BATANGAS STATE UNIVERSITY
The National Engineering University

CITIZEN'S CHARTER HANDBOOK
2023 (3rd EDITION)

Leading Innovations, Transforming Lives, Building the Nation

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The National Engineering University

CITIZEN'S CHARTER
2023 (3ʳᵈ EDITION)

Leading Innovations, Transforming Lives, Building the Nation

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AGENCY PROFILE

I.   Mandate

Batangas State University (BatStateU) is the Philippines' National Engineering University (The NEU) by virtue of Republic Act No. 11694 enacted on April 11, 2022. Established in 1903, this Level IV state university is strategically located at the second largest economic region in the Philippines – CALABARZON, specifically in the Province of Batangas, which puts it at a prime position not only as a premier provider of higher and advanced learning, but also as a viable economic development zone.

As the National Engineering University committed to develop leaders in the global knowledge economy, part of our purposeful mandate, BatStateU continuously provides world-class academic training to young Filipinos in all specialized areas, focusing on strengthening engineering programs through the development and offering of industry-driven and emerging engineering programs. BatStateU also aims to lead in the generation of productive knowledge, innovation and technology to develop relevant and technical higher order skills needed.

It serves as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, private sector, and civil society while maintaining its standards of excellence.

II.   Vision

A premier national university that develops leaders in the global knowledge economy.

III.   Mission

A university committed to producing leaders by providing a 21st century learning environment through innovations in education, multidisciplinary research, and community and industry partnerships in order to nurture the spirit of nationhood, propel the national economy, and engage the world for sustainable development.

IV.   Core Values

Patriotism
We are proud of our identity as a Filipino with rich culture, ethics, dignity and moral values. We will embrace patriotism in the simplest acts in our

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professional work and personal lives. We will take a fair share of the burdens of improving the country, by protecting its interest, obeying our laws, and keeping public funds and property secured and well accounted for. We will work for the conservation and protection of the environment.

Integrity
We will conduct ourselves in a manner that is exemplary and beyond reproach at all times. We will be professional, in every aspect, in dealing with our superiors, subordinates, and to our interactions with all persons, whether members of the BatStateU community or the larger society. When faced with difficult decisions and hard choices, we will do what is right, moral, just, and fair even in the face of adversity.

Excellence
We will measure excellence by equity, inclusion and superior performance. We shall embrace innovation by systematically exploring new ideas and encouraging employees to do it without fear of failure. We will treat everyone the same, regardless of that individual's position within the University. We will endeavor to foster friendships and mutual understanding among those with whom we work, respect their opinion and individual differences, and approach each unfamiliar situation with an open and accepting frame of mind.

Service
We will work together closely and collaboratively for the common good and make our personal goals secondary to group goals. We will encourage sense of belonging, cultivate strength in our combined experience and expertise, inculcate a greater sense of ownership and accountability for the work, and foster trustworthiness among each other. We will have passion on what we do and we will be proud of what we accomplished. We will be relentless and driven to meet our goals.

Resilience
We will ensure our ability to prepare for and adapt to changing working conditions and leadership, governance and management mechanisms and recover rapidly from work disruptions and challenges it entails.

Faith
We share and demonstrate our strong faith in a Supreme Being through committed, dedicated and faithful service to the BatStateU community. We will inspire faith that is needed in every step of our journey as public servant.

V. Service Pledge

We commit to:

1. Adopt effective practices for efficient service delivery and prevention of graft and corruption in the university;

2. Reengineer university systems and procedures to reduce processing time and regulatory burden for the transacting public;

3. Implement simplified requirements and procedures that will reduce red tape and expedite transactions in the university; and

4. Attend to all applicants or requesting parties who are within the university premises or of the office prior to the end of official working hours and during lunch break; and

5. Provide quality streamlined processes by continuous innovation of improvements that will transform lives in the community for nation building.

VI. List of Services

Office of the Registrar

External Services

1 Enrollment of New Students in the Undergraduate Program
2 Enrollment of Old Students in the Undergraduate Programs
3 Adding, Changing, and Dropping of Courses
4 Approval of Cross Enrollment
5 Approval of Application and Enrollment of Transferees and Shifters
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17 Approval of Application for Comprehensive Examination

Scholarship Office

External Services

1 Approval of Internally-Funded Scholarship/Financial Assistance Application
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3 Issuance of Scholarship/Non-Scholarship Certification

Testing and Admission Office

External Services

1 Admission Test of Incoming First Year College /College Transferees from other HEIs/ Graduate School/Professional Education/College of Law/College of Medicine
2 Admission Application for Integrated School/Laboratory School
3 Securing Admission Test Schedule for College Transferees from other HEIs/Graduate School/Professional Education/College of Law/College of Medicine
4 Securing Admission Results for College Transferees from other HEIs/Graduate School/Professional Education/College of Law/College of Medicine.
5 Psychological Test of Teaching and Non-Teaching Applicants

Cashier's Office

External Services

1 Collection of Tuition Fees and Other Fees

Internal Services

1 Releasing of Salary, Honorarium, Allowances, Grants, Etc.
2 Issuance of Certificate of Payment of GSIS, PhilHealth and Pag-Ibig Contributions and Loans

External/Internal Services

1 Collection of Payment.
2 Releasing of Checks

External Affairs Office

External Services

1. Assistance to current and incoming Foreign Students with the enrollment process

2. Assistance to Foreign and Local Students with: Renewal of Visa, Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to Student Visa, Downgrading of Student Visa and Application of Visa (for SIAP – Student Internship Abroad Program)

3. Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance

4. Online assistance to incoming Foreign Students with the admission and enrollment process

5. Assistance to External Partners

Internal Services

1. Assistance to Internal Offices for Foreign Travel

Extension Services Office

External Services

1. Provision of Extension and Training Services

Health Services

External Services

1. Medical/Dental Examination of New Students

ICT Services Office

External Services

1. Processing of ID Card of Students

Library

External Services

1. Accommodation of Non-BatStateU Researcher

Office of Student Affairs and Services

Office of Student Discipline

External Services

1. Evaluation for the Request of New ID
2. Request for Non-Wearing of School Uniform
3. Request for Temporary Gate Pass

Student Organizations

External Services

1. Approval of Application for Student Assistantship (Face to Face)
2. Approval of Application for Recognition/Renewal of Student Organizations
3. Approval of Student Activities

Office of Guidance and Counselling

External Services

1. Issuance of Certificate of Good Moral Character (CGMC) (Face to Face)
2. Issuance of Admission Slip (Face to Face)

Human Resource Management Office

Internal Services

1. Issuance of Certificate of Employment & Service Record

External/Internal Services

1. Receiving of Application Documents

ICT Services Office

Internal Services
1. Systems and Applications Development
2. Registration to Automated Attendance and Time Monitoring System
3. Processing of ID Card of Employees and Faculty Members
4. Repair, Troubleshooting and Installation Services

Public Relations Office

External/Internal Services

1 Request for Documentation of Major University Events and Activities
2 Organizing Public Relations Events/Activities

Health Services Office

External/Internal Services

1 Dental Consultation/Treatment/Management of Emergency Cases
2 Issuance of Dental Certificate
3 Issuance of Medical Certificate
4 Medical Consultation

Library

External/Internal Services

1 Library Reference Services (Patron Queries)
2 Borrowing / Delivery (Print and Electronic)
3 Issuance of Referral Letter
4 Issuance of Certification for Thesis/Dissertation Submission
5 eLibrary/Cyberspace Service
6 Library Signing of Clearance

BATSTATEU-TNEU SERVICES

EXTERNAL SERVICES

OFFICE OF THE REGISTRAR

1. Enrollment of New Students and Transferees in the Undergraduate Programs (Face to Face)	
This procedure aims to facilitate enrollment processes of qualified applicants that ensures safekeeping of student records and accurate enrolment to a particular program. After pre-registration, qualified applicants must undergo the processes stated below.	
Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Qualified applicants as new students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEW STUDENTS	
Report Card/Form 138 (1 Original)	Previous school
Certificate of Good Moral Character (1 Original)	Previous school
PSA Birth Certificate/Marriage Certificate for Married Female Enrollees (1 Original)	Student
Notice of Passing (1 Original)	Testing and Admission Office/ Admission Account
Pre-Registration	College Application Portal
Chest X-ray Reading (1 original) Blood Type Result (1 original)	Hospital or DOH assisted Laboratory; Client
Conditional Requirement (In case of the Absence of Form 138/Report Card):	
Certification as a Graduating Student (1 Original)	Previous school
Certification that the student has not been admitted to other school (1 Original)	Previous school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to College Admission Applicant's Portal and do the following: 1.1 Confirm the intention to enroll through Pre-Registration	1. Monitor the system for Pre-Registration.	None	10 minutes	*Head of Registration* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Proceed to "Student Portal" button and get the Student Portal Log-in credentials. 1.3 Access the appointment system of the Health Services and choose a schedule for medical examination.				*Programmer I* ICT Office *Nurse I/ Nurse II* Health Services
2. Proceed to Health Services at the chosen schedule/appointment and do the following: 2.1 Sign in the Transaction Logbook in the office lobby 2.2 Submit the required documents 2.3 Accomplish Medical/Dental Form 2.4 Undergo Medical/ Dental Examination/ Evaluation 2.5 Sign out on the Transaction Logbook	2. Process the medical examination 2.1 Make the logbook available to the client 2.2 Receive the documents and check for completeness 2.3 Review of form for accuracy of data given 2.4 Assessment History taking Physical/ Dental Examination 2.5 Make the logbook available to the client	None	41 minutes	*Nurse I/ Nurse II/ Dentist* Health Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Access the appointment system of the Registration Services and choose a schedule for submission of enrollment requirements.	3. View the list of enrollees scheduled on a particular date.	None	3 minutes	*Administrative Aide VI* Office of the Registrar
4. Proceed to the Office of the Registrar to submit the enrollment credentials	4. Process the enrollment: 4.1 Validate and check the completeness and authenticity of the submitted enrollment credentials. 4.2 Record the submissions on a Log sheet 4.3 Print the student's Registration Form/Certificate of Registration	None	6 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**1 hour**	

2. Enrollment of Old Students in the Undergraduate Programs (Online)

Old students who have not yet exceeded their residency requirements shall enroll online through their respective student portals.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Qualified applicants as new student or transferee			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance		Student Portal		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the online registration link and complete the enrollment process 1.1 Select and encode the courses to be enrolled 1.2 Click the "Enroll" button to validate the enrollment	1. View the student's enrollment records from the system	None	10 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**10 minutes**	

3. Adding, Changing and Dropping of Courses

After enrolment, students may intend to add, change or drop courses which is allowed only during the period specified in the Academic Policies and Procedures. Prior to the approval and processing of the Registrar's Office, the student who intend to change, add, or drop course/s shall secure the blank form from the Registrar's Office, fill this out and have their respective college do the preliminary evaluation and approval.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students with enrolment records in the current semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Adding, Changing, and Dropping of Courses Form (1 Original)	Student Portal/Registrar's Office
Conditional Requirement:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed or send to the respective college for preliminary evaluation and approval of the accomplished adding, changing and dropping of courses	1. Receive the filled-out form, evaluate, and approve the adding, changing and dropping of courses	None	5 minutes	*Dean/Associate Dean/ Program Chair* Concerned colleges
2. Submit or send to the Registrar's Office the Adding, Changing and Dropping of Courses approved by the College's Department/Program Chair and the Dean	2. Verify the student's enrolment records and check the authenticity and completeness of the approved adding, changing and dropping form	None	1 minute	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 In case of adding and changing of courses, evaluate student's qualification for enrolling course/s stated in the form	None	3 minutes	*Administrative Aide VI* Office of the Registrar
	2.2 Process the request for adding, changing or dropping of courses	None	5 minutes	*Administrative Aide VI* Office of the Registrar
3. Proceed to the Assessment Office for reassessment of fees	3. Instruct student to proceed to the Assessment Office for the re-assessment of fees. For online requests, communicate the Assessment Office for the reassessment of fees of the concerned student.	None	1 minute	*Administrative Aide VI* Office of the Registrar
4. Receive the copy of the Student's Re-assessed copy of Registration Form. For processes done online, refer to the Student Portal for the updates on enrollment data and the assessment of fees.	4. Print and issue Student's Re-assessed copy of Registration Form. For online transactions, inform the student, through email to view the updates on enrollment and assessment of fees from the Student Portal.	None	1 minute	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**16 minutes**	

4. Approval of Cross Enrollment

Students who intend to enroll course/s which is/are not offered in the university may undergo this process. The description and units of the course/s to be cross-enrolled in other universities should match with what is in the student's prescribed curriculum. Prior to the approval of the Registrar's Office, the student who intend to cross enroll shall secure the blank form, fill this out and have the college do the preliminary evaluation and approval.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All active students who intend to enroll course/s at other school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out/Accomplished Permit to Cross Enroll Form approved by the College Dean (1 Original)	Student Portal/Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed/ send to the College Dean for signing of the Permit to Cross Enroll Form	1. Receive the filled-out Permit to Cross Enroll Form, evaluate, and pre-approve the cross enrolment	None	5 minutes	*Dean/Program Chair/Department Chair* Concerned colleges
2. Submit/ send the signed Permit to Cross Enroll Form to the Registrar's Office for final approval	2. Evaluate the students' eligibility to cross enroll based on the accomplished form and students' records. 2.1 Attach the students' records to the form and forward them to the Head for Registration for final approval	None	10 minutes	*Administrative Aide VI* Office of the Registrar
	2.2 Counterchecks the evaluation made by the Registrar's Staff Sign the form for approval	None	10 minutes	*Head of Registration* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accept approved form	3. Print three (3) copies of the approved form 3.1 Issue the student's and college's copy of approved form 3.2 Instruct the student to submit one copy to the college and keep the other copy for himself/herself For online transactions, send the approved copy of Cross Enrollment Form and to the student and the concerned college.	None	5 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**30 minutes**	

5. Approval of Application and Enrollment of Transferees and Shifters (Face to Face)

After securing a slot in the program to be applied for, the applicants' credentials and documents shall be evaluated. The applicant has to accomplish the processes stated below.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Qualified applicants as new student or transferee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TRANSFEREES	
a. Transferees from Other HEIs	
Notice of Passing (1 Original)	Testing and Admission Office
Application Form (1 Original)	Registrar's Office
Certificate of Transfer Credential/Honorable Dismissal, Transcript of Records (1 Original)	Previous School
PSA Birth/Marriage Certificate (1 Original)	Student
Certificate of Good Moral Character (1 Original)	Previous school
b. Transferees and Shifters from Another BatStateU Campus	
Approved Application Form (Original)	College which approved the student's application
Grades (1 Certified True Copy of the Original)	Registrar's Office of the previous BatStateU Campus
Accomplished Student's Clearance (1 Original)	Student
Parent's Consent for transfer (1 Original)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out an application form	1. Provide a copy of Application form to the applicant For online transaction via email, send a copy of Application Form to the applicant from other school.	None	4 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For shifters and transferees from other BatStateU Campuses, advise them to download the form from the Student Portal.			
	1.1 Guide the client in filling up the Application Form	None	5 minutes	*Administrative Aide VI* Office of the Registrar
	1.2 Advise the applicant to proceed to the college for the evaluation of application	None	1 minute	*Administrative Aide VI* Office of the Registrar
2. Proceed to the college for the evaluation of records. For online transaction, send the filled-out form to the college.	2. Evaluate the academic records of the applicant. 2.1 Write down the courses taken from the previous program or university. Final grades, credits, and the equivalent courses in the preferred program must be also indicated 2.2 Conduct an interview with the applicant	None	3 hours	*Program Chair/Department Chair* Dean's Office
3. For the applicants from another university, proceed to the Testing and Admission Office for the entrance examination.	3. Administer Entrance Examination 3.1 Check the examination 3.2 Indicate the examination rating in the Application Form. In the Remarks portion of the form, check whether the applicant is qualified to transfer or not. 3.3 Issue Admission Slip to the applicant.	None	3 hours	*Administrative Aide VI* Testing and Admission Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. If the applicant for transfer has passed the entrance examination, proceed to the College Dean/Head of Academic Affairs for the final approval of the application.	4. Fill out "Annex A" of the form. 4.1 Fill out the section of endorsement to the Campus Registrar. 4.2 Affix signature to approve the application.	None	1 hour	*Program Chair/Department Chair* *College Dean/Head of Academic Affairs* College
5. Proceed to the Registrar's Office for submission of the approved Application Form and enrollment requirements	5. Receive and review the approved Application Form and the enrollment requirements. 5.1 Encode the courses proposed for enrollment for the current semester. 5.2 Tag the applicant as "enrolled".	None	15 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**7 hours, 25 minutes**	

