ID's of both the Claimant and Authorized Representatives 3. Authorization (3 copies) 4. Official Receipt (OR) (1 Original) 			Client	
			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Receiving of Salaries/Wages and Refunds of Fees for Scholarship Grant.				
<ol style="list-style-type: none"> 1. Go to the Cashier's Office and inquire from D.O./Cashier for the availability of the claim 2. Receive cash 	<p>Informs the claimant re: Status of Claim Verifies the identity of claimant and the validity of presented requirements.</p> <p>Releases Cash to Claimant</p>	none	15 Minutes	<i>Disbursing Officer</i> Cashier's Office
B. Receiving of Payment for delivered Goods and services/supplies and Materials				

<p>1. Go to the Cashier's Office and inquire from D.O./Cashier for the availability of the claim</p>	<p>Informs the claimant re: Status of Claim Verifies the identity of claimant and the validity of presented requirements. Presents the disbursement voucher to claimant Checks if OR issued is accurate and Voucher is signed completely</p>		<p>15 Minutes</p>	<p>Cashier</p>
<p>2. Receive check</p>	<p>If complied, releases check to claimant</p>			
<p>TOTAL:</p>		<p>None</p>	<p>30 Minutes</p>	

REQUESTING FOR AN OBLIGATION OF CLAIMS FOR PAYMENT

Obligations are amounts which are committed to be paid by government which arise from an act of a duly authorized officer which binds the government to the immediate or eventual payment of a sum of money.

Office or Division:	Budget			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Employees, Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For PS Claims 1. Payroll - appointment 2. DTR - DTR For MOOE Claims 1. Travel - Appendix A,B, travel order 2. Supplies - approved PR, approval BAC Resolutions For CO Claims 1. BAC Documents - Abstract of quotations, delivery receipts		Accounting Office – Window 1 HRMO Accounting Office – Window 2 Supply and Property Office BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Claims Documents Checklist (CDC) and tick appropriate box for each document.	Provides CDC	None	1 Minutes	<i>Clerk</i> Accounting Office
2. Submit the CDC together with the documents for preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	Receives documents and verifies its completeness per CDC Checklist		2 Minutes	<i>Budget Clerk</i> Budget Office

3. Secure the authorized official's signature on Box A of the form	Prepares ORS/BURS		3 Minutes	<i>Budget Clerk</i> Budget Office
4. Go back to Budget Office for signature in box B	Signs Box A Receives documents Reviews completeness of the documents and affixes signature		2 Minutes 10 Minutes For single transaction 30 Minutes For 2 to 5 transactions 1 hour for more than five transactions	<i>Admin. - Chief</i> <i>Admin. Officer</i> <i>Acad. – VP for</i> <i>Acad. Affairs</i> <i>Supplies –</i> <i>Supply Officer</i> <i>Salaries/Wages/</i> <i>Travel(Local)–</i> <i>HRMO</i> <i>Budget Officer</i> <i>/Clerk</i> <i>Budget Officer</i> <i>/Clerk</i> Budget Office
5. Forward ORS/BURS to Accounting Office for the preparation of disbursement voucher of the Accountant	Records in the Logbook			<i>Budget Officer</i> <i>/Clerk</i> Budget Office
	TOTAL:	None	38 Minutes	



Accounting Office

External Services

REQUESTING ASSESSMENT OF FEES

The service is to provide enrollees with assessment due for a particular academic period.

Office or Division:	Deans			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Registration Form duly approved by the Deans and Registrar (1 Original)		Deans Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Under-graduate (1st to 5th year); re-admission; transferee	1. Encodes subject indicated in the pre-registration form	None	5 Minutes	<i>Deans Office Clerk</i> Deans Office
	2. Prints schedule of assessment.	None	2 Minutes	<i>Deans Office Clerk</i> Deans Office
ASSESSMENT OF BALANCES				
1. Pre-lims; Mid-Term & Finals (Current)	1. Verifies & provides order of balance.	None	3 Minutes	<i>Billing Clerk</i> Cashier's Office
	1.1 Updates the student's account.		1 Minute	
2. Prior Year Balance	2. Verifies & provides order of balance	None	3 Minutes	<i>Billing Clerk</i> Cashier's Office
	2.1 Updates the student's account.		1 Minute	
3. Adding of Subjects	3. Provides order of payment.	None	1 Minute	<i>Billing Clerk</i>
	3.1 Updates student balance upon receipt of proof of payment and signs adding form.		3 Minutes	<i>Billing Clerk</i> <i>Billing Clerk</i>



REQUESTING STATEMENT OF STUDENT ACCOUNTS BALANCES

The service is to provide enrolled students with information of account balances still due for a particular academic period.

Office or Division:	Billing & Assessment			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Identification Card		Database Center		
2. For purposes of validation & cross-check, student may present their copy of Assessment and Proof (1 Original or Photocopy)		Deans Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Billing In-Charge, Accounting Office and request for account balances for a particular billing period	1. Verifies record and prints balance of requesting student/client	none	5 Minutes	Billing Clerk
	1.1 Issues Statement of Account	none	2 Minutes	Billing Clerk
TOTAL:		None	7 Minutes	

SECURING CERTIFIED COPIES OF DOCUMENTS

The students/employees may request for certified copies of documents. These documents include memoranda, orders issued by the College President and duly approved requests.

Office or Division:	Records Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request specifying the documents needed. (1 Original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Records Office and submit letter request	1. Receives/reads the content of the letter request. 1.1 Searches/retrieves the requested documents/records. 1.1.1 If records are available, it will be photocopied/reproduced and certified as true copies. 1.1.2 If records are not available, informs the client that the requested documents/ records are not available.	None	2 Minutes 10 Minutes	<i>Administrative Officer IV</i> Records Office <i>Administrative Officer IV</i> Records Office
2. Receive the documents	2. Records documents in the logbook. 2.1 Releases requested documents/records to clients.	None	1 Minute	<i>Administrative Officer IV</i> Records Office
TOTAL:		None	13 Minutes	



Human Resource Management Office External Services

APPLYING FOR A JOB WITH THE COLLEGE

Application for employment with the college is open to all interested applicants provided that they meet the qualification standards for the position. Job vacancies are published in the Bulletin of Vacant Positions in the Government and posted in three (3) conspicuous places within the college and in the college website. Application for employment shall be addressed to the SUC President.

Office or Division:	Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application letter (1 Original) 2. Curriculum vitae with latest passport size picture 3. Diploma and Transcript of Records (1 Authenticated copy) 4. Certificate of Eligibility (for checking against the original copy) (1 Original and machine copy) 5. Certificate of Employment, if any (1 Original and machine copy) 6. Certificate for Seminars/Trainings attended (1 Original and machine copy) 7. Other credentials/supporting documents, if any 		<p>Applicant Applicant Cashier/Registrar's Office Civil Service Commission Previous Company Training providers Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSPC campus and check on the Bulletin of Vacant Positions in the Government posted in the bulletin boards or visit the college website or call the HR Office thru tel. no. 288-4425 local 105	1. Makes sure that the Bulletin of Vacant Positions is properly published or posted in all available media; answers phone -in queries on job vacancies.	none	5 Minutes	<i>Clerk</i> Human Resource Management Office

2. In case of job vacancy, go to the HR office.	Receives and reviews submitted application as to completeness of required documents.	none	2 Minutes	<i>Clerk Human Resource Management</i>
3. Wait for the notice for the conduct of Tests, Class Demo and Interview.	Conducts preliminary interview with the applicant to assess whether or not the applicant meets the minimum qualification standards required for the position. Advises the applicant to wait for a notice as to the conduct of Tests, Classroom Demonstration		5 Minutes	<i>Administrative Officer - HRMO</i>
4. Wait for the Notice of Appointment	Notifies applicants who meet the minimum qualification standard to undergo the selection process. After the selection process, the Personnel Selection Board submits its evaluation result to the College President. Issues a notice of appointment to the appointee			<i>Administrative Officer – HRMO, Personnel Selection Board Office of the President Staff Office of the President</i>
	TOTAL:	None	12 Minutes	

APPLYING FOR LEAVE OF ABSENCE WITH/WITHOUT PAY

Officials and employees on casual, temporary and permanent status of employment are entitled to vacation and sick leave. Employees earn 1.25 days leave credits for vacation and sick leave every month. Authorized leaves of absence and tardiness/under time incurred by the official/employee are deducted from earned leave credits.