6. Issuance of Duplicate Copy of Registration Form (Face to Face)

Duplicate copy registration form may be requested in case of loss or other student's personal needs.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had enrolment records in the university

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Client
Pre-filled Request (1 Original)	Client
Clearance (1)	Accounting Office
Official Receipt (1 Original)	Cashier's Office
Conditional Requirement:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pre-filled Request Form and other requirements to the Registrar's Office	1. Check the request and validate the presented requirements	None	2 minutes	*Administrative Aide VI* Office of the Registrar
2. Proceed to the Assessment Office for processing of Clearance	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Office of the Registrar
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Cashiers Office for the payment of the requested document	3. Receive payment and issue Official Receipt.	Php 15.00	3 minutes	*Cashier's Office Staff*
4. Present the Official Receipt and claim the copy of requested Registration form	4. Print and issue the Registration Form	None	1 minute	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**PHP 15/copy**	**20 minutes**	

7. Issuance of Print of Grades (Face to Face)

Print of grades is issued to the student during enrolment or when the student needs it for scholarship application, On-the-Job Training, evaluation of records, etc.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had enrolment records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Client
Online Clearance	Student Portal
Conditional Requirement:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid identification card/authorization letter to the Registrar's Office	1. Validate the presented ID/ authorization letter	None	1 minute	*Administrative Aide VI* Office of the Registrar
	1.1 Check if the client has liability posted in his/her account	None	1 minute	*Administrative Aide VI* Office of the Registrar
2. State the semester/s of the print of grades to be requested	2. Search for the student's grades in the database	None	1 minute	*Administrative Aide VI* Office of the Registrar
3. Receive print of grades and sign in the Logbook	3.Issue the print of grades to the student/ authorized representative 3.1 Guide the student in filling out of some information in the Logbook	None	2 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**5 minutes**	

8. Issuance of Authenticated Documents

Authentication is being done to the reproduced copy of documents issued by the Registrar's Office such as Diploma, Transcript of Records, Registration Form, etc.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document/s to be authenticated (1 Original each)	Client
Pre-filled Request Form (1 Original)	Client
Clearance	Assessment Office
Official Receipt (1 Original)	Cashier's Office
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents	Client
New copy of original documents (if the original copy of the document is damaged/torn or has erasures)	Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents. For online requests, access the Online Document Request Portal and complete the steps for requisition.	1. Validate the authenticity of the original copies presented. For requests done online, view the request in the ODR Portal. Approve/disapprove the request based on the client's records kept in the office. Once approved, message the client, through the portal to bring the original and reproduced copy of the document/s to be authenticated to the office.	None	10 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. File the pre-filled Request Form. For requests done through ODR Portal, receive the copy of the pre-filled Request Form from the staff.	2. Review and receive the filled-out form and advise the client to proceed to the Assessment Office for the processing of clearance.	None	3 minutes	*Head of Registration* *Administrative Aide VI* Office of the Registrar
3. Proceed to the Assessment Office for the processing of clearance.	3. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	3.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	3.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
4. Proceed to the Cashiers Office for the payment of the requested document	4. Receive payment and issue Official Receipt.	Php 20.00 per page of the document	3 minutes	*Administrative Aide VI* Cashier's Office
5. Proceed to the Registrar's Office for the processing of authentication.	5. Process the authentication of documents.	None	10 minutes	*Administrative Aide VI* *Head of Registration* Office of the Registrar
6. Receive the requested documents and sign in the Logbook	6. Issue the authenticated documents and guide the client in accomplishing the Logbook	None	5 minutes	*Head of Registration* Office of the Registrar
	TOTAL:	PHP 20/page of the document	45 minutes	

9. Issuance of Certified, Authenticated and Verified (CAV) Documents

CAV documents are being issued to clients who will apply for apostille and to some college graduates who will take PRC Board Examinations. Graduates of the graduate programs may also request for the document needed for processing of their promotion

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document/s to be authenticated (1 Original)	Client
Pre-filled Request Form (1 Original)	Client
Official Receipt (1 Original)	Cashier's Office
Documentary Stamp/s	Bureau of Internal Revenue
Long Brown Envelope (for apostille)	Client
Clearance	Assessment Office
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO (1 Original)	Philippine Statistics Authority
New copy of original documents (if the original copy of the document is damaged/torn or has erasures) (1 Original)	Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents to the Registrar's staff. For online requests, access the Online Document Request Portal and complete the steps for requisition.	1. Validate the authenticity of the original copies presented. For requests done online, view the request in the ODR Portal. Approve/disapprove the request based on the client's records kept in the office.	None	10 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Once approved, message the client, through the portal to bring the original and reproduced copy of the document/s to be authenticated to the office.			
2. File the pre-filled Request Form. For requests done through ODR Portal, receive the copy of the pre-filled Request Form from the staff.	2. Review and receive the filled-out form and advise the client to proceed to the Assessment Office for the processing of clearance.	None	3 minutes	*Administrative Aide VI* Office of the Registrar
3. Proceed to the Assessment Office for the processing of clearance.	3. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	3.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	3.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
4. Proceed to the Cashiers Office for the payment of the requested document	4. Receive payment and issue Official Receipt.	Php 20.00 per page of the document to be authenticated Php 30.00 for each copy of the Certification	3 minutes	*Administrative Aide VI* Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the Registrar's Office for the processing of documents.	5. Record the request details and process the document 5.1 Authenticate the reproduced documents 5.2 Prepare the applicable certification/s 5.3 Verify and approve the prepared certification/s	None	2 hours 25 minutes	*Head of Registration* *Administrative Aide VI* Office of the Registrar
6. Sign in the Logbook and receive the requested documents	6. Request the client to check the correctness of the data/information found in the document 6.1 Place university dry seal in each page of authenticated documents 6.2 Affix documentary stamps and dry seal in each copy of certification If the CAV is intended for apostille application in Department of Foreign Affairs (DFA), seal the documents in a long brown envelope Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**PHP 30/certification** **PHP 20/ authenticated documents**	**3 hours**	

10. Issuance of Certification

Certifications being issued by the Registrar's Office include but not limited to the following:

- Certificate of Graduation;
- Certificate of Enrolment;
- Certificate of Units Earned;
- Certificate of English Medium of Instruction;
- Certificate of Complete Academic Requirements;
- Certificate of Honor Graduate;
- Certificate of ID Issuance;
- Certificate of NSTP Serial Number;
- Certificate of General Weighted Average (GWA);
- Certificate of Cross Enrolment

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Documentary Stamp/s (1 per Certification)	Bureau of Internal Revenue
Pre-filled Request Slip (1 Original)	Client
Clearance	Assessment Office
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO (1 Original)	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the pre-filled Request Form. For online requests, access the Online Document Request Portal and complete the steps for requisition.	1. Review and receive the filled-out form and advise the client to proceed to the Assessment Office for the processing of clearance. For requests done online, view the request in the ODR Portal. 1.1 Approve/disapprove the request based on the client's records kept in the office. 1.2 Once approved, process the document. Instruct the client to proceed to Assessment and Cashier's Office prior to the claiming of document.	None	3 minutes	*Administrative Aide VI* Registrar's Office
2. Proceed to the Assessment Office for the processing of clearance.	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
3. Proceed to the Cashiers Office for the payment of the requested document	3. Receive payment and issue Official Receipt.	Certification - PHP 30/page of certification	3 minutes	*Administrative Aide VI* Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. File the request to the Registrar's Office after securing clearance and paying document fee. For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	4. Record the request details and process the document 4.1 Prepare the applicable certification/s 4.2 Verify and approve the prepared certification/s	None	1 hour 50 minutes	*Head Administrative Aide VI* Office of the Registrar
5. Confirm the correctness of the data/information printed in the requested certification	5. For requests done through ODR Portal, record the request details in the logbook. Instruct the client to verify the accuracy/completeness of the data/information in the prepared certification	None	5 minutes	*Administrative Aide VI* Office of the Registrar
6. Sign in the Logbook and receive the requested documents	6. Affix documentary stamps and dry seal in each copy of certification and instruct the client to sign in the logbook for releasing the documents	None	5 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**PHP 30/page of certification**	**2 hours, 20 minutes**	

11. Issuance of Certificate of Course Description

The document includes the description of the course/s taken by the client in the university. The description may be expressed in English or Filipino as requested by the client. The client specifies the particular course/s to be described.

Office or Division:	Office of the Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Documentary Stamp/s (1)	Bureau of Internal Revenue
Clearance	Assessment Office
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbally state the details of request to the staff and present the copy of TOR. For online requests, access the Online Document Request Portal and complete the steps for requisition.	1. Check from the client's records if the requested course/s to be described was/were taken by the client. For requests done online, view the request in the ODR Portal. Approve/disapprove the request based on the client's records kept in the office. Once approved, process the document. Instruct the client to proceed to Assessment and Cashier's Office prior to the claiming of document.	None	30 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip Form	2. Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	*Administrative Aide VI* Office of the Registrar
3. Fill-up Request Slip Form	3. Guide the client in filling up the form and advise the client to proceed to the Assessment Office for the processing of clearance	None	5 minutes	*Administrative Aide VI* Office of the Registrar
4. Proceed to the Assessment Office for the processing of clearance.	4. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	4.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	4.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
5. Proceed to the Cashiers Office for the payment of the requested document	5. Receive payment and issue Official Receipt.	Certification - PHP 30/page of certification	3 minutes	*Administrative Aide VI* Cashier's Office
6. File the request to the Registrar's Office after securing clearance and paying document fee. For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	6. Search/encode the course/s to be described	None	5 days	*Administrative Aide VI* Office of the Registrar
	6.1 Check and verify the completeness and accuracy of the prepared document/s	None	30 minutes	*Administrative Aide VI* Office of the Registrar
	6.2 Head of Registration check and approve the processed certificate	None	30 minutes	*Administrative Aide VI* Office of the Registrar

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Sign in the Logbook and receive the requested documents	7. For requests done through ODR Portal, record the request details in the logbook. Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	PHP 30/page	5 days, 1 hour, 35 minutes	

12. Issuance of Form 137- Copy for Another School

Form 137 may be requested by another school where a high school graduate of the university is pursuing his/her higher education. Further, this may be also requested by a client for a certain purpose for which the document may be solely used for.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed request slip (if Form 137 is requested by another school) (1 Original)	School requesting copy of Form 137
Clearance Form (1 Original)	Integrated/Laboratory School
Documentary Stamp (1)	Bureau of Internal Revenue
Clearance	Assessment Office (for Personal Requests) Integrated School (if requested by another school)
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO (1 Original)	Client
For re-issuance of Form 137 to another school, the following may be presented: a) Letter of request from the school stating that they are responsible for the loss of document/s (In case that the school has lost the document) (1 Original) b) Affidavit of loss including a statement that the document is not yet forwarded to another school (In case that the client has lost the document) (1 Original)	School which received the first copy/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send the Request from another school and the clearance from the Integrated School	1. Receive, view, and validate the Request.	None	3 minutes	*Administrative Aide VI* Office of the Registrar
	1.1 Record the request details in the Logbook	None	3 minutes	*Administrative Aide VI* Office of the Registrar
	1.2 Process the Form 137 Access the client's file/records Encode the content of Form 137 Verify the accuracy of the encoded Form 137 against the attached credentials Review and approve the document	None	1 day, 7 hours and 39 minutes	*Head of Registration* *Administrative Aide VI* Office of the Registrar
2. Sign in the Logbook and receive the documents	2. Release the Form 137 2.1 Print the name of the receiving school and its address in a mailing envelope 2.2 Request the client to check the correctness of the data/information found in the document 2.3 Affix documentary stamp in the document 2.4 Place University dry seal in the document 2.5 Guide the client in signing in the Logbook	None	15 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**2 days**	

13. Issuance of Form 137- For Personal Use

Form 137 may be requested by another school where a high school graduate of the university is pursuing his/her higher education. Further, this may be also requested by a client for a certain purpose for which the document may be solely used for.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Clearance Form (1 Original)	Assessment Office
Documentary Stamp (1)	Bureau of Internal Revenue
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO (1 Original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Slip Form. For online requests, access the Online Document Request Portal and complete the steps for requisition.	1.1. Guide the client in filling up the form, secure clearance and pay document fee. 1.1.1. Verify and check the validity of data stated by the client/written in the request against the office's records. 1.1.2. Advise the client to proceed to the Assessment Office for the processing of clearance. 1.2. For requests done online, view the request in the ODR Portal. 1.2.1. Approve/disapprove the request based on the client's records kept in the office.	None	1 minute	*Administrative Aide VI* Office of the Registrar *Administrative Aide VI* Cashiering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.2. Once approved, process the document. Instruct the client to proceed to the Office of the Registrar to get the printed 1.2.2. Request Slip and then to Assessment and Cashier's Office before claiming of document.			
2. Proceed to the Assessment Office for the processing of clearance. For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
3. Proceed to the Cashiers Office for the payment of the requested document	3. Receive payment and issue Official Receipt.	Certification – PHP 100	3 minutes	*Administrative Aide VI* Cashier's Office

4. File the request in the Registrar's Office	4.1 Record in the Logbook the details of the request, including the Official Receipt Number.
	4.2 Process the Form 137
	    4.2.1 Access the client's file/records
	    4.2.2 Encode the content of Form 137
	    4.2.3 Verify the accuracy of the encoded Form 137 against the attached credentials
	    4.2.4 Review and approve the document
		None	1 day, 7 hours and 39 minutes	*Administrative Aide VI* Cashier's Office

5. Sign in the Logbook and receive the requested Form 137	5. Affix documentary stamps and dry seal in the document. Instruct the client to sign in the logbook for releasing the documents.	None	15 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**Certification – PHP 100**	**2 days**	

14. Issuance of Transfer Credentials (Certificate of Honorable Dismissal and Transcript of Records)

Transfer credentials are being issued only once to the students who will transfer to another school. Certificate of Honorable Dismissal certifies that the student is cleared of any accountabilities with the school and is eligible for transfer to another school. The Transcript of Records being issued bear the remarks "Granted Transfer Credentials".