Absences/tardiness/under time incurred in excess of the earned leave credits are deducted from the salaries of the official/employee concerned. Application for vacation leave must be filed at least 5 days before the leave of absence. For sick leave, the application must be filed on the date the employee returns to work. In case of scheduled medical check-up, the application for sick leave may be submitted before the employee goes on sick leave of absence.

Office or Division:	Human Resource Management	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Vacation Leave	Human Resource Management Office	
1. Application for Leave (CS Form No. 6) 3 copies	Human Resource Management Office	
2. Personnel Clearance (for absence of 30 calendar days or more)		
For Sick Leave	Human Resource Management Office	
1. Application for Leave (CS Form No. 6) 3 copies	Hospital	
2. Medical Certificate (for absence of more than 5 days)	Human Resource Management Office	
3. Personnel Clearance (for absence of 30 calendar days or more)		
For Maternity Leave	Human Resource Management Office	
1. Application for Leave (CS Form No. 6) 3 copies	PSA	
2. Birth Certificate of child, in case of child delivery (2 Xeroxed copies authenticated by the LCR); or Medical Certificate, in case of miscarriage, abortion and the like.	Hospital	
3. Personnel Clearance (for absence of 30 calendar days or more)	Human Resource Management Office	
For Paternity Leave	Human Resource Management Office	
1. Application for Leave (CS Form No. 6) 3 copies	PSA	
2. Birth Certificate of child, in case of child delivery by the legal wife		

<p>(2 Xeroxed copies authenticated by the LCR); or Medical Certificate, in case of miscarriage, abortion by the legal wife</p> <p>For Special Leave Privilege</p> <ol style="list-style-type: none"> 1. Application for Leave (CS Form No. 6) 3 copies <p>For Parental Leave</p> <ol style="list-style-type: none"> 1. Application for Leave (CS Form No. 6) 3 copies 2. Valid Solo Parent ID Card <p>For Monetization of Leave</p> <ol style="list-style-type: none"> 1. Application for Leave (CS Form No. 6) 3 copies 2. Approved Request for Monetization of Leave (3 copies) 		<p>Human Resource Management Office</p> <p>Human Resource Management Office</p> <p>Client/Employee</p> <p>Human Resource Management Office</p> <p>Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HRM Office and secure Application for Leave form.	1. Reviews the application submitted; makes sure that the form is completely filled out and supporting documents are complete and in order. 1.1 Certifies as to available leave credits and returns to the employee concerned duly certified application for leave.	None	2 Minutes 5 Minutes	<i>Clerk</i> Human Resource Management Office <i>Administrative Officer V – HRMO</i>
2. Go to the office of the Immediate Supervisor/Division Chief	2. Countersigns/signs in item 7.b of the application for leave.		2 Minutes	<i>Immediate Supervisor/ Division Chief</i>

3. Go to the Office of the College President	3. Acts on the application for leave and returns to the HRMO the approved/disapproved application.		5 Minutes	College President/ Authorized Representative/ Staff President's Office
	3.1 Furnishes copy of approved/disapproved application for leave to the applicant and concerned offices.		5 Minutes	Clerk Human Resource Management Office
TOTAL:		None	19 Minutes	

SECURING EMPLOYEES' IDENTIFICATION CARD

Officials and employees are required to pin their ID before entering the college premises. Wearing of ID is part of the school's official uniform, hence securing of official ID card is required.

Office or Division:	Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Appointment/Contract of Service (for new employee) (1 Original)		HRMO/President's Office		
2. Old Identification Card, if still available (for incumbent employee)		Employee		
3. 1x1 picture (1 piece)		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For new employee: 1. Go to the HR Office	1. Receives and reviews accomplished Identification Data sheet; assigns employee number	none	5 Seconds	Clerk HRM Office

<p>2. Wait for the availability of the new ID.</p> <p>3. Claim the new Identification Card</p>	<p>2. Submits the filled-out Identification form to the Data center for the printing of the new ID</p> <p>3. Notifies the employee of the availability of the new ID</p> <p>3.1 Releases the Identification Card; requests the client to sign in the log-book</p>		<p>3 Days</p> <p>5 Seconds</p>	<p><i>Data Center/ID maker In-charge Database Center</i></p> <p><i>Clerk Database Center</i></p> <p><i>Clerk Database Center</i></p>
<p><i>For incumbent employee:</i></p> <p>1. Go to the HR Office</p> <p>2. Wait for the availability of the new ID</p> <p>3. Claim the new Identification Card</p>	<p>Receives the old Identification card; requests the client to fill-out the Identification Data sheet if there is new data to be replaced/supplied.</p> <p>Submits the filled-out Identification form to the Data center for the printing of the new ID</p> <p>Notifies the employee of the availability of the new ID</p> <p>Releases the Identification Card; requests the client to sign in the log-book</p>	<p>none</p>	<p>5 Seconds</p> <p>3 Days</p> <p>5 Seconds</p>	<p><i>Clerk Database Center</i></p> <p><i>Data Center/ID maker In-charge Database Center</i></p> <p><i>Clerk Database Center</i></p> <p><i>Clerk Database Center</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>6 Days, 20 Seconds</p>	

SECURING SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

Officials and employees may secure copy/ies of Service Record, Certificate of Employment and other personnel records. Such documents are usually required in the applications for loans, claim for loyalty pay, retirement, terminal leave, employment by other firms/agencies and other legal purposes. Separated employees of the college may also secure the said personnel records for reference purposes.

Office or Division:	Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For separated/former employees:</i> <ol style="list-style-type: none"> 1. Copy of accomplished Personnel Clearance (3 Original) 2. Official receipt for the payment of certification fee (1 Original) 		HRMO Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Incumbent officials / employees:</i> <ol style="list-style-type: none"> 1. Go to the HR Office 2. Wait while the requested document is being prepared 	Checks on the nature of requested document/s.	None	5 Seconds	<i>Clerk</i> HRM Office
	<ol style="list-style-type: none"> 2. Prints requested document/s. <ol style="list-style-type: none"> 2.1 Reviews and signs document/s. 2.2 Proceeds to the President Staff's Office for the dry seal. 2.3 Releases the requested documents to official/ employee 		3 Minutes	<i>Clerk</i> HRM Office
			3 Seconds	<i>Administrative Officer V –</i> HRMO
			5 Seconds	<i>Clerk</i> HRM Office
		3 Seconds	<i>Clerk</i> HRM Office	

<p>For separated/former employee:</p> <p>1. Go to the HR Office</p> <p>2. Proceed to the Cashier's Office</p> <p>3. Go back to the HR</p>	<p>1. Checks on the nature of requested document/s. Advises client to pay the certification fee.</p>	None	5 Seconds	Clerk HRM Office
	<p>2. Receives payment and issues Official Receipt</p>		5 Minutes	Cashier/Cash Clerk Cashier's Office
	<p>3. Prints requested document/s.</p>		3 Minutes	Clerk HRM Office
	<p>3.1 Reviews and signs document/s.</p>		3 Seconds	
	<p>3.2 Proceeds to the College President Staff's Office for the dry seal.</p>		5 Seconds	Administrative Officer V – HRM Office
<p>3.3 Releases the requested document/s to client</p>		3 Seconds	Clerk HRM Office	
	TOTAL:	None	11 Minutes, 32 Seconds	



Deans Office
External Services
Student Records and Other Related Services

SECURING A CERTIFICATE OF GOOD MORAL CHARACTER

Any student, alumni and other stakeholders of the College may request the needed documents from the SDS office.

Office or Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	student, alumni and other stakeholders of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished transaction slip and logbook. (1 Original)		Student Development Services Office		
2. Official receipt of payment (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the Cashier's Office	1. Accepts payment and issues official receipt	PHP 30.00	1 Hour	Cash Clerk/Cashier Cashier's Office
2. Go to SDS office	2. Checks official receipt of payment and receives the copy of transaction slip. 2.1 Prepares the requested document 2.2 Signs the requested document. 2.3 Goes to President's Office for dry seal of the document.			SDS Director/SDS Staff SDS Office SDS Director SDS Office SDS Staff SDS Office
3. Claim the document requested	3. Issues the requested document with dry seal after recording.			SDS Staff SDS Office
TOTAL:		PHP30.00	1 Hour	



Office of the Student Affairs and Services

External Services Student Activities Related Services

APPLYING FOR INSTITUTIONAL SCHOLARSHIP

It caters to students applying for scholarship being offered by the college. Pursuant to article 186 to 184, Book II of the College code, the following are the approved scholarship program of the college.

- a. Academic Excellence Scholarship
- b. Resident Scholarship
- c. Non-academic Scholarship (Cultural, Sports and Athletics)
- d. Barangay Officials and their Legitimate Dependents Study Grant
- e. SK Officials Study Grant
- f. Employee Dependent Study Grant
- g. Publication Staff Study Grant
- h. CSC Officials Study Grant
- i. SAFE scholarship
- j. Person's with Disability

Office or Division:	Student Development Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Academic Excellence Scholarship <ol style="list-style-type: none"> 1. High school report card (Form 138) (1 Original) Medical certificate attesting to the fact that he/she is physically and emotionally fit to continue tertiary education (1 Original) 2. Certification issued by the Principal and the Registrar attesting to the fact that he/she graduated as valedictorian or salutatorian(1 Original) 3. Certificate of good moral character issued by the Guidance Counselor, attested by the Principal (1 Original) 4. Duly signed statement by an applicant attesting to the fact that he or she is not a grantee of any scholarship offered by the College. (1 Original) 	<p>High school Registrar/Principal</p> <p>Medical Clinic</p> <p>High school Registrar/Principal</p> <p>High school Guidance Counselor</p> <p>Applicant</p>
	Resident Scholarship <ol style="list-style-type: none"> 1. Duly signed statement by an applicant attesting to the fact that he or she is not a grantee of any scholarship offered by the College. (1 Original) 2. Certified rating report for the immediately preceding semester or term duly signed by the College Registrar and the Dean (1 Original) 	<p>Applicant</p> <p>College Registrar</p>

<p>3. Duly approved enrolment form (1 Original)</p> <p>In case of new applicant</p> <p>4. Medical certificate attesting to the fact that he/she is physically and emotionally fit to continue tertiary education (1 Original)</p> <p>5. Certification issued by the SDS Director that the applicant has not been convicted by a Disciplinary Tribunal for violation of the College Code (1 Original)</p>	<p>College Registrar</p> <p>Medical Clinic</p> <p>SDS Office</p>
<p>Non-Academic Scholarship</p> <p>1. Duly signed statement by an applicant attesting to the fact that he/she is not a grantee of any other scholarship offered by the College (1 Original)</p> <p>2. Duly approved enrolment form and assessment from (1 Original)</p> <p>3. Medical certificate attesting to the fact that the applicant is physically and emotionally fit to undergo rigid practice/training (1 Original)</p> <p>4. Favorable recommendation of the coach/trainer attesting to the fact that the applicant qualifies for the scholarship applied for, supported with a duly signed result of screening (1 Original)</p>	<p>Applicant</p> <p>College Registrar</p> <p>Medical Clinic</p> <p>Coach/trainer</p>
<p>Barangay Officials and their Legitimate Dependents Study Grant</p> <p><i>For Legitimate children - dependents of barangay officials</i></p> <p>1. Entrance test result and other documents required by the College for admission (1 Original)</p> <p>2. Birth certificate (1 Original and Photocopy)</p> <p>3. High school report card (Form 138) for incoming freshmen or report of rating last semester attended in college for non-freshmen (1 Original)</p> <p>4. Certificate of good moral character from the High School Principal or Guidance Counselor (1 Original)</p>	<p>Guidance Office</p> <p>Applicant</p> <p>High school Registrar/Principal</p> <p>High school Registrar/Principal/ Guidance Counselor</p>

<p>5. Certification from COMELEC and certificate of incumbency of the grantee's parent barangay official from the Municipality/City Mayor and attested by the Local Government Operations Officer (LGOO) assigned in the city/municipality where the barangay is situated. (1 Original)</p> <p>In case of new applicant</p> <p>6. Duly signed statement by an applicant attesting to the fact that he or she is not a grantee of any scholarship offered by the College. (1 Original)</p> <p>7. Certification issued by the Student Affairs Moderator that the applicant has not been convicted by a Disciplinary Tribunal for violation of the College Code (1 Original)</p> <p>8. Duly approved enrolment form and assessment from (1 Original)</p> <p>For Barangay Officials</p> <p>1. Certification from COMELEC and certificate of incumbency from the Municipal/City Mayor, and attested by the Local Government Operations Officer (LGOO) assigned in the city/municipality where the barangay is situated (1 Original)</p> <p>2. All other documents required by the College for admission. (1 Original)</p>	<p>Commission on Election (COMELEC)</p> <p>Applicant</p> <p>SDS Office</p> <p>College Registrar</p> <p>Commission on Election (COMELEC)</p> <p>Applicant</p>
<p>For SK Officials</p> <p>1. Certification from COMELEC and certificate of incumbency from the Punong Barangay attested by the LGOO assigned in the city/municipality covering the barangay</p> <p>2. All other documents required by the College for admission</p>	<p>Commission on Election (COMELEC)</p> <p>Applicant</p>

<p>Employee Dependent Study Grant Program</p> <ol style="list-style-type: none"> 1. Birth Certificate (1 Photocopy) 2. Certification as dependent of a employee of the College occupying plantilla positions (1 Original) 3. Certification that the student is qualified for admission in the College and met the requirement of the course applied for. (1 Original) 4. Medical certificate attesting to the fact that he/she is physically and emotionally fit to continue tertiary education(1 Original) 5. Duly signed statement by an applicant attesting to the fact that he or she is not a grantee of any scholarship offered by the College (1 Original) 6. Certification issued by the Student Affairs Moderator that the applicant has not been convicted by a Disciplinary Tribunal for violation of the College Code (1 Original) 7. Duly approved enrolment form and assessment from (1 Original) 8. Certified rating report for the immediately preceding semester or term duly signed by the College Registrar and the Dean (2 rating) 	<p>NSO</p> <p>Medical Clinic</p> <p>Applicant</p> <p>SDS Office</p> <p>College Registrar</p> <p>College Registrar</p>
<p>Publication Study Grant Program</p> <ol style="list-style-type: none"> 1. Certification of Grades from the Registrar(1 Original) 2. Certificate of recommendation by the Publication Moderator that the prospective grantee passed the screening and qualifying tests supported by the Summary Results of screening and selection (1 Original) 3. Certification issued by the Student Affairs Moderator that the applicant has not been convicted by a Disciplinary Tribunal for violation of the College Code (1 Original) 	<p>College Registrar</p> <p>Publication Moderator (SPARKS)</p> <p>SDS Office</p>
<p>CSC Study Grant Program</p>	

<ol style="list-style-type: none"> 1. Certification from the Registrar, attested by the Dean that the student is carrying regular academic load units as prescribed by the approved curriculum and maintaining passing grades in all subjects enrolled during his term of office (1 Original) 2. Certification issued by the CSC Secretary, attested by the CSC President and CSC Adviser that the prospective grantee is a duly appointed official (for appointed officials) (1 Original) 3. Certification issued by the CSC Secretary, attested by the CSC President and CSC Adviser as to compliance of the required attendance as pre-condition to the entitlement of study grant privileges (in case of renewal) (1 Original) 4. Certification issued by the Student Affairs Moderator that the applicant has not been convicted by a Disciplinary Tribunal for violation of the College Code (1 Original) 	<p>College Registrar</p> <p>Central Student Council</p> <p>Central Student Council</p> <p>SDS Office</p>
<p>SAFE Scholarship</p> <ol style="list-style-type: none"> 1. Duly accomplished application form 2. High school report card (form 138) 3. Certification issued by the College Registrar that the applicant is officially enrolled and carried a full semestral load as prescribed in the curriculum. 4. Letter of commitment that, if awarded the SAFE Scholarship, he/she shall finish the same within the normal duration of the program 	<p>SDS Office</p> <p>High school Registrar/Principal</p> <p>College Registrar</p> <p>Applicant</p>
<p>Person's with Disability</p> <ol style="list-style-type: none"> 1. Certificate of Good moral character issued by the Guidance counselor, attested by the principal (1 Original) 2. Duly signed statement by an applicant attesting to the fact that he/she is not a grantee of any other scholarship offered by the college (1 Original) 	<p>SDS Office</p> <p>Applicant</p>