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students who intend to transfer to another school and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Pre-Filled Request Form (1 Original)	Client
Documentary Stamps (2)	Bureau of Internal Revenue
Clearance	Assessment Office
Conditional Requirements:	
Form 137/TOR (if the student has not submitted a copy) (1 Original)	School last attended
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student
For re-issuance of Transfer Credentials, the following may be presented: 1. Letter of request from the school stating that they are responsible for the loss of document/s (In case that the school has lost the document) (1 Original) 2. Affidavit of loss including a statement that the document is not yet forwarded to another school (In case that the client has lost the document) (1 Original)	School which received the first copy/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the pre-filled Request Form and other documentary requirements.	1. Check for the completeness of the client's records. Advise the client to proceed to the Assessment Office for processing of clearance.	None	3 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 For online requests, access the Online Document Request Portal and complete the steps for requisition	1.1 For requests done online, view the request in the ODR Portal. 1.1.1 Approve/disapprove the request based on the client's records kept in the office. 1.1.2 Once approved, process the document. 1.1.3 Instruct the client to proceed to the Office of the Registrar to get the printed Request Slip and then to Assessment and Cashier's Office before claiming of document.			
2. Proceed to the Assessment Office for the processing of clearance. 1.2 For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
3. Proceed to the Cashiers Office for the payment of the requested document.	3. Receive payment and issue Official Receipt.	Certification - PHP 100 Certificate of Transfer Credential - PHP 50/page	3 minutes	*Administrative Aide VI* Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. File the request form to the Registrar's Office.	4. Process the documents 4.1 Prepare the Certificate of Transfer Credentials 4.2 Encode TOR through TOR Generation Portal and print the duplicate copy 4.3 Verify TOR through TOR Generation Portal 4.4 Certify TOR through TOR Generation Portal 4.5 Finalize and print TOR 4.6 Affix signatures in the printed TOR	None	2 days and 25 minutes	*Head, Registration Administrative Aide VI* Office of the Registrar
5. Sign in the Logbook and receive the requested Transfer Credentials	5. Release the documents 5.1 Request the client to check the correctness of the information found in the document 5.2 Affix documentary stamps and dry seal in the document 5.3 Instruct the client to sign in the logbook 5.4 Release the documents to the client	None	15 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**Certificate of Honorable Dismissal PHP 100** **Transcript of Records - PHP 50/page**	**3 days**	

15. Issuance of Transcript of Records

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the university, including transferred credits from other schools. This document may be issued as requested regardless of frequency and number of copies.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Pre-Filled Request Form (1 Original)	Client
Documentary Stamp/s (1/set)	Bureau of Internal Revenue
Clearance	Assessment Office
Conditional Requirements:	
Official Request from another school (if the TOR to be secured is for submission to another school) (1 Original)	School requesting for a copy of TOR
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the pre-filled Request Form and other documentary requirements.	1. Check for the completeness of the request and the documentary requirements. Verify client's records and advise the client to proceed to the Assessment Office for processing of clearance.	None	3 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 For online requests, access the Online Document Request Portal and complete the steps for requisition.	1.1 For requests done online, view the request in the ODR Portal. 1.1.1 Approve/disapprove the request based on the client's records kept in the office. 1.1.2 Once approved, process the document. 1.1.3 Instruct the client to proceed to the Office of the Registrar to get the printed Request Slip and then to Assessment and Cashier's Office before claiming of document.			
2. Proceed to the Assessment Office for the processing of clearance.	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Cashiers Office for the payment of the requested document. For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	3. Receive payment and issue Official Receipt.	First copy (undergraduate programs)- None Second Copy and all requests of clients in the graduate programs PHP 50/page	3 minutes	*Administrative Aide VI* Cashier's Office
4. File the request form to the Office of the Registrar.	4. Process the TOR 4.1 Record request details in the Logbook 4.2 Prepare the Certificate of Transfer Credentials 4.3 Encode TOR through TOR Generation Portal and print the duplicate copy 4.4 Verify TOR through TOR Generation Portal 4.5 Certify TOR through TOR Generation Portal 4.6 Finalize and print TOR 4.7 Affix signatures in the printed TOR	None	1 day, 7 hours, 25 minutes	*Head of Registration Administrative Aide VI* Office of the Registrar
5. Sign in the Logbook and receive the requested Transfer Credentials	5. Release the documents 5.1 Request the client to check the correctness of the information found in the document	None	15 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Affix documentary stamps and dry seal in the document 5.3 Instruct the client to sign in the logbook 5.4 Release the documents to the client			
	TOTAL:	First copy - None Second copy- Php 50/page	3 days	

16. Issuance of Duplicate Copy of Diploma

Diploma is a legal document certifying the completion of a degree program. For non-degree/diploma programs, Certificate is issued. The University President signs the second copy of the Diploma/Certificate. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

Office or Division:	Office of the Registrar -Pablo Borbon and Alangilan Campus
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who has graduation records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (1 Original)	Cashier's Office
Pre-Filled Request Form (1 Original)	Client
Clearance	Assessment Office
Conditional Requirements:	
Authorization Letter (1 original), Identification Card of the representative (1 Photocopy) and Identification Card of the student (1 Photocopy)	Authorized representative of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the pre-filled Request Form and other documentary requirements 1.1 For online requests, access the Online Document Request Portal and complete the steps for requisition.	1. Check for the completeness of the request and the documentary requirements. Verify client's records and advise the client to proceed to the Assessment Office for processing of clearance. 1.1 For requests done online, view the request in the ODR Portal. Approve/disapprove the request based on the client's records kept in the office. 1.2 Once approved, process the document.	None	3 minutes	*Administrative Aide VI* Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Instruct the client to proceed to the Office of the Registrar to get the printed Request Slip and then to Assessment and Cashier's Office before claiming of document.			
2. Proceed to the Assessment Office for the processing of clearance. 2.1 For the requests done through ODR Portal, proceed to the Office of the Registrar to claim the document.	2. Receive the required documents and check for completeness	None	1 minute	*Administrative Aide VI* Assessment Office
	2.1 Check the account of the student in the system.	None	12 minutes	*Administrative Aide VI* Assessment Office
	2.2 If with liabilities, advise the student to settle it first by paying the amount due; if none, the Request Slip Form will be stamped "CLEARED" and signed by the Assessment Staff In-charged.	None	1 minute	*Administrative Aide VI* Assessment Office
3. Proceed to the Cashiers Office for the payment of the requested document	3. Receive payment and issue Official Receipt.	PHP 400	3 minutes	*Administrative Aide VI* Cashier's Office
4. File the Request Form to the Office of the Registrar	4. Prepare the diploma 　4.1 Encode the Diploma 　4.2 Prepare Transmittal	None	3 hours, 25 minutes	*Head Administrative Aide VI* Office of the Registrar
	4.3 Signing of diploma	None	4 hours	*Vice Chancellor for Academic Affairs* VCAA Office
	4.4 Signing of diploma	None	2 days	*University President* Office of the University President

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Sign in the Logbook and receive the requested Transfer Credentials	5. Put dry seal in the document 5.1 Release the Diploma and instruct the client to sign the logbook	None	15 minutes	*Administrative Aide VI* Registrar's Office
	TOTAL:	**PHP 400**	**3 days**	

17. Approval of Application for Comprehensive Examination

Students in the graduate programs must undergo evaluation of the college and the Registrar's Office before taking the Comprehensive Examination.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students in the graduate programs who completed their academic courses and intend to take Comprehensive Examination

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card (Preferably Student's ID)			Client	
Filled-out Application Form for Comprehensive Examination (1 Original)			Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ send the filled-out Application Form to the Office of the Registrar	1. Receive the form and check the completeness of the information in the filled-out form.	None	5 minutes	*Administrative Aide VI* Registrar's Office
	Evaluate the application 1.1 Review the completeness and accuracy of the submitted credentials 1.2 Review the completeness of the uploaded grades 1.3 Input the grades in the program's curriculum 1.4 Approve the application	None	2 hours	*Head, Registration Administrative Aide VI* Office of the Registrar
2. Receive the approved Application Form	2. Photocopy/scan the approved form and provide the student with photocopied/scanned approved forms.	None	10 minutes	*Administrative Aide VI* Office of the Registrar
	TOTAL:	**None**	**2 hours, 15 minutes**	

SCHOLARSHIP OFFICE

1. Approval of Internally-Funded Scholarship/Financial Assistance Application
Approval of Internally Funded Scholarship/Financial Assistance applications for graduate school students and qualified dependents of BatStateU faculty and personnel who are enrolled in Integrated and Laboratory Schools.

Office or Division:	Scholarship Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Graduate School Students and Qualified Dependents of BatStateU Faculty and Personnel who are enrolled in Integrated School and Laboratory School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form (1 Original)	Scholarship Office
Certificate of Employment (1 Original)	Current Employer
Registration Form (1 Original)	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form at Scholarship and Financial Assistance Office together with other documentary requirements. (Note: Certificate of Employment is NOT required for BatStateU Faculty and Personnel Qualified Dependents.	1. Accept, evaluate and approve scholarship applications by the students via Scholarship System and inform the client to proceed to the Assessment Office for re-assessment of fees.	None	4 minutes	*Administrative Aide VI Assistant Director* Scholarship Office
2. Log the transaction in the SFAO log sheet.	2. Inform the client for the next procedure.	None	1 minute	*Administrative Aide VI* Scholarship Office
	TOTAL:	None	5 minutes	

2. Approval of Externally-Funded Scholarship/Financial Assistance via Scholarship System (Face to Face)

Approval of scholarship and financial assistance of scholars/grantees of externally funded grants via scholarship system.

Office or Division:	Scholarship Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students who are recipients of externally funded scholarship (private and government agency)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 Original)		Registrar's Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the certificate of registration at the Scholarship and Financial Assistance Office.	1. Accept, evaluate the grades of students via scholarship system and approve the grants for the applicable semester.	None	4 minutes	*Director Administrative Aide VI* Scholarship Office
2. Log the transaction in the SFAO log sheet.	2. Inform the client for the next procedure.	None	1 minute	*Administrative Aide VI* Scholarship Office
	TOTAL:	**None**	**5 minutes**	

3. Issuance of Scholarship/Non-Scholarship Certification

Issuance of scholarship/non-scholarship certification requested by the students.

Office or Division:	Scholarship Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip (1 Original)		Scholarship Office		
Registration Form/School ID (1 Original)		Registrar's Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request slip form at Scholarship and Financial Assistance Office.	1. Accept, validate records, prepare, and issue requested certification to the client.	None	7 minutes	*Asst. Director / Administrative Aide VI* Scholarship Office
2. Log the transaction in the SFAO log sheet.	2. Issue the Certificate of Scholarship / Non-Scholarship to the client.	None	1 day	*Administrative Aide VI* Scholarship Office
	TOTAL:	**None**	**1 day, 7 minutes**	

TESTING AND ADMISSION OFFICE

1. Admission Test of Incoming First Year College /College Transferees from other HEIs/ Graduate School/Professional Education/College of Law/College of Medicine
Process in taking admission test

Office or Division:	Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	• Incoming First Year College • College Transferees from other HEIs • Graduate School: College Graduates • Professional Education: Graduate of any baccalaureate degree • College of Law: Graduate of any baccalaureate degree • College of Medicine: Graduate of any 4-year allied health Bachelor's degree program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Test Permit (1 Original)	Testing and Admission Office
Valid ID (School ID or Any Government-Issued ID)	Incoming First Year Students/College Transferees
Official Receipt for Testing Fee (College of Law, Graduate School, Professional Education applicants only) (1 Original)	Cashiering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Check the submitted requirements	None	3 minutes	*Administrative Aide VI* Testing and Admission Office
2. Take the Admission Test	2. Administer Admission Test	None	2 hours	*Administrative Aide VI* Testing and Admission Office
	TOTAL:	**None**	**2 hours, 3 minutes**	

2. Admission Application for Integrated School/Laboratory School

Process for filing admission application

Office or Division:	Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	**Integrated/Laboratory School:** ● Nursery completer who is at least 4 years old for Kindergarten I applicants; ● Kindergarten I completer who is at least 5 years old for Kindergarten II applicants; ● Incoming Grade 1 applicants; Grade 2 to Grade 6 transferees; Grade 6 graduating students ● Incoming Grade 7 (Laboratory School)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled Out Application Form (Integrated School/Laboratory School)	Testing & Admission Office - Central Testing & Admission Office - ARASOF Nasugbu
2 recent 2" x 2" pictures of good quality, white background	Photo Studio
Birth Certificate - 1 Original, 1 Photocopy (For Kindergarten Applicants)	Philippine Statistics Authority
Previous report card based on current grade level (For Elementary and Grade 7 applicants) (1 Original)	Registrar's Office from current school
Official Receipt for Testing fee of PHP250.00 (For Kindergarten applicant) (1 Original)	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form and other documentary requirements.	1. For Integrated School/Laboratory School, evaluate the filled-out application form and other documentary requirements.	None	5 minutes	*Administrative Aide VI* Testing and Admission Office
2. Secure an Admission Test Permit	2. Release the Test Permit	None	3 minutes	*Administrative Aide VI* Testing and Admission Office
	TOTAL:	None	8 minutes	

3. Securing Admission Test Schedule for College Transferees from other HEIs/Graduate School/Professional Education/College of Law/College of Medicine

Process in securing admission test schedule

Office or Division:	Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	- College Transferees from other HEIs - Graduate School: College Graduates - Professional Education: Graduate of any baccalaureate degree - College of Law: Graduate of any baccalaureate degree - College of Medicine: Graduate of any 4-year allied health Bachelor's degree program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out application Form for Graduate School, College of Law, College of Medicine, Professional Education applicants (BatStateU-FO-TAO-01-C) 1 Original); For College Transferees (BatStateU-FO-Reg-12) Endorsement letter from the College (for Transferees) (1 Original)	Testing and Admission Office
Official Receipt for Testing fee of PHP 250.00 (Graduate School, Professional Education and College of Law applicants only) (1 Original)	Cashier's Office
Admission Test Permit (1 Original)	Testing and Admission Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1. Receive and check the submitted documentary requirements	None	3 minutes	*Administrative Aide VI* Testing and Admission Office
2. Secure test permit	2. Issue test permit	None	3 minutes	*Administrative Aide VI* Testing and Admission Office
	TOTAL:	**None**	**6 minutes**	

4. Securing Admission Results for College Transferees from other HEIs/Graduate School/Professional Education/College of Law/College of Medicine.

Process in securing admission results

Office or Division:	Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	• College Transferees from other HEIs • Graduate School: College Graduates • Professional Education: Graduate of any baccalaureate degree • College of Law: Graduate of any baccalaureate degree • College of Medicine: Graduate of any 4-year allied health Bachelor's degree program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Test Permit (1 Original)	Testing and Admission Office
Valid ID (Student ID, Driver's License, Passport)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Present the requirements. for College Transferees, College of Law and College of Medicine applicants, Notice of Admission shall be released only if there is prior endorsement from the College.	1. Receive and check the submitted requirements.	None	2 minutes	*Administrative Aide VI* Testing and Admission Office
2. Receive Notice of Admission	2. Release Admission Result to applicants.	None	1 minute	*Administrative Aide VI* Testing and Admission Office
	TOTAL:	**None**	**3 minutes**	

5. Psychological Test of Teaching and Non-Teaching Applicants

Process in taking psychological test

Office or Division:	Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Endorsed Teaching and Non-Teaching Applicants from Human Resource Management Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant's Valid Identification Card (Any Government-Issued ID)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Identification Card (ID) for verification	1. Receive and verify the Identification Card (ID) presented	None	2 minutes	*Administrative Aide VI* Testing and Admission Office
2. Take the Psychological Test	2. Administer the Psychological Test	None	2 hours, 30 minutes	*Administrative Aide VI* Testing and Admission Office
	TOTAL:	**None**	**2 hours, 32 minutes**	

CASHIER'S OFFICE

1. Collection of Tuition Fees and Other Fees	
This is a cashiering service. Enrolment-related fees are received by Cashier.	
Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Parents, or Authorized Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assessment Form (during enrollment)	Integrated School Department Graduate School - Department / Online Enrollment
Registration Form & Payment Slip (after enrollment)	Assessment Office

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

1. Pays tuition and other fees	1. Checks and verifies assessment form/ payment slip
	1.1 Accepts payment thru the following options:
	   1.1.1 Over the counter transaction or direct payment to the Cashier's Office
	   1.1.2 Through On-coll deposit to BatStateU Landbank Account
	   1.1.3 Through online: Log on to https://epaymentportal.landbank.com
	