<p>3. Form 138 for freshmen applicant; or Certified report of rating duly signed by the Registrar, as the case maybe (1 Original)</p> <p>4. Duly approved preliminary enrolment(1 Original)</p> <p>5. Medical Certificate attesting to the fact that the applicant is physically and emotionally fit (1 Original)</p> <p>6. Copy of identification card issued by the city or municipal mayor or the barangay captain of the place where the person with disability resides, or identification card issued by the National Council for the Welfare of Disabled Persons (NCWDP) (1 Original)</p>		High school Registrar/Principal	College Registrar	Medical Clinic	Mayor's Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. Secure application form from the SSFAU secretariat</p>	<p>1. Checks the completeness of entries in the application form and the requirements and forwards the application to the SSFAU</p> <p>1.1 Provides the members of the SSFAU with the application forms and with the requirements</p> <p>1.2 Evaluates and makes the necessary recommendations to the College President</p> <p>1.3 If lacking documents or deficiencies were noted, informs the applicants why their applications were not recommended for approval or disapproval.</p>	None	<p>5 Minutes</p> <p>5 Minutes</p> <p>2 Hours</p> <p>2 Minutes</p>	<p>SSFAU Secretariat/ SDS Director</p> <p>SSFAU Secretariat</p> <p>SSFAU</p> <p>SDS Director SDS Office</p> <p>College President President's Office</p>	

	1.4 Approves the recommendation of SSAFU, and signs Certificate of Scholarship of those found eligible/qualified		2 Hours	<i>College President President's Office</i>
2. Receive the scholarship certification	2. Releases the certificate of scholarship	None	1 Minute	<i>SDS Director SDS Office</i>
	TOTAL:	None	4 Hours,13 Minutes	

APPLYING FOR STUDENT LOAN

Students who have financial problems are provided financial assistance such as:

- a. Student Emergency Loan Assistance Program (SELAP)
- b. SAFE Loan
- c. STUFAP Loan

Office or Division:	Student Development Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	SAFE Loan <ol style="list-style-type: none"> 1. Duly accomplished application form (1 Original) 2. Certification issued by the College Registrar that the applicant is officially enrolled and carried full semestral load as prescribed in the curriculum, and that he/she has no failing grades (1 Original) 3. Certification issued by the Dean that the applicant is regularly attending classes and not academically delinquent (1 Original) 4. Income Tax Return of parents showing total family income of ₱150,000.00 (1 Original) 5. Letter of commitment that, if awarded the Safe Loan he/she shall finish the course within the normal duration of the program (1 Original) 6. Co-makers' GSIS/SSS ID. (1 Photocopy) 	<p>SDS Office</p> <p>Registrar Office</p> <p>Deans Office</p> <p>BIR</p> <p>Applicant</p> <p>Co-makers'</p>
	STUFAP Loan <ol style="list-style-type: none"> 1. Latest BIR Income Tax Return (ITR) of guardian or parent (1 Original) 2. Certification issued by Dean indicating the course enrolled in and year level, attested by the College Registrar (1 Original) 3. Certification issued by the Dean attested by the Registrar that the applicant has no failing grades (1 Original) 	<p>BIR</p> <p>Deans Office</p> <p>Deans Office/Registrar</p>

<ol style="list-style-type: none"> 4. Pro forma loan agreement/promissory note duly signed by the student and his co-maker/borrower and Authorization to Deduct from His Salary by Future Employer (1 Original) 5. Certificate of employment of co-borrower/co-maker indicating the fact of his membership with GSIS or SSS issued by the Head of Office (1 Original) 6. Letter of commitment that, if awarded the Safe Loan he/she shall finish the course within the normal duration of the program (1 Original) 7. Photocopy of co-makers' GSIS/SSS ID (1 Photocopy) 	<p>SDS Office</p> <p>GSIS or SSS Head of Office</p> <p>Applicant</p>			
<p>SELAP Loan</p> <ol style="list-style-type: none"> 1. Duly accomplished applicant form (1 Original) 2. Certification issued by the Dean attesting to the fact that the student is regularly attending classes and is not academically delinquent (1 Original) 3. Latest BIR income tax returns (1 Original) 4. Letter of intent (1 Original) 	<p>SDS Office Deans Office</p> <p>BIR</p> <p>Applicant</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Secure application form from the SSFAU secretariat 	<ol style="list-style-type: none"> 1. Checks the completeness of the application form and the requirements and forwards documents <ol style="list-style-type: none"> 1.1 Evaluates and makes the necessary recommendations to the college president 1.2 If the applications are not considered, inform the applicants why their applications were not recommended for 	<p>None</p>	<p>5 Minutes</p> <p>2 hours</p> <p>2 Minutes</p>	<p>SSFAU Secretariat/ Student Affairs Moderator SSFAU</p> <p>SSFAU Secretariat</p> <p>SSFAU</p>

	approval or disapproval.			
2. Follow up disbursement voucher at the Accounting Office	2. Approves or disapproves the loan application and signs loan contract for approved loans and forwards documents to Accounting Section	None	2 hours	<i>College President Accounting Clerk/ Accountant</i>
3. Claim checks of loan proceeds	3. Releases the check and have it received by the student	None	1 hour	<i>Cashier Cashier's Office</i>
	TOTAL:	None	5 hours and 7 Minutes	

APPLYING FOR STUDENT ORGANIZATION ACCREDITATION

The College adopts a system of accrediting campus organizations designed to monitor their activities and performance assist them in availing benefits accorded to accredited campus organization.

Office or Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form and the required documents (1 Original)		Student Development Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Office of Student affairs	1. Issues the application form with the list of attached requirements	None	1 Minute	<i>SDS Director SOAB Secretariat</i>

2. Go back to the office of student affairs to submit the application with the attached documents.	2. Receives the Application for Accreditation of Student Organization with the required documents	None	2 Minutes	<i>SDS Director SOAB Secretariat</i>
	2.1 Reviews the completeness of the documents submitted		10 Minutes	<i>SDS Director SOAB Secretariat</i>
	2.2 Endorses the application with the attached documents to the Student Organization Accreditation Board (SOAB)		2 Minutes	<i>SDS Director SOAB Secretariat</i>
3. Prepare Office for the visit of the SOAB	3. SOAB deliberates on the findings and recommendations	None	1 Day	<i>SOAB</i>
4. Receive results of Accreditation	4. Issues results of accreditation	None	1 Day	<i>SOAB Secretariat</i>
	TOTAL:	None	2 Days, 15 Minutes	

COMPLAINING OR SEEKING REDRESS OF GRIEVANCES

An assistance provided to student complaining by explaining to them the procedure in handling their complaint against other student, teacher or employee of the colleges.

Office or Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A written complaint specifying the following: <ul style="list-style-type: none"> 1.1 Full name, course and year, and address of the complaint 1.2 Full name, course and year, and address of the respondent 1.3 Specifications of charges 1.4 Brief statement of relevant and materials facts, accompanied by certified true copies of documentary evidences 1.5 Sworn statement covering testimonies of witness 		Student/Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of Student Development Services Director	1. Receives the written complaint	None	5 Minutes	<i>SDS Director</i> Office of Student Development Services
	1.1 Reviews the submitted complaint and determines the completeness of the required documents attached		1 Hour	<i>SDS Director</i> Office of Student Development Services

2. Attend hearings called by the committee	2. Submits the written complaint to the Office of the President for his appropriate action, If the need for an investigation warrants, creates an Investigation Committee, and appoints members.	None	2 Hours	SDS Director Office of Student Development Services
TOTAL:		None	3 Hours, 5 Minutes	

REQUESTING PERMIT TO CONDUCT CAMPUS ACTIVITY/ EDUCATIONAL TOUR AND OTHER STUDENTS ACTIVITIES

Facilitates students request in the conduct of student activities

Office or Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Form to conduct activity (1 Original) Budget allocation specifying the source of fund (1 Original) Proposed Program (1 Original) Adviser's responsibility form (3 Original) Parent consent (for the conduct of outside campus activity) (1 Original) 		Student Development Services Office Vice President for Academic Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the request form from the Office of Student Services	1. Issues the request form	None	1 Minute	SDS Director Students
2. Submit accomplished form and attached necessary requirements	2. Pre-checks the request form with the attached requirements	None	2 Minutes	SDS Director Students

3. Secure necessary action or concerned offices	3. Endorses the request to concerned official for their signature and appropriate action	None	2 Minutes	<i>Adviser/Dean SDS Director VPAEA</i>
4. Request for the approval of the College President for student activities beyond the region and all activities requiring funding assistance	4. Endorses the request to VPAEA and to the College President for proper action	None	1 Minute	<i>VPAEA/ President</i>
5. Go back to the office of Student Affairs to submit the approved communication	5. Receives the approved request for the conduct of the activity	None	1 Minute	<i>SDS Director</i>
	TOTAL:	None	7 Minutes	