	1.2 Issue receipt
		Integrated School
		
		Tuition Fee – PHP 30,000
		
		Insurance – PHP 50
		
		Undergraduate
		
		Tuition Fee – PHP 250/unit
		
		Registration – PHP 260
		
		Library Fee – PHP 622
		
		Athletic Fee – PHP 380
		
		Publication Fee – PHP 380
		
		Medical & Dental Fee – PHP 380
			3 minutes	*Administrative Aide VI* Cashier Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Guidance Fee – PHP 260		
		Laboratory Fee -PHP 751		
		NSTP – PHP 375		
		*ID – PHP 235		
		Anti-TB – PHP 15		
		SCUAA – PHP 130		
		Cultural Fee – PHP 173		
		Security Fee – PHP 173		
		HEMF – PHP 86/unit		
		Internet – PHP 300		
		SSC – PHP 25		
		Insurance – Php 50		
		**Non-Resident Fee – PHP 10,000		
		***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students *One time Fee – Payable every 1st Year 1st sem **Foreign Students ***For BS Nursing Students		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Graduate School/College of Law/ Master in Disaster Risk Management		
		Tuition Fee Masteral/Prof. Subject – PHP 500/unit		
		Tuition Fee Doctorate/Master in Disaster Risk Management– PHP 1,000/unit		
		Tuition Fee College of Law– PHP 1,100/unit		
		Registration Fee – PHP 380		
		Journal Fee – PHP 751		
		Library Fee – PHP 751		
		*ID – PHP 235		
		GDF – PHP 86/unit		
		Medical/Dental Fee – PHP 547.20		
		Laboratory Fee Master in Disaster Risk Management – PHP 2,500		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Laboratory Fee Doctorate – PHP 1,002 **Non-Resident Fee – PHP 10,000		
	TOTAL:	**Fixed Fees:** • **Insurance – PHP 50** • **ID – PHP 235** • **Journal Fee – PHP 751** • **Athletic Fee – PHP 380** • **Anti-TB – PHP 15** • **SCUAA – PHP 130** • **Cultural Fee – PHP 173** • **Security Fee – PHP 173** • **HEMF – PHP 86/unit** • **Internet – PHP 300** • **SSC – PHP 25** • **Publication Fee – PHP 380** • **Guidance Fee – PHP 260** • **NSTP – PHP 375** • **GDF – PHP 86/unit** • **Non-Resident Fee – PHP 10,000**	3 minutes	

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

		Case to Case Fees:
		
		RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students
		
		Fee varies per program:
		
		- **Tuition Fee**
		  - **Integrated School – PHP 30,000.00**
		  - **Undergraduate - PHP 250/unit**
		  - **Masteral/Prof. Subject – PHP 500/unit**
		  - **Doctorate/Master in Disaster Risk Management– PHP 1,000/unit**
		  - **College of Law– PHP 1,100/unit**
		
		- **Registration**
		  - **Undergraduate - PHP 260**		

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

		• **Graduate School - PHP 380**
		
		• **Library Fee**
		  • **Undergraduate - PHP 622**
		  • **Graduate School - PHP 751**
		
		• **Medical & Dental Fee**
		  • **Undergraduate - PHP 380**
		  • **Graduate School – PHP 547.20**
		  •
		• **Laboratory Fee**
		  • **Undergraduate - PHP 751**
		  • **Master in Disaster Risk Management – PHP 2,500**
		  • **Doctorate – PHP 1,002**		

EXTERNAL AFFAIRS OFFICE

1. Assistance to current and incoming Foreign Students with the enrollment process

This refers to the assistance of the External Affairs Office in the Constituent Campus to new and existing international students regarding their enrollment process based on the University policy.

Office or Division:	External Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Bio-page – 1 Original Copy	Department of Foreign Affairs - Country of Origin
Transcript of Records - 1 Original Copy	Ministry of Education in their Country of Origin
Diploma - 1 Original Copy	University last attended
Good Moral Certificate- 1 Original Copy	Ministry of Education in their Country of Origin
Police Clearance- 1 Original Copy	Government Agency of their Country of Origin
Birth Certificate- 1 Original Copy	Government Agency of their Country of Origin
Honorable Dismissal (for Masters and Doctorate Degree) - 1 Original Copy	University last attended
Accomplished Application Forms- 1 Original Copy	BatStateU - External Affairs Office
Certificate of Acceptance- 1 Original Copy	BatStateU - Registrar's Office
CHED Endorsement (for Transferees and change of course) - 1 Original Copy	CHED, Quezon City
Medical Clearance- 1 Original Copy	Bureau of Immigration Accredited Hospitals

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the availability of courses desired and requirements for admission	1. Hands out brochure and list of requirements needed for enrolment.	None	10 minutes	*Administrative Aide VI Head,* External Affairs Office
2. Submits original and copies of documents and other requirements	2. Collects documents and requirements for evaluation. 2.1 Referral to Testing and Admission Office for examination.	None	1 day	*Administrative Aide VI Head,* External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assist Foreign students for the enrolment procedure	3. Endorses the student to Registrar. Assist for the Assessment of Fees.	None	1 day	*Administrative Aide VI Head,* External Affairs Office
	TOTAL:	None	**2 days, 10 minutes**	

2. Assistance to Foreign and Local Students with: Renewal of Visa, Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to Student Visa, Downgrading of Student Visa and Application of Visa (for SIAP – Student Internship Abroad Program)

This refers to the assistance of the External Affairs Office in the Constituent Campus to local and international students on the visa concerns, specifically renewal, extension, conversion, downgrading, and visa application for SIAP.

Office or Division:	External Affairs Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign and Local Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Bio-page – 1 Original copy	Department of Foreign Affairs - Country of Origin
Transcript of Records- 1 Original copy	Ministry of Education in their Country of Origin
Accomplished Application Forms- 1 Original copy	BatStateU - External Affairs Office
Certificate of Acceptance- 1 Original copy	BatStateU - Registrar's Office
CHED Endorsement (for Transferees and change of course) - 1 Original copy- 1 Original copy	CHED, Quezon City
Medical Clearance	Bureau of Immigration Accredited Hospitals
1 Photocopy of BI school accreditation ID	BatStateU - External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collects requirements for Renewal/ Extension/ Conversion of Visa	1. Collects documents and requirements.	Special Study Permit – Php 8,000.00 Extension of Student Visa - Php 14,800.00 Conversion of Tourist Visa to Student Visa – Php 13,500.00 *(Depending on dollar exchange)*	1 day	*Administrative Aide VI/ Director* External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Checks and submit the documents for submission	2. Checks the requirements and documents submitted by the students and prepares them for submission to the Bureau of Immigration.	None	2 days	*Administrative Aide VI/ Director* External Affairs Office
3. Waits for the release of the visa and/or the passport	3. Updates on the availability of the passport from the Bureau of Immigration. Once available, proceed to pick up the passport.	None	1 month (paused-clock)	*Administrative Aide VI/ Director* External Affairs Office
	TOTAL:	**Special Study Permit – Php 8,000.00** **Extension of Student Visa - Php 14,800.00** **Conversion of Tourist Visa to Student Visa – Php 13,500.00**	**1 month, 3 days**	

3. Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance

This refers to the assistance of the External Affairs Office in the Constituent Campus to local and international students on the immigration clearance, CHED endorsement, and embassy clearance.

Office or Division:	External Affairs Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport- 1 Original copy	Department of Foreign Affairs - Country of Origin
Transcript of Records- 1 Original copy	Ministry of Education in their Country of Origin
Accomplished Application Forms- 1 Original copy	BatStateU - External Affairs Office
Certificate of Acceptance- 1 Original copy	BatStateU - Registrar's Office
CHED Endorsement (for Transferees)- 1 Original copy	CHED, Quezon City
Bureau of Quarantine Medical Clearance (extension)- 1 Original copy	Bureau of Quarantine, Manila
1 Photocopy of BI school accreditation ID	BatStateU - External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collects the documents needed	1. Collects documents and requirements for Immigration Clearance/ CHED endorsement or Embassy clearance	None	2 days	*Administrative Aide VI/ Director* External Affairs Office
2. Submit application of clearance or endorsement	2. Checks requirements and documents and submits them to the office concerned	None	1 day	*Administrative Aide VI/ Director* External Affairs Office
3. Verifies if Clearance/ Endorsement is Available	3. Calls and updates concerned offices if documents are not yet available and pick up of clearance or endorsement from Bureau of Immigration, CHED or Embassy once available.	None	10 days (Paused-clock)	*Administrative Aide VI/ Director* External Affairs Office
	TOTAL:	None	13 days	

4. Online assistance to incoming Foreign Students with the admission and enrollment process

This refers to the online assistance of the External Affairs Office in the Constituent Campus to incoming international students on the admission and enrollment process.

Office or Division:	External Affairs Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign Students from their Country of Origin

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Copy (1 each)	
Passport Bio-page	Department of Foreign Affairs - Country of Origin
Transcript of Records	Ministry of Education in their Country of Origin
Diploma	University last attended
Honorable Dismissal (for Masters and Doctoral Degree)	University last attended
Good Moral Certificate	Ministry of Education in their Country of Origin
Police Clearance	Government Agency in their country
Birth Certificate	Government Agency in their country
Accomplished Application Forms	BatStateU - External Affairs Office
Certificate of Appearance	BatStateU - Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through online platforms the availability of courses desired and requirements for admission	1. Send the BatStateU Brochure containing the list of requirements needed for admission and enrollment; enlists for assistance	None	1 hour	*Administrative Aide VI/ Director* External Affairs Office
2. Submit the scanned copy of the original documents and other requirements	2. Collect documents and requirements for evaluation; Update the status of their applications	None	1 day	*Administrative Aide VI/ Director* External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend interview and assessment of academic essay	4. Schedule for an online interview and assessment their academic essay	None	2 days	*Administrative Aide VI/ Director* External Affairs Office *Dean* Colleges *Administrative Aide VI* Testing and Admission Office
5. Assist Qualified foreign students for the enrollment procedure	5. Forward and endorse the documents of qualified foreign students to Registrar's Office; Assist for the Assessment of fees, Full payment including Non-Residence Fee is required for Foreign Students who will attend classes while in their respective countries of origin.	**Undergraduate** Tuition Fee – PHP 250/unit Registration – PHP 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – PHP 380 Medical & Dental Fee – PHP 380 Guidance Fee – PHP 260 Laboratory Fee -PHP 751 NSTP – PHP 375 *ID – PHP 235	2 hours	*Administrative Aide VI/ Director* External Affairs Office *Administrative Aide VI* Registrar's Office *Administrative Aide VI* Cashier Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Anti-TB – PHP 15		
		SCUAA – PHP 130		
		Cultural Fee – PHP 173		
		Security Fee – PHP 173		
		HEMF – PHP 86/unit		
		Internet – PHP 300		
		SSC – PHP 25		
		Insurance – Php 50		
		Graduate School/College of Law/Master in Disaster Risk Management		
		Tuition Fee Masteral/Prof. Subject – PHP 500/unit		
		Tuition Fee Doctorate/Master in Disaster Risk Management– PHP 1,000/unit		
		Tuition Fee College of Law– PHP 1,100/unit		
		Registration Fee – PHP 380		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Journal Fee – PHP 751 Library Fee – PHP 751 *ID – PHP 235 GDF – PHP 86/unit Medical/Dental Fee – PHP 547.20 Laboratory Fee Master in Disaster Risk Management – PHP 2,500 Laboratory Fee Doctorate – PHP 1,002 Non-Resident Fee – PHP 10,000 *One time Fee – Payable every 1st Year 1st sem		
	TOTAL:	**Fixed Fees:** - **Insurance – PHP 50** - **ID – PHP 235** - **Journal Fee – PHP 751** - **Athletic Fee – PHP 380** - **Anti-TB – PHP 15** - **SCUAA – PHP 130**	**3 days, 3 hours**	

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

		• **Cultural Fee – PHP 173**
		• **Security Fee – PHP 173**
		• **HEMF – PHP 86/unit**
		• **Internet – PHP 300**
		• **SSC – PHP 25**
		• **Publication Fee – PHP 380**
		• **Guidance Fee – PHP 260**
		• **NSTP – PHP 375**
		• **GDF – PHP 86/unit**
		• **Non-Resident Fee – PHP 10,000**
		
		Fee varies per program:
		• **Tuition Fee**
		  • **Integrated School – PHP 30,000.00**
		  • **Undergraduate - PHP 250/unit**
		  • **Doctorate/Master in Disaster Risk Management– PHP 1,000/unit**
		  • **College of Law– PHP 1,100/unit**		

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

		• **Registration**
		  • **Undergraduate - PHP 260**
		  • **Graduate School - PHP 380**
		
		• **Library Fee**
		  • **Undergraduate - PHP 622**
		  • **Graduate School - PHP 751**
		
		• **Medical & Dental Fee**
		  • **Undergraduate - PHP 380**
		  • **Graduate School – PHP 547.20**
		
		• **Laboratory Fee**
		  • **Undergraduate - PHP 751**
		  • **Master in Disaster Risk Management – PHP 2,500**
		  • **Doctorate – PHP 1,002**		

5. Assistance to External Partners

This service facilitates requests for benchmarking activities and campus visits. It ensures compliance with guidelines, evaluates requests, and coordinates permission to concerned offices to entertain the request of the external stakeholder.

Office or Division:	External Affairs Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	External Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter		Unit/Sponsor		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter indicating the nature of request, concerned offices/University Official and proposed activities.	1. Receipt and acknowledgement of the submitted request letter indicating the nature of request, concerned offices/University Official and proposed activities.	None	5 minutes	*Technical Staff for Local/National Linkages /Director* External Affairs Office
2. Approval of the request letter	2. Assessing and seeking the recommending approval of the VPDEA and final approval of the University President. If not approved, will edit and seek approval again.	None	2 days (paused-clock)	*Technical Staff for Local/National Linkages /Director* External Affairs Office
3. Coordinate with the External Affairs Staff for the approved date and for further details	3. Endorse the approved request letter to the contact person of the external stakeholder. Moreover, the request for the details of participants and their intended itinerary and activities shall be asked.	None	2 hours	*Technical Staff for Local/National Linkages /Director* External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the approved date of visit/benchmarking activity	4. Assist the external stakeholders in the whole duration of the visit/benchmarking activity.	None	1 day	*Technical Staff for Local/National Linkages /Director* External Affairs Office
	TOTAL:	**None**	**3 days, 2 hours, 5 minutes**	

EXTENSION SERVICES OFFICE

<table>
<tr><td colspan="6">1. Provision of Extension and Training Services
Expertise of the University that may help improve the capability of LGUs, GOs, NGOs, POs, Businesses and Industries. Various trainings on different fields of expertise are given to offices upon request to the University.</td></tr>
<tr><td>Office or Division:</td><td colspan="5">Extension Services Office</td></tr>
<tr><td>Classification:</td><td colspan="5">Highly Technical Transactions</td></tr>
<tr><td>Type of Transaction:</td><td colspan="5">G2C – for services whose client is the transacting public
G2B – for services whose client is a business entity
G2G – for services whose client is another government agency, government employee or official</td></tr>
<tr><td>Who May Avail:</td><td colspan="5">LGUs, GOs, NGOs, POs, Businesses and Industries</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="3">Letter of Request Addressed to the University President</td><td colspan="3">Requesting Office</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td colspan="2">PERSON RESPONSIBLE</td></tr>
<tr><td rowspan="3">1. Send letter of request to the Office of the University President</td><td>1.1 Receive the Request Letter from the requesting Agency.</td><td>None</td><td rowspan="3">3 days</td><td colspan="2" rowspan="3"><i>University President;
Administrative Assistant and/or Administrative Aide</i> Office of the University President

<i>Director,
Administrative Assistant and/or Administrative Aide</i> Extension Services Office</td></tr>
<tr><td>1.2 Forward request letter to the Office of the University President for information and possible comments</td><td>None</td></tr>
<tr><td>1.3 Forward request letter to the Office of the Director for Extension Services for appropriate action</td><td>None</td></tr>
<tr><td>2. Coordinate with the Office of the Director for Extension Services, and participate in the drafting of MOA/MOU if necessary</td><td>2. Conduct coordination meeting with the requesting agency regarding requested services
<i>Note: Drafting of MOA/MOU will follow only if the requested training will be for long-term engagement, and will involve financial and/or other forms of support from both parties</i></td><td>None</td><td>7 days</td><td colspan="2"><i>Director/ Head/ Coordinators</i> Extension Service Office

<i>Director,</i> Legal Office

<i>Focal Person</i> from the requesting party</td></tr>
</table>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend consultative meetings with the University Extension Service Office, and if MOA/MOU will be needed, attend the review of the terms and conditions	3.1 Conduct consultative meeting and orientation/ planning meeting with the requesting agency to determine training considerations and other requirements 3.2 Prepare extension proposal based on the agreed details of the training (including objectives, content, budget, resource person/s, location) and seek for the approval of the proposal 3.3 Identify subject matter specialist/ faculty expert/ resource person as required by the training 3. *Note: If the requesting party and ESO agreed on the training considerations, details and other requirements, the schedule of the training will be finalized.*	None	7 days	*Administrative Assistant and/or Administrative Aide* Extension Service Office *Focal Person* from the requesting party
4. Implement the training	4. Provide the requested training based on the agreed terms conditions *Note: Duration is always based on the agreement of both parties, hence, duration may vary*	None	1 day	*Director, Administrative Assistant and/or Administrative Aide* Extension Services Office
	TOTAL:	**None**	**17 days**	

HEALTH SERVICES

<table>
<tr><td colspan="6">1. Medical/Dental Examination of New Students
    New Students and returnees; and newly-hired employees are required to undergo medical/dental examination prior to enrolment or employment. The examination is done to obtain the present and past health status of the individual.</td></tr>
<tr><td colspan="2">Office or Division:</td><td colspan="4">Health Services</td></tr>
<tr><td colspan="2">Classification:</td><td colspan="4">Simple</td></tr>
<tr><td colspan="2">Type of Transaction:</td><td colspan="4">G2C – for services whose client is the transacting public</td></tr>
<tr><td colspan="2">Who May Avail:</td><td colspan="4">New Students/Transferees; New Employee</td></tr>
<tr><td colspan="3" align="center">CHECKLIST OF REQUIREMENTS</td><td colspan="3" align="center">WHERE TO SECURE</td></tr>
<tr><td colspan="3">Chest X-ray Reading (1 original)
Blood Type Result (1 original)
Drug Test (1 original)</td><td colspan="3">Hospital or DOH assisted Laboratory; Client</td></tr>
<tr><td align="center">CLIENT STEPS</td><td align="center">AGENCY ACTION</td><td align="center">FEES TO BE PAID</td><td align="center">PROCESSING TIME</td><td colspan="2" align="center">PERSON RESPONSIBLE</td></tr>
<tr><td>1. Sign in the Transaction Logsheet</td><td>1. Make the logsheet available to the client</td><td>None</td><td>1 minute</td><td colspan="2">Medical Assistant / Administrative Aide / Dental Assistant / Nurse
Health Services</td></tr>
<tr><td>2. Submit the required documents</td><td>2. Receive the documents and check for completeness</td><td>None</td><td>4 minutes</td><td colspan="2">Medical Assistant / Nurse
Health Services</td></tr>
<tr><td>3. Open Medical/Dental Form Student Portal</td><td>3. Review of form for accuracy of data given</td><td>None</td><td>5 minutes</td><td colspan="2">Medical Assistant / Nurse Health Services</td></tr>
<tr><td>4. Undergo Medical/ Dental Examination/ Evaluation</td><td>4. Assessment
History taking
Physical/ Dental Examination</td><td>None</td><td>30 minutes</td><td colspan="2">Nurse I / Nurse II / Medical Officer III / Dentist II / Part-time Physician / Part-time Dentist
Health Services</td></tr>
<tr><td>5. Sign out on the Transaction Logsheet</td><td>5. Make the logsheet available to the client</td><td>None</td><td>1 minute</td><td colspan="2">Medical Assistant / Administrative Aide / Dental Assistant / Nurse
Health Services</td></tr>
<tr><td></td><td align="right">TOTAL:</td><td>None</td><td>41 minutes</td><td colspan="2"></td></tr>
</table>

ICT SERVICES

1. Processing of ID Card of Students

To provide a common procedure in Processing of ID Card of Students

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form	Student Portal
Official Receipt of Payment	Cashier Office
ID Data (Electronic Photo and Signature)	Student Portal and ID Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students will present the registration form.	1. Verify student status if old or new student 1.1 Check the Registration form from the student and check if he is enrolled or not	None	1 minute	*Data Encoder* ICT Services
2. Students will present the official receipt of payment.	2. Check if the student has made payment, either via automated system or by inspection of Official Receipt. If no payment has been made, advise the student to settle the amount due for ID processing	None	1 minute	*Data Encoder* ICT Services
3. Students will upload the ID data (photo and signature) through the Student Portal.	3. Request the employee/ faculty member to have his fingerprint scanned on the scanner	None	2 minutes	*Data Encoder* ICT Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Verify/confirm the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results in an unsuccessful match, repeat the previous step and register another fingerprint.			
	3.2 Save and update the employee / faculty member record.	None	1 minute	*Data Encoder* ICT Services
	TOTAL:	**None**	**5 minutes**	

LIBRARY

<table>
<tr><td colspan="4">1. Accommodation of Non-BatSateU Researcher
Assistance provided to non-BatStateU library users seeking information and research needs.</td></tr>
<tr><td colspan="2">Office or Division:</td><td colspan="2">Library</td></tr>
<tr><td colspan="2">Classification:</td><td colspan="2">Simple</td></tr>
<tr><td colspan="2">Type of Transaction:</td><td colspan="2">G2C – Government to Citizen</td></tr>
<tr><td colspan="2">Who May Avail:</td><td colspan="2">Students, Faculty and Employee, Public</td></tr>
<tr><td colspan="2" align="center">CHECKLIST OF REQUIREMENTS</td><td colspan="2" align="center">WHERE TO SECURE</td></tr>
<tr><td colspan="2">One (1) Valid ID
(Student ID / Registration Form / Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID</td><td colspan="2">Available from the respective institution/agency</td></tr>
<tr><td colspan="2">One (1) Referral Letter</td><td colspan="2">Endorsed by the Head Librarian or any authorized person from the institution/agency</td></tr>
</table>

<table>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
<tr><td colspan="5">ONLINE SCHEDULING</td></tr>
<tr>
<td>1. Check the BatStateU Library website or Facebook Page for the library's schedule and accommodation capacity. Fill out the online scheduling form for Non-BatStateU Researcher available on the Library Website through chat ELVIRA, at least 2 days before the target visit.</td>
<td>1. Monitoring of request.</td>
<td>None</td>
<td>5 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>2. Attached the referral letter and scanned copy of valid ID in the online scheduling form.</td>
<td>2. Evaluate the validity of the attached files and the completeness of data needed. Check the availability of the target date of visit.</td>
<td>None</td>
<td>10 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
</table>

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Non-BatStateU researchers will not be accommodated during Examination Week, other university Activities, holidays, and class/work suspension. *For researchers in group, indicate all the names in the online scheduling form.*	*If the target date of visit is not available, the requestor will be notified and will be given available option / schedule.* 2.2 Send the notification / confirmation email through elvira.librarypb@g.batstate-u.edu.ph			
3. Check the email account used in the form for the status of request and/or confirmation of the schedule/notification.	3. Monitor the response / any other concern.	None	5 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**20 minutes**	

OFFICE OF STUDENT AFFAIRS AND SERVICES – OFFICE OF STUDENT DISCIPLINE

1. Evaluation for the Request of New ID
Receive, evaluate and approve the Request Form for New ID

Office or Division:	Office of Student Affairs and Services - Office of Student Discipline
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for New ID Form	OSAS, OSD Head/Coordinators
Registration Form	Registrar's Office
Request letter (first time requesting for new ID if lost)	Students/Parents
Affidavit of Loss (2nd time requesting for ID if lost)	Notary Public
Old ID (if torned/defaced)	Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request for New ID form together with other requirements	1. Evaluate and release the approved request for new ID	None	8 minutes	*Administrative Aide VI and Head* Office of Student Discipline
2. Log in the request of New ID logbook	2. Check if properly logged and inform student to pay 180 at the cashier office	None	2 minutes	*Administrative Aide VI* Office of Student Discipline
	TOTAL:	**None**	**10 minutes**	

2. Request for Non-Wearing of School Uniform

Evaluation for the approval and release of the request of non-wearing of school uniform

Office or Division:	Office of Student Affairs and Services - Office of Student Discipline
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form for non-wearing of uniform	OSD Personnel
Registration Form	Registrar's Office
Acceptance form (for OJT Students)	Company
Approved letter of the activity (For Student Organizations)	Student
Medical Certificate (injured or pregnant)	Infirmary
Certification from barangay, police or any proper authorities (in case of fire, flood, other emergency situations)	Barangay, Police and other Proper Authorities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request for non-wearing of uniform form with necessary requirements	1. Evaluate and approve the request	None	8 minutes	*Administrative Aide VI and Head* Office of Student Discipline
2. Log in for Request for non-wearing of uniform logsheet	2. Verify if properly logged	None	2 minutes	*Administrative Aide VI* Office of Student Discipline
	TOTAL:	**None**	**10 minutes**	

3. Request for Temporary Gate Pass
Provide temporary gate pass to requesting students

Office or Division:	Office of Student Affairs and Services - Office of Student Discipline
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out request form for temporary gate pass	OSD Personnel
Letter of request	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished request form and letter of request at the OSD	1. Evaluate documents and approve	None	5 minutes	*Administrative Aide VI and Head* Office of Student Discipline
2. Log in Gate Pass Log Sheet	2. Verify if properly logged	None	2 minutes	*Administrative Aide VI* Office of Student Discipline
	TOTAL:	**None**	**7 minutes**	

STUDENT ORGANIZATIONS

1. Approval of Application for Student Assistantship (Face to Face)	
Students who are currently enrolled, except for first year students, may apply as Student Assistants.	
Office or Division:	Student Organizations
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students with at least 1 year residency in the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Photocopy of Previous Registration Form (with enrolled 18 units of academic load)	Registrar's Office
One (1) Photocopy of Current Registration Form (with minimum of 18 units of academic load or as required by their respective curriculum excluding On-the-Job Training)	Registrar's Office
One (1) Photocopy of Report of Grades of previous semester (must not have received a grade of 5.00 or dropped)	Registrar's Office
One (1) Printed Copy of Official Class Schedule, current	College/ Department
One (1) pc. 2x2 Colored ID Picture	Provided by the students
Student Assistantship Application Form	Student Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements at the Office of Student Organizations	1. Check the completeness of the documents as to its content and signatories.	None	7 minutes	*Admin Aide VI and Head* Office of the Student Organizations
2. Log the transaction	2. Issue Daily time record	None	3 minutes	*Admin Aide VI* Office of the Student Organizations
	TOTAL:	**None**	**10 minutes**	

2. Approval of Application for Recognition/Renewal of Student Organizations

Verifying the attached documents for application for recognition/renewal of student organizations

Office or Division:	Student Organizations
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student Organization Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form for Application for Organization Recognition/Renewal	Office of Student Organizations
Commitment letter of the adviser	Office of Student Organizations
Certification of academic qualifications	Student Organization
Profile of student organization	Student Organization
List of members	Student Organization
History of the student organization	Student Organization
Declaration of the organization's revolving fund	Student Organization
Ratified Constitution and by-Laws	Student Organization
Student Organization Adviser and Officers' Profile	Student Organization
Plan of Activities	Student Organization
List of Officers' Specimen Signature	Student Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents at the SO for the application for Renewal/Recognition of the Student Organizations	1. Check the completeness of the attachments and evaluate the documents for application/renewal for recognition	None	6 days	*Admin Aide VI* Office of the Student Organizations
2. Log in the application for Renewal/ Recognition Logbook and wait for the feedback	2. Check proper logging Include in the list of recognized student organizations and Issue certificate of recognition	None	1 day	*Admin Aide VI* Office of the Student Organizations
	TOTAL:	None	7 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE				
3. Online Transaction	3. Application for renewal/recognition and attachments are sent to the email address studentorganization.pb@g.batstate-u.e du.ph	None	7 days	*Admin Aide VI and Head* Office of the Student Organizations
	TOTAL:	**None**	**7 days**	

3. Approval of Student Activities

Evaluating the request of student organizations to conduct activities

Office or Division:	Student Organizations
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student Organization Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local In-Campus Activity Checklist	
Program	Student Organizations
Budget Proposal	Student Organizations
Resolution of the organization	Student Organizations
Copy of the Approved Plan of Activities	Student Organizations
Parent's or Guardian's consent (Waiver)	Student Organizations
Minutes and attendance of the meeting	Student Organizations
Faculty-in-charge	Student Organizations
For physical activities:	
Medical Certificate	Infirmary
First Aid Kit	Infirmary
Insurance	Resource Generation Office
Emergency preparedness plan to be given to students and stakeholders	Student Organizations
Local Off-campus Activity Checklist (CHED Memorandum Order No. 63, s. 2017)	
Curriculum Course Syllabus which reflects the relevance of requiring an educational tour and field trip	College
Destination	Student Organizations
Handbook / Manual	Office of Student Affairs and Services
Consent of the Parents or Student's Guardian Duly notarized / subscribed consent	Student Organization Officers/ Members, Notary public
Medical Clearance of Students	Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personnel-In-Charge Designation or order from the Administration indicating personnel-in-charge role and responsibilities before, during and after off-campus activities. Relevant certificate on first-aid training	Student Organizations
First Aid Kit	Infirmary
Fees/Fund Source Duly approved schedule of fees	Student Organizations
Insurance Proof of insurance provision	Resource Generation Office
Mobility of Students Updated/valid documents pertaining to registration, insurance coverage, driver's license, assurance of roadworthiness, among others.	Student Organizations
LGUs/ NGOs • Copy of the letter sent to the LGUs • Copy of acknowledgement letter from the LGUs	Local Government Units/Non-Government Organizations
Activities • Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders • Appointment with conforme of Personnel-in-charge • Itinerary • Handy information materials for students • Emergency preparedness plan	Student Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face				
1. Present the Letter of Request with required attachments/ documents for evaluation	1. Evaluate and verify the required attachments/ documents and recommend for approval	None	2 days	*Admin Aide VI and Head* Office of the Student Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Log in the Evaluation of Student Activities logbook	2. Check proper logging Inform the students to proceed to the next office for signature	None	5 minutes	*Admin Aide VI and Head* Office of the Student Organizations
	TOTAL:	**None**	**2 days, 5 minutes**	
Online				
1. Send the requirements to email address studentorganization.pb@g.batstate-u.edu.ph	1. Evaluate and verify the required attachments/ documents and recommend for approval	None	2 days	*Admin Aide VI and Head* Office of the Student Organizations
	2. Log in the Evaluation of Student Activities logbook	None	5 minutes	*Admin Aide VI and Head* Office of the Student Organizations
	TOTAL:	**None**	**2 days and 5 minutes**	

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS – OFFICE OF GUIDANCE AND COUNSELLING

1. Issuance of Certificate of Good Moral Character (CGMC) (Face to Face)	
This certification is issued upon request of the bearer for whatever purpose it may serve. The office aims to assist and serve all students and former students of Batangas State University to achieve their mission and goals in life.	
Office or Division:	Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students and former students of Batangas State University
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For School Requirement:	
Accomplished Exit Interview Form	OGC
Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR
For employment, Licensure Exams & Further Studies:	
Diploma or TOR (1 photocopy)	Registrar's Office
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR
For Scholarship Purposes:	
Application form of scholarship (1 photocopy)	Concerned agency/ organization
Registration form of the current semester (1 photocopy)	Registrar's Office
Grades from previous semester (1 photocopy)	Registrar's Office
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR

For TOSA Applicants:	
TOSA Application form of scholarship - for scholars only (1 photocopy)	SOA
Registration form of the current semester (1 photocopy)	Registrar's Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any proof of application of honors/awards to any organization (1 photocopy)	Concerned organization
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR
For students who will represent the University in regional/ national/ international competitions:	
Registration form of the current semester (1 photocopy)	Registrar's Office
Approved letter of the event and any proof that the student is part of the competition (invitation, application or line-up of players) (1 photocopy)	Concerned office/college/person
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Documentary Stamp (1 piece)	BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC)	1. Checks and verifies the completeness of the requirements as to content and signatories and process the CGMC	Php 30.00 (except for OJT and students who will represent the University in regional/national/ international competitions)	25 minutes	*Guidance Facilitator/ Head/ Coordinator* Office of Guidance and Counselling *Dean/ Associate Dean* Concerned Colleges
2. Accept CGMC from the Guidance Facilitator/ Guidance Head and log in to the logbook.	2. Inform the client to log in the logbook	None	5 minutes	*Guidance Facilitator/ Head/ Coordinator* Office of Guidance and Counselling
	TOTAL:	**Php 30.00**	**30 minutes**	

2. Issuance of Admission Slip (Face to Face)

An admission slip documents absence and tardiness and causes of such. It is issued to lessen or prevent absenteeism and tardiness among officially enrolled college students of Batangas State University.