Internet Center External Services

AVAILING OF THE SCHOOL'S INTERNET ACCESS

The CSPC Internet Center facility provides the school's personnel and enrolled students an access to the Internet through its Internet facility. It provides a high speed Internet Access Service at a speed of 50 Mbps that is shared among the various clients within the campus through its cabled and wireless (WiFi) LAN connections

Office or Division:	Internet Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Access Card 2. Proper School Uniform with ID		Internet Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Internet Center and inquire if a slot is available	1. Checks the Control Manager Software for slot availability. Tells client if a slot is available, otherwise, tells him/her the least remaining time before a slot will be available.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	1.1 Enters an access code to the available remote workstation.		1 Minute	<i>Internet Assistant</i> Internet Center
	1.2 Tells the client to proceed to the specified workstation.		1 Minute	<i>Internet Assistant</i> Internet Center
	1.3 Monitors the client from time to time seeing to it that the prescribed Internet house rules are followed. Sends warning messages to violators.		1 hour	<i>Internet Assistant</i> Internet Center
	1.4 Affixes the Internet Assistant's initial on the client's IA card to mark		1 Minute	<i>Internet Assistant</i> Internet Center

	the client's Internet session for the day. This client will not be allowed to use the Internet facility again on the same day.			
2. Claim back the Internet Access Card. <i>Note:</i> If printing is requested	2. Gives back the Internet Access Card.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	2.1 Remotely accesses the document.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	2.2 Issues an assessment of the cost of printing	None	3 Minutes	<i>Internet Assistant</i> Internet Center
3. Proceed to the Cashier Office and pay the specified printing amount.	3. Accepts printing payment and issues official receipt.	PHP 1.00/page	5 Minutes	<i>College Cashier</i>
4. Go back to the Internet Center and Approach again the Internet Assistant	4. Prints the documents. Records the client's name, cost of printing, and OR number in the log book	None	5 Minutes	<i>Internet Assistant</i> Internet Center
5. Receive printed documents <i>Note:</i> If CD Burning is requested Follow Step No. 3 Follow Step No. 4	5. Keeps logbook on file	None	1 Minutes	<i>Internet Assistant</i> Internet Center
	5.1 Issues an assessment of the cost of CD burning.	None	2 Minutes	<i>Internet Assistant</i> Internet Center
	5.2 Accepts CD burning payment and issues official receipt.	PHP 10.00	5 Minutes	<i>College Cashier</i> <i>Cahier's Office</i>
	5.3 Burns the CD and records the client's	None	30 Seconds	<i>Internet Assistant</i> Internet Center

	5.4 name, cost of CD burning, and OR number on the log book. Keeps logbook on file	None		<i>Internet Assistant</i> Internet Center
	TOTAL:	PHP 11.00	1 Hour, 27 Minutes, 30 Seconds	

APPLYING FOR RENEWAL OF INTERNET ACCESS CARD

The CSPC Internet Center facility provides the school's personnel and enrolled students an access to the Internet through its Internet facility. It provides a high speed Internet Access Service at a speed of 50 Mbps that is shared among various clients within the campus through its cabled and wireless (WiFi) LAN connections

Office or Division:	Internet Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrolment form with the enrolment official receipt (OR) of payment (1 Original)		Registrar/Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Internet Center and apply for renewal of IAC	1. Checks the old Internet Access Card and ID picture against the bearer applicant.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	1.1 Records the clients IA Card application request in the log-book by writing the date of application, name, and course & section.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	1.2 Issues an Internet Access Card renewal assessment.	None	1 Minute	<i>Internet Assistant</i> Internet Center

2. Receive the IAC renewal assessment and proceed to the Cashier	2. Issues official receipt	PHP 20.00	5 Minutes	<i>Collecting Officer / Cashier</i> Cashier's Office
3. Go back to Internet Center for the updating of data file	3. Encodes profiles to the Internet Access Client Database System.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	3.1 Prints client's profile on the Internet Access Card.	None	1 Minute	<i>Internet Assistant</i> Internet Center
	3.2 Detaches the 1"X1" ID picture from the old IAC, pastes it in the new IAC and then records the IA Card No. on the log book indicating it as Renewal.	None	3 Minutes	<i>Internet Assistant</i> Internet Center
4. Claim the new Internet Access Card.	4. Keeps logbook	None	30 Seconds	<i>Internet Assistant</i> Internet Center
	TOTAL:	PHP 20.00	13 Minutes, 30 Seconds	

AVAILING OF THE SCHOOL'S WI-FI INTERNET ACCESS

The CSPC Internet Center facility provides the school's personnel and enrolled students an access to the Internet through its Internet facility. It provides a high speed Internet Access Service at a speed of 50 Mbps that is shared among the various clients within the campus through its cabled and wireless (WiFi) LAN connections

Office or Division:	Internet Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID 2. Portable Personal Computer (Laptop or Notebook PC)		Database Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Internet Center and approach the Internet Assistant.	1. Checks the portable PC for Wi-Fi readiness and checks other hardware requirements.	None	3 Minutes	<i>Internet Manager</i> Internet Center
	1.1 Configures portable PC and checks wireless connectivity with the school's wireless LAN. If connected successfully, enters the wireless connection access code.		5 Minutes	<i>Internet Manager</i> Internet Center
	1.2 Records the client's name, course, school's ID number, portable PC's brand and Network Interface Card (NIC) MAC Address for monitoring purposes, and Returns the clients school ID card and portable PC.		1 Minute	<i>Internet Manager</i> Internet Center

2. Claim back configured portable PC and ID	2. Checks entries and keeps logbook on file	None	1 Minute	<i>Internet Manager</i> Internet Center
	TOTAL:	None	10 Minutes	



Supply and Property Management Office
External Services
Utilization of College Facilities and Other Related Services

APPLYING/RENEWING APPLICATION FOR BED SPACE AT THE COLLEGE DORMITORY

The College Dormitory is open to officially enrolled students of the college who is not residing within the Poblacion of Nabua. In the selection of the applicants, the criteria are the residence or place of origin and family income of the applicant.

Office or Division:	Supply and Property			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Enrolment Certification (1 Original)		Registrar's Office		
2. Certificate of Residency (1 Original)		Barangay Captain		
3. Income Tax Returns of Parents (1 Original)		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Applying for bed space at the dormitory:</i> 1. Go to the office of the Property Custodian (Secure Application form)	1. Releases application/ contract and informs students of requirements for submission	None	1 Minute	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
2. Submit duly accomplished application together with other requirements	2. Checks completeness of requirements and attends to student/ parents queries.	None	1 Minute	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
	2.1 Consolidates application and submits to the President thru the VP for Administration for approval.		2 Minutes	<i>VP for Administration VPA Office</i>
	2.2 Informs the applicants of the status of		1 Minute	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>

	the application			
3. If approved, go back to the office of the Property Custodian for issuance of order of payment slip	<p>3. Receives payment & issues receipt</p> <p>3.1 Checks and verifies the official receipt, records and files the order of payment slip</p>	PHP800/month	1 Day	<i>Cashier</i>
4. Go back to the Property Office and present official receipt	<p>4. Issues the room keys, copy of the contract and dormitory rules</p> <p>4.1 The PC or one among the staff accompanies the occupant to the College Dormitory</p> <p>4.2 Checks payment, releases contract and application form to occupants with paid accounts.</p>	None	2 Minutes	<p><i>Dorm Attendant / Property Custodian</i> Supply and Property Office</p> <p><i>Property Custodian</i> Supply and Property Office</p>
5. Issuance of Room Key	<p>5. Verifies entries, signs and releases duplicate.</p> <p>5.1 Files copy and transmits to Billing Section Statement of Fees on integration in assessment of student.</p>	None	5 Minutes	<i>Dorm Attendant / Property Custodian</i> Supply and Property Office
Renewing application for bed spacing:		None	2 Minutes	

1. Present official receipt for dormitory rental from previous semester				
2. Secure clearance from the Property Office at the end of the semester		None	10 Minutes	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
3. Submit duly accomplished contract and application form		None	3 Minutes	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
4. If approved, go back to the office of the Property Custodian for issuance of order of payment slip		None	5 Minutes	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
5. Go back to the Property office and present official receipt		None	1 Minute	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
6. Issuance of Room key		None	30 Seconds	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
7. Receive duplicate of contract and occupancy room assigned.		None	30 Seconds	<i>Dorm Attendant / Property Custodian Supply and Property Office</i>
	TOTAL:	PHP800.00	1 Day, 34 Minutes	



CLAIMING OF SCHOOL/CLINICAL UNIFORMS

School uniforms, PE uniforms, Clinical Uniform and ID Cord are provided to freshmen and interested 2nd year to 5th year students.