Office or Division:	Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All officially enrolled college students of Batangas State University who are always absent and/or tardy in class.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Report of Absences Form	OGC
Excuse letter signed by parent or guardian (1 photocopy of ID of parent/guardian who signed the excuse letter) with any of the following, as applicable:	
a. Medical certificate in case of health reasons (1 photocopy)	Physician or clinic
a. Death certificate in case of death of a relative (1 photocopy)	Local Civil Registry
b. Approved letter of the activity for school related activities (1 photocopy)	Concerned office/college/person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC) and undergoes interview	1. Checks and verifies the completeness of the requirements as to content and signatories, conducts interview, and processes the issuance of admission slip	None	14 minutes	*Guidance Facilitator/ Head/ Coordinator* Office of Guidance and Counselling
2. Accepts admission slip from Guidance Facilitator/ Guidance Head and logs out to the record book for released admission slip	2. Inform the client/student to log in the logbook.	None	1 minute	*Guidance Facilitator/ Head/ Coordinator* Office of Guidance and Counselling
	TOTAL:	None	15 minutes	

INTERNAL SERVICES

CASHIER'S OFFICE

<table>
<tr><td colspan="5">1. Releasing of Salary, Honorarium, Allowances, Grants, Etc.
This is a disbursing service. Salary, Honorarium, Allowances, Grants and other stipends in the form of cash are claimed at the Cashiering Office.</td></tr>
<tr><td>Office or Division:</td><td colspan="4">Cashier's Office</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C – Government to Citizen</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">BatStateU Personnel, Students or Authorized Representative</td></tr>
<tr><td colspan="2" style="text-align:center">CHECKLIST OF REQUIREMENTS</td><td colspan="3" style="text-align:center">WHERE TO SECURE</td></tr>
<tr><td colspan="2">BatStateU ID (or any proof of identity with picture and signature)</td><td colspan="3">Claimant & Authorized Representative</td></tr>
<tr><td colspan="2">Authorization Letter, if representative claims on behalf of claimant (1 Original)</td><td colspan="3">Claimant</td></tr>
<tr><td style="text-align:center">CLIENT STEPS</td><td style="text-align:center">AGENCY ACTION</td><td style="text-align:center">FEES TO BE PAID</td><td style="text-align:center">PROCESSING TIME</td><td style="text-align:center">PERSON RESPONSIBLE</td></tr>
<tr><td>1. Claim the salary/ honorarium/ allowances/ grants, etc., from the issuing staff of the office</td><td>1. Check and verify the identity of the claimant by requesting the proof of identity like ID Card and authorization letter, if the stipend is claimed by a representative.</td><td>None</td><td>2 minutes</td><td>Administrative Aide VI Cashier Office</td></tr>
<tr><td>2. Sign the Disbursement Voucher or Payroll and in the logbook.</td><td>2. Double check if the amount indicated in the DV/payroll and the cash inside the pay envelop are the same.</td><td>None</td><td>1 minute</td><td>Administrative Aide VI Cashier Office</td></tr>
<tr><td></td><td>2.1 Release the stipend to the claimant.</td><td>None</td><td>1 minute</td><td>Administrative Aide VI Cashier Office</td></tr>
<tr><td></td><td>TOTAL:</td><td></td><td>3 minutes</td><td></td></tr>
</table>

2. Issuance of Certificate of Payment of GSIS, PhilHealth and Pag-Ibig Contributions and Loans

Cashiering Office maintains the records of remittances for GSIS, PhilHealth and Pag-Ibig. The certificates can be requested for different personal purposes.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Permanent, Contractual and Job Order Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip Form (1 Original)	Cashiering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request slip form.	1. Check and verify the data indicated in the request slip form.	None	1 minute	*Administrative Aide VI* Cashier Office
	1.1 Gather the file folder of the requestor.	None	5 minutes	*Administrative Aide VI* Cashier Office
	1.2 Prepare the Certificate of Payments: Premium Contributions; or Loan Payments	None	45 minutes	*Administrative Aide VI* Cashier Office
	1.3 Review and sign the Certificate of Payment.	None	5 minutes	*Head* Cashier Office
2. Sign the logbook as confirmation of receipt.	2. Issue the Certificate of Payment	None	1 minute	*Administrative Aide VI* Cashier Office
	TOTAL:	**None**	**57 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

1. Issuance of Certificate of Employment & Service Record	
The Certificate of Employment & Service Record is issued to both employed and formerly employed Faculties and Employees. A Certificate of employment contains position, office, duration of employment, salary and purpose, while a service record contains detailed information of appointment and the purpose.	
Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty, Employees and Separated Faculty and Employees *Service record is not applicable for Part-time Faculty & Job Order

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For currently employed: Online Request of Certificate of Employment or Service Record	For currently employed: Accomplish online form at http://dione.batstate-u.edu.ph/employee
For former employee: Fully accomplished request slip for separated faculty and employee (1 original copy) Accomplished Clearance for separated faculty and employee (1 original copy)	For former employee: Human Resource Management Office –Employment Record Section Human Resource Management Office –Employment Record Section and/or Compensation & Relations Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished request slip	1.1 Receive, check, and verify submitted request slip or the request lodged through the Human Resource Management System. Check if he/she is cleared from all the liabilities for separated faculty or employee.	None	5 minutes	*Administrative Assistant II* HRMO-Employment Record/Compensation & Relations Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Check and verify from file the requested record as to the correctness and accuracy.	None	5 minutes	*Administrative Assistant II* HRMO-Employment Record/Compensation & Relations Section
	1.2 Encode and print the requested record and endorse to HR Assistant Director for countersign.	None	5 minutes	*Assistant Director Administrative Assistant II* HRMO-Employment Record/Compensation & Relations Section
	1.3 Endorse to the Director, Administration Services for signature if record requested is to be used for purposes other than GSIS	None	3 hours 40 minutes	*Director* Administration Services
	1.4 Endorse to the Vice President for Administration and Finance for signature if record requested is to be used for GSIS purposes	None	4 hours	*Vice President* Administration and Finance
2. Receive the certificate of employment/ service record. Sign in the logbook.	2. Notify the client as to the readiness of the certificate/ service record through HRMS/Email/Phone call. Release the certificate of employment/ service record.	None	5 minutes	*Administrative Assistant II* HRMO-Employment Record/Compensation & Relations Section
	TOTAL:	**None**	**1 day**	

EXTERNAL AFFAIRS OFFICE

1. Assistance to Internal Offices for Foreign Travel
This service facilitates requests for the approval of foreign travel of concerned office, official and students. It ensures compliance with guidelines, evaluates documents, and submit the Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges to CHED IAS

Office or Division:	External Affairs Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Internal Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements for the Approval of Request for Foreign Travel	Office of the Secretary of the University and of the Board of Regents
Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges	Unit/Sponsor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collect complete Requirements for the Approval of Request for Foreign Travel	1. Receipt and acknowledgement of the submitted documents	None	5 minutes	*Technical Staff for Internationalization/ Director* External Affairs Office
2. Check and submit the documents for submission	2. Check the requirements and documents submitted and prepares them for submission to the Office of the Vice President for Development and External Affairs.	None	2 days	*Technical Staff for Internationalization/ Director* External Affairs Office
3. Wait for the release of the Authority to Travel and Secretary Certificate issued by the OUP and Board Secretary	3. Submit the signed documents to OUP for approval. 3.1 If approved, the signed Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges will be endorsed to CHED IAS for approval.	None	15 days	*Technical Staff for Internationalization/ Director* External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Then, once approved, the complete documents will be endorsed to the Office of the Secretary of the University and of the Board of Regents for Board Approval.			
	TOTAL:	None	17 days, 5 minutes	

ICT SERVICES

1. Systems and Applications Development
To provide a common procedure in Systems and Applications Development

Office or Division:	ICT Services
Classification:	Highly Technical Transaction
Type of Transaction:	G2G – Government to Government
Who May Avail:	End-Users

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Software Requirements Specifications		End-users
Completion and Acceptance Certificate		End-users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the System Request Form with the attached Software Requirements Specifications (SRS)	1. Receive, review and comment on the request.	None	2 days (paused-clock)	*Computer Programmer, Director* ICT Services
	1.1 For the new system request, the system request form will be forwarded to the office of the Vice President for Development and External Affairs (OVPDEA) for approval.	None	3 days (paused-clock)	*VP DEA* Office of the Vice President for Development and External Affairs
2. Attend the meeting with the programmer and state their evaluation and approval	2. Conduct a joint meeting with the end user and Software Development Team (SDT) to identify needs and to establish the requirements of the client. The output of this activity is the System or Application Software Requirements Specifications (SRS).	None	3 hours (paused-clock)	*Computer Programmer/ Director* ICT Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Create a project plan based on the software development life cycle. The plan should also include an implementation plan listing all the specific activities with their expected deliverables and milestones	None	5 months (paused-clock)	*Computer Programmer/ Director* ICT Services
3. Attend the meeting with the programmer and state their evaluation and approval.	3. Conduct a meeting to present the project plan to the end user for their confirmation and approval	None	4 hours (paused-clock)	*Computer Programmer/ Director* ICT Services
	3.1 If the end user didn't approve the project plan, make necessary adjustments to satisfy all the end user's requirements	None	5 months (paused-clock)	*Computer Programmer* ICT Services
	3.2 Conduct team workshops to prepare the initial system design	None	1 day	*Computer Programmer* ICT Services
	3.3 Convert the system design to program codes	None	5 months (paused-clock)	*Computer Programmer* ICT Services
	3.4 Subject all modules to unit testing then perform integration testing to analyze all the functions of the system	None	5 months (paused-clock)	*Computer Programmer* ICT Services
	3.5 Check the system for errors, bugs, and/or glitches		5 months (paused-clock)	*Computer Programmer* ICT Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Coordinate and collaborate with the programmer during the demonstration and training.	4. Perform installation process to the end user's workplace. If error/s occurred, review and make necessary corrections/adjustments to the system design 4.1 Demonstrate to the end user all the functionalities of the developed system 4.2 Assess the client's satisfaction on the performance of the system 4.3 Solicit all the modifications and additional requirements from the end user 4.4 Conduct training to all end users	None	5 months (paused-clock)	*Computer Programmer* ICT Services
5. Report any technical issues encountered.	5. Provide technical support and assistance to sustain and monitor the performance of the system	None	5 months (paused-clock)	*Computer Programmer* ICT Services
6. Issue a Completion and Acceptance Certificate for the developed system.	6. System maintenance will follow and enhance if there are any requests from the end-users.	None	5 months (paused-clock)	*Computer Programmer* ICT Services
	TOTAL:	**None**	**5 months (paused-clock)**	

2.Registration to Automated Attendance and Time Monitoring System

To provide a common procedure in Registration to Automated Attendance and Time Monitoring System

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public
Who May Avail:	Employees and Faculty Members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Number		ID Services		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ID data will be sent by the staff of HRMO via google sheets	1. The details from the google sheets will be encoded to the Employee ID system 1.1. Once the ID data was encoded, the Employee ID System will generate the ID number of the employee and it will be provided to HRMO for them to inform the newly hired personnel	None	3 minutes	*Data Encoder* ICT Services
	1.2. If the personnel is personally at the university premises, he can proceed to the ICT office to have his fingerprint scanned on the scanner 1.3. Search the record of the employee / faculty member to the Automated Time Personnel Management System	None	2 minutes	*Data Encoder* ICT Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The employee and faculty member will scan their fingerprint to the scanner	2. Request the employee / faculty member to have his fingerprint scanned on the scanner 2.1. Verify/confirm the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results in an unsuccessful match, repeat the previous step and register another fingerprint.	None	2 minutes	*Data Encoder* ICT Services
	2.2. Save and update the employee / faculty member record.	None	1 minute	*Data Encoder* ICT Services
	TOTAL:	**None**	**8 minutes**	

3. Processing of ID Card of Employees and Faculty Members

To provide a common procedure in Processing of ID Card of Employees and Faculty Members

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public
Who May Avail:	Employees and Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card	Human Resource and Management Office
Official Receipt of Payment	Cashier Office
ID Data (Electronic Photo and Signature)	ID Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ID data will be sent by the staff of HRMO via google sheets	1. The details from the google sheets will be encoded to the Employee ID system 1.1 Once the ID data was encoded, the Employee ID System will generate the ID number of the employee and it will be provided to HRMO for them to inform the newly hired personnel 1.2 If the personnel is personally at the university premises, he can proceed to the ICT office to have his fingerprint scanned on the scanner	None	5 minutes	*Administrative Asst. II* ICT Services

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Search the record of the employee / faculty member to the Automated Time Personnel Management System			
2. The employee and faculty member will scan their fingerprint to the scanner	2. Request the employee / faculty member to have his fingerprint scanned on the scanner 2.1 Verify/confirm the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results in an unsuccessful match, repeat the previous step and register another fingerprint. 2.2 Save and update the employee / faculty member record.	None	3 minutes	*Data Encoder* ICT Services
	TOTAL:	**None**	**8 minutes**	

4. Repair, Troubleshooting and Installation Services

To provide a common procedure in Repair, Troubleshooting and Installation Services

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Employees and Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Service Request Form	ICT Services Online System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the complete details for the request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues.	1. Receive request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues	None	1 minute	*Computer/ Network Technician* ICT Services
	1.1 Log and record the details of the service request for documentation, retrieval and monitoring. 1.2 Accomplish and print the ICT Service Request Form thru the ICT Services Management System	None	2 minutes	*Admin Assistant II* ICT Services
	1.3 Actual inspection and analysis of the service request on site 1.4 Provide the necessary technical assistance to the client 1.5 Test and evaluate the service provided	None	3 hours (paused-clock)	*Computer/ Network Technician* ICT Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the ICT Service Survey Form	2. Accomplish the service report and request the client to complete the ICT Service Survey form at the bottom part of the Service Request Form	None	2 minutes	*Computer/ Network Technician* ICT Services
	TOTAL:	**None**	**3 hours, 5 minutes**	

EXTERNAL/INTERNAL SERVICES

CASHIER'S OFFICE

<table>
<tr><td colspan="2">1. Collection of Payment.
This is a cashiering service. Payments for the processing of these documents are received by the cashier.</td></tr>
<tr><td>Office or Division:</td><td>Cashier's Office</td></tr>
<tr><td>Classification:</td><td>Simple</td></tr>
<tr><td>Type of Transaction:</td><td>G2C – Government to Citizen</td></tr>
<tr><td>Who May Avail:</td><td>Students, Parents, Alumni, Suppliers, Contractors or Authorized Representative</td></tr>
</table>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (1 Original)	Assessment Office
Request Slip Form (1 Original)	Registrar's Office
Payment Slip or Order of Payment (1 Original)	Accounting Office/ Resource Generation Office/ BAC/ Dormitory/ Graduate School/ General Services Office/ Testing and Admission Office/ Procurement Office/ Property and Supply Office
Payment (cash, check, etc.)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON REPONSIBLE
1. Pays fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash, Advance, Bidder's Bond, etc.)	1. Checks and verifies order of payment or clearance form and the request slip. 1.1 Accept payment	TOR - PHP 50/page Diploma - PHP 400/page Certification - PHP 30/page Honorable Dismissal – PHP 100/page 2nd copy of Registration Form - PHP 15 2nd copy of ID - PHP 180	3 minutes	*Administrative Aide VI* Cashier Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Authentication - PHP 20/page		
		Graduation Fee for IS - PHP 500		
		Graduation Fee for Graduate School - PHP 1,000		
		Reservation Fee for IS – PHP 3,000		
		Certificate of Good Moral Character - PHP 30		
		Vehicle Sticker - PHP 100		
		Form 137 - PHP 100		
		Exam Fee for IS & Graduate School - PHP 250		
		Return of Cash Advance = amount request – total disbursements		
		Light (Electricity Consumption) = Consumption in kwH X Php 12.00		
		Water Consumption = Consumption in cuM x Php 30		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		
		Performance Bond – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		
		Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commision = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		
		Comprehensive Exam for Master's Degree - PHP 1,000		
		Comprehensive Exam for Doctorate Degree - PHP 1,500		
		Dorm Rental - PHP 2,000		
		Bidding documents – Project ABC 500,000 and below – Php 500.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Project ABC more than 500,000 up to 1 Million – Php 1,000.00		
		Project ABC more than 1 Million up to 5 Million – Php 5,000.00		
		Project ABC more than 5 Million up to 10 Million – Php 10,000.00		
		Project ABC more than 10 Million up to 50 Million – Php 25,000.00		
		Project ABC more than 50 Million up to 500 Million – Php 50,000.00		
		Project ABC more than 500 Million – Php 75,000.00		
		Bid Security – Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		
		Bid Security – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Bid Security – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commision = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) Library Fine - PHP 10/book/ material per day of delay of return Hostel Accommodation Suite Room = PHP 2,500/day Hostel Accommodation Economy Room = PHP 2,400/day Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units		
	TOTAL:	**Fixed Fees:** • **TOR - PHP 50/page** • **Diploma - PHP 400/page** • **Certification - PHP 30/page** • **Honorable Dismissal – PHP 100/page** • **2nd copy of Registration Form - PHP 15** • **2nd copy of ID - PHP 180**	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		• **Authentication - PHP 20/page** • **Reservation Fee for IS – PHP 3,000** • **Certificate of Good Moral Character - PHP 30** • **Vehicle Sticker - PHP 100** • **Form 137 - PHP 100** • **Exam Fee - PHP 250** • **Dorm Rental - PHP 2,000** • **Library Fine - PHP 10/book/ material per day of delay of return** • **Hostel Accommodation Suite Room = PHP 2,500/day** • **Hostel Accommodation Economy Room = PHP 2,400/day** **Case to Case Fees:** • **Return of Cash Advance = amount request – total disbursements** • **Light (Electricity Consumption) = Consumption in kwH X Php 12.00** • **Water Consumption = Consumption in cuM x Php 30** • **Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 5% of Total Contract Price**		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		(Amount not less than the percentage of the Total Contract Price) • **Performance Bond – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)** • **Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commision = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)** • **Bid Security – Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)**		

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

		• **Bid Security – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)**
		• **Bid Security – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commision = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)**
		• **Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units**
		
		Fee varies:
		
		• **Bidding Documents**
		   • **Project ABC 500,000 and below – Php 500.00**
		   • **Project ABC more than 500,000 up to 1 Million – Php 1,000.00**		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		• **Project ABC more than 1 Million up to 5 Million – Php 5,000.00** • **Project ABC more than 5 Million up to 10 Million – Php 10,000.00** • **Project ABC more than 10 Million up to 50 Million – Php 25,000.00** • **Project ABC more than 50 Million up to 500 Million – Php 50,000.00** • **Project ABC more than 500 Million – Php 75,000.00** • **Graduation Fee** • **IS - PHP 500** • **Graduate School - PHP 1,000** • **Comprehensive Exam** • **Master's Degree - PHP 1,00** • **Doctorate Degree - PHP 1,500**		

2. Releasing of Checks

This is a disbursing service. Checks for payment of obligations of the University are claimed at the cashier.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Parents, BatStateU Personnel, Suppliers, Contractors or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID (or any proof of identity with picture and signature)	Claimant & Authorized Representative
Official Receipt (for suppliers; evidence of deliver) (1 Original)	Claimant
Authorization Letter, if representative claims on behalf of claimant (1 Original)	Claimant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim checks from the issuing staff of the office	1. Checks and verifies the identity of the claimant by requesting proof of identity like ID Card and authorization letter, if check is claimed by a representative.	None	5 minutes	*Administrative Aide VI* Cashier Office
2. Sign Disbursement Voucher and logbook	2. Before releasing the check, require claimant to sign the disbursement voucher, and logbook; take a picture of the claimant and the issued check; and get the official receipt issued by suppliers or contractors	None	5 minutes	*Administrative Aide VI* Cashier Office
	TOTAL:	**None**	**10 minutes**	

PUBLIC RELATIONS OFFICE

<table>
<tr>
<td colspan="2">1. Request for Documentation of Major University Events and Activities
This service facilitates requests to document significant university events and activities. It ensures compliance with guidelines, evaluates requests, and coordinates permissions for capturing significant university milestones through various media.</td>
</tr>
</table>

Office or Division:	Public Relations Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Internal and External Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished BatStateU-FO-PR-01 (1 Original) Invitation/programme or equivalent document (1 Photocopy)	Unit/Sponsor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event	1. Receipt of the accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event from the concerned office/ college/ campus	None	5 minutes	*Director Administrative Assistant II* Public Relations Office
2. Approval of the request for documentation form	2. Assessing and seeking the recommending approval of the PR Director and final approval of the University President. If not approved, will edit and seek approval again.	None	2 days (paused-clock)	*Director Administrative Assistant II* Public Relations Office
3. Prepare materials to be used for documentation	3. Preparing the materials needed for documentation such as camera, tripod, laptop, recorded, pen and notepad	None	2 hours	*Administrative Assistant II* Public Relations Office
4. Perform documentation procedures	4. Submitting the prepared news and photos to the PR Director/ University President	None	3 days (paused-clock)	*Administrative Assistant II Public Relations Specialist*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Preparation of news and photos for approval of PR Director/ University President	5. Submitting the prepared news and photos to the PR Director/ University President	None	4 hours	*Public Relations Specialist* *Graphic Artist* Public Relations Office
6. Approval of the news and photos by the PR Director/ University President	6. Seeking the approval of the PR Director/ University President. If not approved, will edit and seek approval again.	None	2 hours	*Public Relations Specialist* Public Relations Office
7. Post news and photos on the university website/ social media accounts	7. Posting the news and photos on the University website and social media accounts	None	1 hour	*Public Relations Specialist* Public Relations Office
	TOTAL:	**None**	**6 days, 1 hour, 5 minutes**	

2. Organizing Public Relations Events/Activities

This service involves the coordination and facilitation of various public relations events and activities. It focuses on planning, organizing, and executing events geared toward enhancing the university's public image.

Office or Division:	Public Relations Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Internal and External Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the office about the events or the activity to be conducted	1. Verifies the information	None	2 hours	*Director* *Administrative Assistant II* Public Relations Office
2. Provides details for the proposal	2. Prepares the proposal for the activity	None	6 hours	*Public Relations Specialist* *Graphic Artist* *Director* Public Relations Office
3. Coordinates with the office for the approval of the proposal	3. Seeks the approval of the authority for the event/activity	None	1 day	*Director* *Public Relations Specialist* Public Relations Office
		None	1 day	*Director* Public Relations Office
		None	1 day	*Vice President* Vice President Offices
		None	1 day	*University President* Office of the University President
4. Follows up on the materials procured in case the event/activity is internally funded	4. Coordinates with the Procurement Office for the materials needed for the activities	None	1 day	*Administrative Assistant II* *Director* Public Relations Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Cooperates with the office during the conduct of activity/ event on the scheduled time	5. Conducts the activity/event at the scheduled time	None	3 days (paused-clock)	*Administrative Assistant II* *Public Relations Specialist* *Director* Public Relations Office
	TOTAL:	**None**	**9 days**	

HUMAN RESOURCE MANAGEMENT OFFICE

1. Receiving of Application Documents	
Application Documents are received from applicants for shortlisting. These are evaluated and counterchecked with the qualifications of the vacant position/s to be filled up.	
Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Non-Teaching Applicants (regardless of status)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter addressed to the University President (	Applicant concerned
Updated resume and curriculum vitae	Applicant concerned
Notarized Personal Data Sheet (PDS) with Work Experience Sheet (WES)	Applicant concerned
Official Transcript of Records	Applicant concerned
Certificate/s of Employment (if there is any)	Applicant concerned
Certificate/s of Seminars and Trainings Attended (if there is any)	Applicant concerned
Certificate/s of Eligibility (if there is any)	Applicant concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For application documents submitted online: Send with a single pdf file at recruitment.central@g.batstate-u.edu.ph 1.1 For application documents submitted physically in the office: Submit to any HRMO-Central Administration Staff	1. Acknowledge and receive application documents. 1.1 Check if the documents are complete or if he/she has complied with all the necessary documents for application. 1.2 Reply/ Inform them if he/ she has incomplete documents.	None	10 minutes	*Recruitment, Selection and Placement (RSP) Staff* Human Resource Management Office
	TOTAL:	**None**	**10 minutes**	

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HEALTH SERVICES

<table>
<tr><td colspan="5">1. Dental Consultation/Treatment/Management of Emergency Cases
Students, faculty members, staff and personnel may avail of this service for their oral health.</td></tr>
<tr><td>Office or Division:</td><td colspan="4">Health Services</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C – for services whose client is the transacting public
G2G – for services whose client is another government agency, government employee or official</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)</td></tr>
<tr><td colspan="2" align="center">CHECKLIST OF REQUIREMENTS</td><td colspan="3" align="center">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Dental Record</td><td colspan="3">BatStateU Health Services</td></tr>
<tr><td align="center">CLIENT STEPS</td><td align="center">AGENCY ACTION</td><td align="center">FEES TO BE PAID</td><td align="center">PROCESSING TIME</td><td align="center">PERSON RESPONSIBLE</td></tr>
<tr><td>1. Sign in the Transaction Logsheet in the office lobby</td><td>1. Make the logsheet available to the client</td><td align="center">None</td><td align="center">1 minute</td><td align="center"><i>Dental Assistant / Nurse</i>
Health Services</td></tr>
<tr><td>2. Wait to be called</td><td>2. Refer to dentist</td><td align="center">None</td><td align="center">3 minutes</td><td align="center"><i>Dental Assistant / Nurse</i>
Health Services</td></tr>
<tr><td rowspan="2">3. Undergo Dental Consultation/ Treatment/ Management</td><td>3. Retrieve Record System Assessment</td><td align="center">None</td><td align="center">15 minutes</td><td align="center"><i>Dentist II / Part-time Dentist / Nurse</i>
Health Services</td></tr>
<tr><td>3.1 Render Treatment; Refer to Specialist if necessary; Give recommendation</td><td align="center">None</td><td align="center">30 minutes</td><td align="center"><i>Dentist II / Part-time Dentist / Nurse</i>
Health Services</td></tr>
<tr><td>4. Sign out on the Transaction Logsheet</td><td>4. 4. Make the logsheet available to the client</td><td align="center">None</td><td align="center">1 minute</td><td align="center"><i>Dental Assistant / Nurse</i>
Health Services</td></tr>
<tr><td></td><td align="center">TOTAL:</td><td align="center">None</td><td align="center">50 minutes</td><td></td></tr>
</table>

2. Issuance of Dental Certificate

This certificate is issued to students, employees and other stakeholders who have availed of dental services

Office or Division:	Health Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee or official
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record		BatStateU Health Services		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet in the office lobby	1. Make the logsheet available to the client	None	1 minute	*Dental Assistant / Nurse* Health Services
2. Wait to be called	2. Refer to dentist	None	2 minutes	*Dental Assistant / Nurse* Health Services
3. Undergo Dental Examination/ Consultation	3. Retrieve Record System Assessment	None	15 minutes	*Dental Assistant / Dentist II / Part-time Dentist / Nurse* Health Services
	3.1. Issue dental certificate	None	5 minutes	*Dentist II / Part-time Dentist / Nurse* Health Services
4. Log Transaction in the Dental Certificate issuance logsheet	4. Give the logsheet to the client	None	1 minute	*Dental Assistant / Dentist II / Part-time Dentist / Nurse* Health Services
5. Sign out on the Transaction Logsheet	5. Make the logsheet available to the client	None	1 minute	*Dental Assistant / Dentist II / Part-time Dentist / Nurse* Health Services
	TOTAL:	**None**	**25 minutes**	

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3. Issuance of Medical Certificate

This certificate is issued to students, employees and other stakeholders who have availed of medical services. Purpose of Medical certificate is issued as appropriate.

Office or Division:	Health Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee, or official
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. ON-THE-JOB-TRAINING	
1.1. Chest X-ray Reading	Hospital or Laboratory; Client
1.2. 1x1 ID picture (2 original)	Client
1.3. Medical Form (2 original, accomplished)	BatStateU Health Services
1.4. Health Record	BatStateU Health Services
II. PRE-EMPLOYMENT	
2.1. **For Permanent, Part-time and Job Order Employment Applicants:** *1 original & 1 photocopy of the results of the following:* ➤ Chest X-ray reading ➤ Urinalysis (for permanent only) ➤ Complete Blood Count (CBC) (for permanent only) ➤ Blood type (for permanent only) ➤ Drug Test (for permanent only)	Hospital or Laboratory; Client
2.2. CSC Form (2 original) *for Permanent*	HRMO
2.3. Medical Examination and Evaluation Form (1 original) *for Part-time and Job Order*	
2.4. 1x1 ID picture (2 original)	Client
2.5. Medical Form (2 original, accomplished)	BatStateU Health Services
III. RETURN TO WORK / RE-ADMISSION / SPORTS EVENTS / OFF-CAMPUS ACTIVITIES	
Health Record	BatStateU Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Log sheet	1. Make the log sheet available to the client	None	1 minute	*Medical Assistant / Administrative Aide / Nurse* Health Services
2. Submit the required documents	2. Receive the documents and check for completeness	None	3 minutes	*Medical Assistant / Nurse* Health Services
3. Accomplish Medical Form as necessary	3. Review of form for accuracy of data given	None	5 minutes	*Medical Assistant / Nurse* Health Services
4. Wait to be called	4. Retrieve health record	None	3 minutes	*Medical Assistant / Administrative Aide / Nurse* Health Services
5. Undergo Medical Examination/Evaluation	5. Assessment History taking Physical Examination	None	15 minutes	*Nurse I / Nurse II / Medical Officer III / Part-time Physician* Health Services
	5.1 With Abnormal Findings: Prepare referral letter to specialist	None	5 minutes	*Nurse I / Nurse II* Health Services
	5.2 With Normal Findings: Issue medical certificate	None	10 minutes	*Medical Officer III / Part-time Physician* Health Services
6. Log in on the Issuance of Medical Certificate logsheet	6. Give the logsheet to the client	None	1 minute	*Medical Assistant / Administrative Aide / Nurse* Health Services
7. Sign out on the Transaction Logsheet	7. Make the logsheet available to the client	None	1 minute	*Medical Assistant / Administrative Aide / Nurse* Health Services
	TOTAL:	**None**	**44 minutes**	

4. Medical Consultation

Students, faculty members, staff and personnel may avail of this service for overall wellness.