Office or Division:	Income Generating Project (IGP)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipts for uniform fee and/or assessment form of enrolment (1 Original)		Cashier's Office/Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the IGP office as soon as notice of availability of school uniforms, clinical uniforms or ID cord is posted on conspicuous places in the College.	1. Checks the submitted documents and records the official receipt in the logbook.	School Uniform Male – PHP300.00 Female – PHP500.00 Clinical Uniform - PHP 2,200.00	2 Minutes	<i>IGP In-Charge and/or staff</i> IGP Office
2. Present official Receipt	2. Checks official Receipt	PE Uniform - PHP 350.00	1 Minute	<i>IGP In-Charge and/or staff</i> IGP Office
3. Receive the school, P.E., Clinical uniform or ID Cord	3. Issues school, clinical uniform, PE uniform or ID cord 3.1 Signs and stamps "released" the Official Receipt	ID Cord - PHP 100.00	11 Minutes 1 Minute	<i>IGP In-Charge and/or staff</i> IGP Office <i>IGP In-Charge and/or staff</i> IGP Office
	TOTAL:	Nursing Students – PHP 2,650.00 Male – PHP 750.00 Female – PHP 950.00	15 Minutes	

BORROWING EQUIPMENT AND OTHER FACILITIES

Services offered may be availed of by the students and employees of the college as provided in the approved guidelines governing borrowing of college equipment and facilities of the college

Office or Division:	Supply and Property Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved letter-request by the Vice President for Administration and duly recommended by the Supply Officer			Supply and Property Office Vice President for Administration Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Property Office with the letter-request addressed to the VP for Administration thru the Supply & Property Officer	1. Determines the availability of requested equipment or facility and endorses to the VP for Admin for approval or disapproval	None	4 Minutes	<i>Admin. Aide V Property Custodian/Supply Officer Supply & Property Office</i>
2. Go to the office of the VP for Administration	2. Approves/disapproves request	None	2 Minutes	<i>VP for Admin.</i>
3. Go back to the Property office with the approved request	3. Prepares borrower slip	None	1 Minute	<i>Admin. Aide V Property Custodian Supply Officer Supply & Property Office</i>
4. Receive borrower's slip and equipment borrowed	4. Returns approved request and releases a copy of the borrower's slip	None	1 Minute	<i>Admin. Aide V Property Custodian Supply Officer Supply & Property Office</i>
5. Return borrowed equipment immediately after its use	5. Inspects the returned equipment as contained in the borrower's slip and	None	5 Minutes	<i>Admin. Aide V Supply & Property Office</i>

	acknowledges receipt of equipment			
	TOTAL:	None	13 Minutes	

RENTING ACADEMIC GOWN, CAPS AND HOOD DURING GRADUATION

Renting of academic gown, caps and hood during graduation may be availed of by graduating students after payment of graduation fee.

Office or Division:	Supply and Property Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Graduation fee Official Receipt (1 Original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Cashier's office	1. Accepts payment and issues official receipt	Degree PHP 200.00	3 Minutes	<i>Cashier</i> Cashier's Office
2. Go to the Property Office	2. Issues Academic Attire Rental Slip	Non-degree PHP 150.00	10 Seconds	<i>Admin. Aide</i> <i>Supply Officer</i> Supply & Property Office
	2.1 Records the OR No. in the rental slip and signs the OR "released" and the date academic attire was released	Masteral PHP200.00	1 Minute	<i>Supply Officer</i> Supply & Property Office
	2.2 Releases the rented academic gown		5 minutes/ student	<i>Supply Officer</i> <i>Admin. Aide</i> Supply & Property Office
3. Receive rented	3. Student signs in the received copy of the office	None	30 seconds	<i>Admin. Aide</i> Supply & Property Office

<p>academic attire</p> <p>4. Return the rented academic attire as scheduled (If not returned as scheduled, a fine of P5.00 per item per day shall be imposed)</p>	<p>4. Inspects the returned item and records in the logbook</p>	<p>None</p>	<p>2 minutes/ student</p>	<p><i>Admin. Aide Supply & Property Office</i></p>
	<p>TOTAL:</p>	<p>Degree - PHP 200.00</p> <p>Non- degree - PHP 150.00</p> <p>Masteral - PHP200.0 0</p>	<p>11 Minutes, 40 Seconds</p>	



RENTING OF COLLEGE EQUIPMENT AND FACILITIES

Services offered may be availed of by the public after payment of rental fees approved per Board of Trustees Resolution No. 16-29 dated June 9, 2016.

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Approved letter-request by the Vice President for Administration and duly recommended by the Supply Officer (1 Original) Receipt of advance payment of rental for equipment / facilities to be borrowed (1 Original) 		Supply and Property Office Vice President for Administration Office Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Property Section and present the letter-request addressed to the VPA thru the Supply Officer	1. Determines availability of the requested equipment or facilities and endorses to the VPA for approval or disapproval	Based on the Approved Rental rates per BOT Resolution No. 16-29 dated June 9, 2016	5 Minutes	<i>Admin Aide</i> <i>Supply Officer</i> Supply & Property Office
2. Go to the VPA to secure his approval	2. Approves /disapproves request		1 Minute	<i>Vice President for Administration</i>
	2.1 If approved by the VPA, the Supply Officer issues Billing Statement to the borrower		1 day	<i>Supply Officer</i>

3. Pay the required rental fees at the Cashier's office	3. Issues the official receipt		20 Seconds	<i>Cashier</i>
4. Go back to the Property Office	4. Records the OR No. in the Billing Statement		20 Seconds	<i>Supply Officer</i>
	4.1 Prepares Memorandum of Agreement		5 Minutes	<i>Supply Officer</i>
	4.2 Signs the MOA and secures signature of the Supply Officer and the President		1 day	<i>President</i>
	4.3 Issues gate pass and the items rented		5 Minutes	<i>Admin Aide</i>
5. Receive equipment rented, gate pass, approved order of payment slip and a copy of MOA	5. Checks items/equipment as contained in the gate pass		2 Minutes	<i>Gate Guard on duty</i>
6. Return the equipment rented	6. Inspects the returned equipment and acknowledges receipt of equipment		5 Minutes	<i>General Services Aide</i>
	TOTAL:	Based on the Approved Rental rates per BOT Resolution No. 16-29 dated June 9, 2016	2 Days, 23 Minutes, 40 Seconds	

REQUESTING ISSUANCE OF TRIP TICKETS

The Property office issues trip tickets for all official trips using any of the College Service Vehicles

Office or Division:	Supply and Property Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Driver-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For trip ticket, TRAVEL ORDER and approved Vehicle Request Form or approved letter-request to travel (1 Original)		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Property Office for any of the following needs: 1.1 Issuance of vehicle request form	1.1 Issues vehicle request form 1.1.1 Signs the availability of the vehicle 1.1.2 Records in the logbook	None	10 Seconds	Supply Staff Supply and Property Management Office
1.2 Issuance of trip ticket	1.2 Approves/ Disapproves DTT	None	1 Day	Supply Officer VPA Supply and Property Management Office/ VP for Administration Office
	TOTAL:	None	1 Day, 10 Seconds	

PHOTOCOPYING OF DOCUMENTS

The Supply and Property Management Office inspects photocopied documents used by different offices, both academic and administrative.

Office or Division:	Supply and Property Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Driver-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Photocopying Request Slip (1 Original)		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Supply and Property Office	1. Issues Photocopying Request Slip	None	1 Minutes	<i>Admin. Aide</i> Supply and Property Management Office
2. Submit duly accomplished form together with the documents to be photocopied	2. Photocopies of Documents	None	1 Day	<i>Supplier</i> (Photocopying space leasor) DH Building
3. If finished, go back to the Supply and Property Office for inspection of Photocopied documents	3. Inspects Photocopied Docs, signs the photocopy slip and records in the logbook	None	10 Minutes	<i>Admin. Aide</i> <i>Supply Officer</i> Supply and Property Management Office
	TOTAL:	None	1 Day, 11 Minutes	



REQUESTING ISSUANCE/RELEASE OF SUPPLIES AND MATERIALS, EQUIPMENT, ACCOUNTABLE FORMS AND GASOLINE

The Property office issues/releases supplies and materials, equipment, accountable forms and gasoline to the different offices of the college as the need arises.

Office or Division:	Supply and Property Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Driver-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supplies and Materials 1. Requisition Issuance Slip (4 original copies)		Supply and Property Management Office		
Equipment 2. Property Acceptance Receipt (4 original copies)		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Property Office for any of the following needs: 1.1 Supplies and Materials 1.2 Equipment	1.1. Issues RIS (Request and Issue Slip)	None	5 Seconds	<i>Property Custodian Admin. Aide</i> Supply and Property Management Office
	1.1.1 Signs the “issued by” portion		5 Seconds	
	1.1.2 Signs the “approved by” portion		5 Seconds	
	1.2 Prepares PAR (Property Acceptance Receipt) upon receipt of the Purchase Order and equipment received	None	5 Minutes	<i>Property Custodian</i> Supply and Property Management Office
	1.2.1 Inspects the equipment received		15 Minutes	
			1 Minute	

	<p>1.2.2 Types data on the sticker to be placed in the equipment received</p> <p>1.2.3 Signs the "Issued by" portion of the PAR</p> <p>1.2.4 Signs the "Approved by" portion of the PAR</p>		<p>5 Seconds</p> <p>5 Seconds</p>	<p><i>Property Custodian</i> Supply and Property Management Office</p>
1.3 Accountable Forms	<p>1.3.1 Records in the stock card</p> <p>1.3.2 Signs the "Issued by" portion of the RIS</p>	None	<p>5 Seconds</p> <p>5 Seconds</p>	<p><i>Admin. Aide</i> Supply and Property Management Office</p>
1.4 Diesel Fuel	<p>1.3.3 Signs the "approved by" portion of the RIS</p> <p>1.4.1 Checks the needed no. of diesel fuel as to the destination as contained in the Trip ticket</p>	None	<p>1 Minute</p> <p>3 Minutes</p> <p>1 Hour</p>	<p><i>Property Custodian</i> Supply and Property Management Office</p>
2. Receive supplies and materials, equipment, accountable form and gasoline	<p>2. Types RIS and record in the stock card</p> <p>2.1 Releases the requested items</p> <p>2.2 Records released item</p>	None	<p>3 Minutes</p>	<p><i>Property Custodian</i> <i>Admin. Aide</i> Supply and Property Management Office</p>
	TOTAL:	None	<p>1 Hour, 32 Minutes and 35 Seconds</p>	

<p>5. Go back to the Property Office for checking out at the staff house</p> <p>6. Leave the campus</p>	<p>4.2 Accompanies the client to the staff house</p> <p>5. Acknowledges receipt of the key</p> <p>5.1 Inspects the room occupied</p> <p>5.2 Cleans the occupied room</p> <p>6. Checks the official receipt presented</p>		<p>5 Minutes</p> <p>15 Minutes</p> <p>20 Minutes</p> <p>2 Minutes</p>	<p><i>Staff house caretaker</i></p> <p><i>Staff house caretaker</i></p> <p><i>Staff house caretaker</i></p> <p><i>Staff house caretaker</i></p> <p><i>Security Guard assigned at the Administration Building and Main Gate</i></p>
	<p>TOTAL:</p>	<p>For Non CSPClean- PHP300/ day</p> <p>For CSPClean- PHP200/ day</p>	<p>57 Minutes and 35 Seconds</p>	



College Library External Services

BORROWING BOOKS AND OTHER LIBRARY MATERIALS

The College Library lends library resources to students, faculty, non-teaching staff and walk-in researchers.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Employees, Students, walk-in researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (For students only) (1 Original)		Student		
2. Referral Letter and Valid ID (For non-CSPCean) (1 Original)		Non-CSPCean/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR OVERNIGHT USE BY STUDENTS.				
1. Go to the College Library	1. Searches the book using the OPAC-Online Public Access Catalog	None	4 Minutes	<i>Library Staff/ Student Aide</i>
1.1 Students are allowed to borrow 2 books, 1 Filipiniana and 1 circulation or 2 circulation books for 2 days.	1.1.1 Assists the client to locate the book from the shelves	None		<i>Library Staff/ Student Aide</i>
	1.1.2 Checks the validity of the Identification card	None		<i>Librarian</i>
1.2 Graduate school students can borrow a book for a week and a fine of 9 pesos per day after due date.	1.2.1 Scans the School ID and book/s to be borrowed.	None		<i>Library Staff</i>
	1.2.2 Requests the borrower to affix signature on the digital signature pad.	None		<i>Library Staff</i>
Note:	<i>For</i>			

<p><i>Alumni and outside researchers, must present Alumni ID and valid ID but materials are for room use only.</i></p>	<p>1.2.3 Once the book is borrowed, it is deemed deactivated in the RFID System</p>	<p>None</p>		
<p>2. Receive books borrowed</p>	<p>2. Releases the book and informs the borrower of the due date</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Library Staff</i></p>
<p>3. Return Borrowed books</p> <p><i>Note: If the book/material borrowed is returned after the due date, an order of payment slip is given. Overdue fine is P9.00 per day.</i></p>	<p>3. Presents the School ID</p> <p>3.1 Checks if the book/s has damage, mutilation or missing pages.</p> <p>3.2 Checks-In the book/s from the system</p> <p>3.3 If the book/s is overdue, the system computes appropriate fine/penalties and issues Payment Order slip.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Library Staff</i></p> <p><i>Cashier's office</i></p>
<p>4. Pay to the Cashier the required amount</p>	<p>4. Accepts payment and issues receipts</p> <p>4.1 Checks the student's name from the system and enters OR number.</p>		<p>2 Minutes</p>	<p><i>Library Staff</i></p>
<p>5. Go back to the College Library</p> <p>B. FOR OUTSIDE</p>				<p><i>Library Staff</i></p> <p><i>Cashier's office</i></p>

<p>RESEARCHERS</p> <p>1. Present Referral Letter to the library staff on-duty</p> <p>2. Pay to the Cashier's Office the Research fee</p> <p>3. Ask for assistance to get the needed reference materials in the collection</p>	<p>1. Receives and files Referral Letter</p> <p>2. Accepts payment and issues receipts</p> <p>2.1 Once payment is done, records the researcher in the log book</p> <p>3. Conducts brief orientation to the researcher and in accessing and locating the reference materials needed.</p>	<p>None</p>	<p>1 Minute</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>Library Staff/ Student Aide</i></p> <p><i>Library Staff/ Student Aide</i></p>
<p>C. FOR FACULTY AND NON-TEACHING PERSONNEL</p> <p>1. Go to the College Library</p> <p>1.1 Faculty and NTP are allowed to borrow 2 books for 1 week.</p>	<p>1. Searches the book using the OPAC-Online Public Access Catalog</p> <p>1.1 Assists the client to locate the book from the shelves</p> <p>1.2 Checks the validity of the Identification card</p> <p>1.3 Scans the Employee ID and book/s to be borrowed.</p>		<p>4 Minutes</p>	<p><i>Library Staff/ Student Aide</i></p> <p><i>Library Staff/ Student Aide</i></p> <p><i>Librarian</i></p> <p><i>Library Staff</i></p> <p><i>Library Staff</i></p>

<p>2. Receive Books Borrowed</p> <p>3. Return Borrowed Books</p> <p><i>Note:</i> if the book/material borrowed is returned after the due date, an order of payment slip is given. Overdue Fine is P9.00 per day.</p> <p>4. Pay to the Cashier the required amount</p> <p>5. Go back to the College Library</p>	<p>1.4 Requests the borrower to affix signature on the digital signature pad.</p> <p>2. Once the book is borrowed, it is deemed de-activated in the RFID System.</p> <p>2.1 Releases the book and informs the borrower of the due date .</p> <p>3. Presents the Employee ID</p> <p>3.1 Checks if the book/s has damage, mutilation or missing pages.</p> <p>3.2 Checks-In the book/s from the system</p> <p>3.3 If the book/s is overdue, the system computes appropriate fine/penalties and issues Payment Order slip.</p> <p>4. Accepts payment and issues receipts</p>		<p>1 Minute</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>Library Staff</i></p> <p><i>Library Staff</i></p> <p><i>Cash Clerk</i></p>
	TOTAL:	None	23 Minutes	



Office of the Vice President for Administration External Services

SECURING PERMIT TO HANG STREAMER

Hanging of streamer(s) within the College premises is subject to prior approval by the Office of the Vice President for Administration. Removal of streamer is the responsibility of the person/organization concerned.

Office or Division:	Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the VPA	1. Records in the Logbook	None	1 Minutes	<i>Clerk/ Secretary</i> Vice President for Administration Office
2. Receive copy of letter-request containing action of the office	2. Refers letter request to VPA and approves/disapproves the same	None	5 Minutes	<i>VP for Admin./ Chief Admin. Officer</i> Vice President for Administration Office
	2.1 Files duplicate copy and sends copies to Security Guard, President's Office		5 Minutes	<i>Clerk/ Secretary</i> Vice President for Administration Office
TOTAL:		None	11 Minutes	

V. FEEDBACK AND REDRESS MECHANISM

FEEDBACK AND REDRESS MECHANISM	
How to send a feedback	<ol style="list-style-type: none"> 1. Accomplish our feedback form available at the Public Assistance and Complaint Desk and drop it in the Suggestion Drop Box; 2. Directly email us at mail@cspc.edu.ph president@cspc.edu.ph 3. Call us at 288-4425; and/or talk to our Officer of the Day at the Public Assistance and Complaint Desk (PACD)
How feedbacks are processed	<p>Every afternoon (weekdays) at 3 00 PM, the Public Information Officer (PIO) or his authorized representative opens the dropbox and compiles submitted feedbacks</p> <p>Feedbacks requiring actions/answers are forwarded to concerned offices and they are required to respond within three working (3) days upon the receipt of the feedback.</p> <p>The Public Information Officer (PIO) will give feedback to the client within seven (7) working days upon receipt of the response/action taken.</p>
How to file a complaint	<p>Accomplish the client Complaint Form available at the Public Assistance Complaint Desk (PACD) or can be downloaded at CSPC Official Website thru www.cspc.edu.ph</p> <p>Complaints can also be filed via email at mail@cspc.edu.ph</p> <p>The following information MUST be provided.</p> <ul style="list-style-type: none"> -Name of Complainant -Name of person being complained -Incident -Evidence (if applicable)

	<p>Call us at 288-4425; and/or talk to our Officer of the Day at the Public Assistance and Complaint Desk (PACD)</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box or email account daily.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forwards the verified complaint/s to the concerned office/personnel for an explanation within three working (3) days upon receipt of the complaint/s.</p> <p>The Complaints Officer will submit a report to the Head of Agency for review, validation and appropriate action.</p> <p>The Complaints Officer will give feedback to the client within seven (7) working days upon implementation of the action.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1- ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

VI. LIST OF OFFICES

Office/Department	Address/ Building	Contact Information
Accounting Section	FB	(054) 288-4421 loc. 110
Accreditation Office	DH	(054) 288-4421 loc. 123
Alumni Office	GYM	(054) 288-4421 loc. 156
Anatomy and Psychology Laboratory	MPB	(054) 288-4421 loc. 139
Auditorium Control Room	MPB	(054) 288-4421 loc. 138
Auditorium Information Area	MPB	(054) 288-4421 loc. 134
Band Room	GYM	(054) 288-4421 loc. 163
Board Room	ADMIN	(054) 288-4421 loc. 118
Board Secretary	ADMIN	(054) 288-4421 loc. 148
Budget Office	FB	(054) 288-4421 loc. 112
Cashier's Office	FB	(054) 288-4421 loc. 111
Central Student Council (CSC)	CSC	(054) 288-4421 loc. 131
CICT Assessment	ACAD1	(054) 288-4421 loc.147
College Engineer's Office(CEO)	GYM	(054) 288-4421 loc.159
CME Computer Laboratory	MPB	(054) 288-4421 loc.185
CME Stock Room	ACAD2	(054) 288-4421 loc.135
CME Simulation	MPB	(054) 288-4421 loc.140
COA Office	ADMIN	(054) 288-4421 loc.106
COE Computer Laboratory	LS	(054) 288-4421 loc.178
Comp & Elec Technician Office	GYM	(054) 288-4421 loc.161
CTW Workshop	LS	(054) 288-4421 loc.175
Database Center	ADMIN	(054) 288-4421 loc.160
Dean, CEAS	DH	(054) 288-4421 loc.129
Dean, CICT	IT	(054) 288-4421 loc.144
Dean, CME	DH	(054) 288-4421 loc.128
Dean, COE	DH	(054) 288-4421 loc.126
Dean, HCT	DH	(054) 288-4421 loc.127
Debriefing/GAD Office	ADMIN	(054) 288-4421 loc.184
Disbursing Office	FB	(054) 288-4421 loc.130
Dormitory	DORM	(054) 288-4421 loc.132
ECE Laboratory	LS	(054) 288-4421 loc.183
ECST / ECE Workshop	LS	(054) 288-4421 loc.182
EE laboratory	LS	(054) 288-4421 loc.179
Electrical Engineering Workshop	LS	(054) 288-4421 loc.171
Entrepreneurship Incubation	FLB	(054) 288-4421 loc.189
Equipment Room	LS	(054) 288-4421 loc.149
Extension Office	RO	(054) 288-4421 loc.150
Faculty Room(MPB)	MPB	(054) 288-4421 loc.133
Faculty Room (Engineering)	LS	(054) 288-4421 loc.177
Fitness Gym	GYM	(054) 288-4421 loc.168

Office/Department	Address/ Building	Contact Information
Guard Main Gate	GMG	(054) 288-4421 loc. 155
Guidance Extension Office	DH	(054) 288-4421 loc.172
Guidance Office	DH	(054) 288-4421 loc.125
Gym Control Room	GYM	(054) 288-4421 loc.169
HRMO	ADMIN	(054) 288-4421 loc.105
IGP Office	ADMIN	(054) 288-4421 loc.186
Institutional Planning Office	ADMIN	(054) 288-4421 loc.107
Internet Laboratory	ACAD1	(054) 288-4421 loc.170
ISO Office	DH	(054) 288-4421 loc.166
IT Laboratory	IT	(054) 288-4421 loc.143
Library Counter	LB	(054) 288-4421 loc.121
Library Office	LB	(054) 288-4421 loc.120
Mechatronics Laboratory	LS	(054) 288-4421 loc.180
Medical and Dental Clinic	FB	(054) 288-4421 loc.117
Multi-Media Room	LS	(054) 288-4421 loc.181
Multi-Purpose Cooperative	GYM	(054) 288-4421 loc.153
Nursing Laboratory Control Room	MPB	(054) 288-4421 loc.136
Nursing Laboratory Simulation Room	MPB	(054) 288-4421 loc.137
Physical Planning Office	GYM	(054) 288-4421 loc.158
President's Office	ADMIN	(054) 288-4421 loc.101
President's Office Staff	ADMIN	(054) 288-4421 loc.102
Procurement Office	ADMIN	(054) 288-4421 loc.103
PTA Office	GYM	(054) 288-4421 loc.146
Public Assistance Counter	ADMIN	(054) 288-4421 loc.100
Radio Room/Faculty Lounge	IT	(054) 288-4421 loc.145
Record's Office	ADMIN	(054) 288-4421 loc.113
Registrar's Office	FB	(054) 288-4421 loc.115
Registrar's Staff	FB	(054) 288-4421 loc.116
Research Office	RO	(054) 288-4421 loc.152
NSTP	RB	(054) 288-4421 loc.151
SDS Office	GYM	(054) 288-4421 loc.122
Spark Office	GYM	(054) 288-4421 loc.157
Speech Laboratory	MPB	(054) 288-4421 loc.141
Sports and Cultural Office	GYM	(054) 288-4421 loc.164
Staff House Caretaker	ADMIN	(054) 288-4421 loc.154
Student Campus Org.	GYM	(054) 288-4421 loc.162
Supply and Property Office	SPB	(054) 288-4421 loc.104
TESDA	GYM	(054) 288-4421 loc.114
VP Administrative Staff	FB	(054) 288-4421 loc.109
VP for Administration	FB	(054) 288-4421 loc.108
VP for Academic Affairs	DH	(054) 288-4421 loc.124