Office or Division:	Health Services
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee or official
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student Health Record; Employee Health Record			BatStateU Health Services	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction logsheet	1. Make the logsheet available to the client	None	1 minute	*Medical Assistant / Administrative Aide / Nurse* Health Services
	1.1 Retrieve health record	None	3 minutes	*Medical Assistant / Administrative Aide / Nurse* Health Services
2. Undergo Medical Consultation	2. Assessment History taking Physical Examination Refer to Medical Officer	None	30 minutes	*Medical Officer III / Part-time Physician / Nurse* Health Services
	2.1 Admit at the infirmary if necessary; 2.2 Inform parent 2.3 Transfer to a hospital of choice, if necessary	None	30 minutes	*Medical Officer III / Part-time Physician / Nurse* Health Services
3. Sign out on the Transaction Logsheet	3. Make the logsheet available to the client	None	1 minute	*Medical Assistant / Administrative Aide / Nurse* Health Services
	TOTAL:	**None**	**1 hour, 5 minutes**	

1. Library Reference Services (Patron Queries)

Assistance provided to library users seeking information and research needs.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON-SITE (Face to Face)	
For Student: One (1) Valid ID / QR Code (Student ID / Registration Form) For Employee: One (1) Valid ID / QR Code (Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID)	Automatically available for currently enrolled / employed
DIGITAL/VIRTUAL REFERENCE SERVICE *Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email*	
One (1) G Suite Email Account / Facebook Account	Automatically available for or currently enrolled / employed and everyone who can access Chat Elvira

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE (Face to Face)				
1. Log-in 1.1 <u>Automated System.</u> Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code. 1.2 <u>Manual.</u> Present the valid ID and log in using the Log sheet for Library Users.	1.1 Monitor the Attendance Monitoring System. 1.2 Verify the validity of the ID.	None	1 minute	*College Librarian I Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Information Desk and accomplish the reference query form.	2. Answer on-site client's query.	None	4 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**5 minutes**	

DIGITAL/VIRTUAL REFERENCE SERVICE
   Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email Account
   Chat ELVIRA (Automated Response)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Library Website (https://library.batstate-u.edu.ph/) and click the Chat Button to Access Chat Elvira or Go to BatStateU Library Facebook Account (https://www.facebook.com/BatStateU.Library/) and click message to be connected with Chat ELVIRA.	1. Monitor incoming query.	None	1 minute	*College Librarian I Administrative Aide VI* Library
2. For other concerns not included on the automated responses, ask the reference librarian / support staff and type in queries.	2. Answer client's query through digital format.	None	4 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**5 minutes**	

OFFICIAL EMAIL ACCOUNT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries using the official email account (library.pb@g.ba tstate-u.edu.ph)	1. Monitor and answer client's query through email.	None	5 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**3 minutes**	

2. Borrowing / Delivery of Library Materials (Print and Electronic)

Borrowing and returning services for library materials (includes renewal of loaned material/s and payment of fines) and assistance provided to library clients on the delivery of the requested electronic copies.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON-SITE BORROWING	
For Student: One (1) Valid ID / QR Code *(Student ID / Registration Form)* For Employee: One (1) Valid ID / QR Code *(Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID)*	Automatically available for currently enrolled / employed Available from the respective institution/agency
DOCUMENT DELIVERY (CHAPTER REQUEST)	
One (1) Verified Institutional Account (G Suite Email Account)	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE BORROWING *(Face to Face)*				
1. Log-in 1.1 <u>Automated System</u> Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code.	1. 1Monitor the Attendance Monitoring System.	None	1 minute	*College Librarian I Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Manual Present the valid ID and log in using the Log sheet for Library Users.	1.2 Verify the validity of the ID.	None	2 minutes	*College Librarian I* *Administrative Aide VI* Library
2. Check for the availability of library materials 2.1 Automated System Search for the desired title(s) on the WebOPAC. *The WebOPAC provides bibliographic details as well as the call number, shelf location, and library where the item is located.*	2.1 Assist client in using the Online Public Access Catalog (OPAC) *In case of power interruption / no internet connection, the staff will assist the client in searching the book in the hard/softcopy records of library materials.*	None	2 minutes	*College Librarian I* *Administrative Aide VI* Library
2.2 Manual Search for the desired title(s) in the hard / softcopy records of library materials.	2.2 Assist client in searching for the title(s).	None	5 minutes	*College Librarian I* *Administrative Aide VI* Library
3. Select Available Materials Proceed directly to the shelf location of the item, or proceed to the Circulation Desk for assistance in locating the item(s). *For home-use, proceed to the Circulation Desk/Self-Checkout Kiosk.* *For in-library use, proceed directly to the available reading space in the library.*	3. Assist client in locating the material(s).	None	5 minutes	*College Librarian I* *Administrative Aide VI* *Administrative Aide II* Library

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

4. Borrowing
  4.1 <u>Automated System</u>
    4.1.1 Through the Circulation Desk, present the ID and materials. Get the receipt.
 	
    4.1.2 Through the Self-service Kiosk, put the books in the Self-service check-out machine and input the required details. Wait for the receipt upon confirming. Get the receipt.
	4.1.1 Through the Circulation Desk, scan and receive the ID. Scan the barcode of the materials. Issue the receipt.
	
	4.1.2 Through the Self-service Kiosk, put the books in the Self-service check-out machine and input the required details. Wait for the receipt upon confirming. Issue the receipt.
		None	3 minutes	*College Librarian I*
				Administrative Aide VI
				Library

4.2 <u>Manual</u> Present the ID and log in (Log Sheet on Borrowed Books, Periodicals and AV Materials, Theses / Dissertations) *Stakeholders from other BatStateU campuses and/or from other institutions are allowed to utilize resources within the library premises only. Only active library client(s) are entitled to borrow library resources for home-use.* *The number of items that can be loaned-out depends on the type of the library client. The number of days that an item can be loaned-out likewise depends on the type of resource.* *Theses/Dissertations are for in-library use only.*	4.2 Verify the validity of the ID. 4.3 Assist the client in accomplishing the logbook.	None	5 minutes	*College Librarian I* *Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Returning **5.1 Automated System** After utilizing library resources, client(s) may return them through the following: ➢ *Circulation Desk.* Present the ID and the materials borrowed for the cancellation of loaned out records in the system's database. ➢ *Book Drop Kiosk.* Tap the screen to prompt the transaction. Place the book(s) on the slot one-at-a-time. Once the transaction is complete, library client(s) should ensure to print the receipt.	5.1 <u>Automated System</u> After utilizing library resources, client(s) may return them through the following: ➢ *Circulation Desk.* Scan the ID and the materials borrowed for the cancellation of loaned out records in the system's database. ➢ *Book Drop Kiosk.* Tap the screen to prompt the transaction. Place the book(s) on the slot one-at-a-time. Once the transaction is complete, ensure to print the receipt.	None	3 minutes	*College Librarian I* *Administrative Aide VI* Library
5.2 <u>Manual</u> In returning, present the borrowed materials. Receive the ID.	5.2 In returning, write "Returned" under the remarks section of the log sheet on borrowed books. Check the books and return the ID.	None	5 minutes	*College Librarian I* *Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.3 Make sure that the borrowed materials are not overdue	5.3 Issue payment slip for overdue materials (to be paid at Cashier's Office)	Book fine for overdue materials (10 pesos per day per book)	2 minutes	*College Librarian I* *Administrative Aide VI* Library
	TOTAL:	**Book fine for overdue materials (10 pesos per day per book)**	**Automated System: 16 minutes** **Manual: 24 minutes**	

DOCUMENT DELIVERY *(Chapter Request)*

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

1. Check the availability of the needed materials on the Web Online Public Access Catalog (OPAC) at https://helios.batstate-u.edu.ph
  1.1 Note call number, author, title / specific chapter / page.
  1.2 Go to the Library Website (https://library.batstate-u.edu.ph/), then click on the 'Services' tab in the navigation menu. From there, select 'Scanning Services' and choose the Scanning Request forms for your campus.
  1.3 Complete the needed information on the Google form and send the request
	1. Monitor the request.
	
	1.1 Check the completeness of the information specified in the Google Form and the availability of the requested material/s.
	
	1.2 Locate and pull out the materials from the shelves and scan the requested chapter.
	
	1.3 Send the e-copy via verified institutional account.
		None	35 minutes	*College Librarian I* *Administrative Aide VI* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Check the email account (BatStateU institutional email account) to know the status of the request. 2.1 Receive the requested e-copy.	2. The requestor will be notified for invalid request: (1) materials from other campuses; (2) materials not included on the Online Public Access Catalog (OPAC); (3) request made by the same person for the same title of his/her previous request; (4) incomplete entries provided on the form.	None	3 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**38 minutes**	

3. Issuance of Referral Letter

Library referral letters are issued to clients who wish to visit / do research in other universities and institutions.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Student: One (1) Valid ID / QR Code *(Student ID / Registration Form)* For Employee: One (1) Valid ID / QR Code *(Employee ID)*	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request by completing the referral letter request slip (BatStateU-FO-LIB-07), which is available at the information/circulation desk, at least two (days) before the target visit.	1. Review the completeness of the provided details from the request slip. 1.1 Prepare the referral letter, indicating the needed information (name of students, institution and date to conduct the study) 1.2 Issue Referral Letter (BatStateU-FO-LIB-04) signed by the Head Librarian.	None	13 minutes	*College Librarian I Administrative Aide VI* Library
2. Receive the Referral Letter.	2. Instruct the client to sign in the library's receiving copy.	None	2 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**15 minutes**	

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4. Issuance of Certification for Thesis/Dissertation Submission

Certification for Thesis and Dissertation Submission is issued to clients for submitting the hardbound and electronic copy in the library, as a prime requirement for graduation, and for any other official usage clients may need.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid ID / QR Code (Student ID / Employee ID / Registration Form) One (1) Hardbound Copy of Thesis/Dissertation with Originally Signed Approval Sheet One (1) Electronic copy of 10-page Executive Summary One (1) Electronic copy of Full Manuscript with signed Approval Sheet	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for issuance of certification for submitting theses/ dissertations through the provided Google Form Link/official email available at the Library Website (https://library.batstate-u.edu.ph/).	1. Monitoring of request.	None	5 minutes	*College Librarian I Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the hardbound copy of thesis / dissertation.	2. Review the completeness of the provided details specified in the Google Form. 2.1 Review/check the submitted softcopy of thesis / dissertation in terms of format, signatories on Approval Sheet, and completeness of the Executive Summary and Full Manuscript. 2.2 Check if the requirements have been complied. 2.3 If not compliant, instruct researchers to complete the requirements. 2.4 Receive the hardcopy of the theses/dissertations and check the approval sheet if duly and originally signed by the concerned signatories. 2.5 Encode the certification indicating the needed information as to name of students, college, program, title of research and the date of submission. 2.6 Issue the Certification for Thesis / Dissertation Submission (BatStateU-CE-11) signed by the Head Librarian.	None	25 minutes	*College Librarian I* *Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Received the certification. 3.1 Sign in the logbook, Logbook for Submission of Theses / Dissertations (BatStateU-LB-LIB-01) or the receiving copy.	3. Instruct the client to sign in the library's receiving copy. 3.1 Assist the client in accomplishing the logbook.	None	2 minutes	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**32 minutes**	

5. eLibrary/Cyberspace Service

Computer/ eLibrary services allows users to access internet (only scholarly websites are allowed) and other electronic resources / databases.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid ID / QR Code *(Student ID / Employee ID / Registration Form)*	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID, typing the SR Code or scanning the QR Code. 1.1 Proceed to the Cyberspace Information Desk and ask the Computer Operator for the available computer unit.	1. Assign computer unit to clients. 1.1 Make sure the user has an available eLibrary account. 1.2 Clients without account will be enrolled in the eLibrary system.	None	4 minutes	*Computer Operator College Librarian I Administrative Aide VI* Library
2. Go to the assigned computer unit and log-in your eLibrary account.	2. Assist the client in using the computer.	None	1 minute	*Computer Operator College Librarian I Administrative Aide VI* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Access the internet.	3. Monitor the eLibrary user. *eLibrary system will automatically start and end the session*	None	1 hour	*Computer Operator College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**1 hour, 5 minutes**	

6. Library Signing of Clearance

A signed clearance from the library is a statement that the user's obligations (overdue fines, unreturned materials, payment/replacement of lost materials) have been settled.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid Employee ID	Automatically available for currently employed
One (1) Clearance Form	Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information / Circulation Desk and present the clearance form.	1. Check the employees' records on the Online Clearance System. 1.1 If cleared, sign the clearance form. 1.2 If there are liabilities on the record, inform the client that the liabilities/ obligations must be settled first. 1.3 Issue the signed clearance form.	None	8 minutes	*Head Librarian College Librarian I Administrative Aide VI* Library
2. Receive the signed clearance form.	2. Instruct the client to sign in the library's receiving copy.	None	1 minute	*College Librarian I Administrative Aide VI* Library
3. Sign in the logbook, Logbook for Clearance (BatStateU-LB-LIB-02).	3. Assist the client in accomplishing the logbook.	None	1 minute	*College Librarian I Administrative Aide VI* Library
	TOTAL:	**None**	**10 minutes**	

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LIST OF OFFICES

Office	Address	Contact Information
Committee on Anti-Red Tape- Central Administration	1st floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	cart@g.batstate-u.edu.ph +(63 43) 980-0385 loc 1993
Committee on Anti-Red Tape- Pablo Borbon campus	Office of the Chancellor, 2nd floor CITE Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	cart.pb@g.batstate-u.edu.ph. (+63 43) 980-0385 loc 1218
Committee on Anti-Red Tape- Alangilan campus	Office of the Chancellor, 3rd Floor., Student Center Building, BatStateU Alangilan, Golden Country Homes, Alangilan, Batangas City	oc.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2224 and 2118
	Public Assistance and Complaints Desk (PACD), Ground Floor, Student Center Building, BatStateU Alangilan, Golden Country Homes, Alangilan, Batangas City	artahelpdesk.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2020 and 2105
Committee on Anti-Red Tape- Malvar campus	Office of the Chancellor, 2nd Floor CECS Building, Batangas State University JPLPC Malvar, G. Leviste Street, Barangay Poblacion, Malvar, Batangas	artahelpdesk.malvar@g.batstate-u.edu.ph +(6343) 778 2170; 778 6633 loc 9100
Committee on Anti-Red Tape- Nasugbu campus	Office of the Chancellor, Apacible Museum, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	cart.nasugbu@g.batstate-u.edu.ph +(6343) 416 0350 local 101

Office	Address	Contact Information
Committee on Anti-Red Tape- Lipa campus	Office of the Chancellor, Room 203, Leonor Teresa A. Solis Building, Batangas State University Lipa Campus, A. Tanco Drive, Marawoy, Lipa City	oc.lipa@g.batstate-u.edu.ph (+63 43) 980-0385; 980-0387; 980-0392 to 94; local 3107
Office of the Registrar	1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	registrar.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1933; 1149
Scholarship Office	3rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	scholarship.centraloffice@g.batstate-u.edu.ph (+63 43)980-0385 loc 1144/ 0998-535-4992
Testing and Admission Office	3rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	tao@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1148
Cashier's Office	1st floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	cashier.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1215; 1915
External Affairs Office	3rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	externalaffairs.central@g.batstate-u.edu.ph (+63 43) 980-0385; 980-0387; 980-0392 to 94; 425-7158 to 62 loc 1143; 1843
Extension Services Office	2nd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	extensionservices@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1131
Health Services	1st floor, University Welness Center, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	healthservices.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1997; 1897

Office	Address	Contact Information
ICT Services	3rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	ict.central@g.batstate-u.edu.ph (+63 43) 779-8400; 406-8800 loc 1835
Library	STEAM (Science, Technology, Engineering, Agriculture, and Mathematics) Library Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	library.pb@g.batstate-u.edu.ph (+63 43) 980-0385 1150; 1850
Office of Student Discipline	1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	osd.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1934
Student Organizations	1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	studentorganization.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1934
Office of Guidance and Counselling	1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	ogc.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1834
Human Resource Management Office	2nd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	hrmo.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1104
Public Relations Office	4th floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	publicrelations@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1989

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Feedback Form and drop it at the designated drop boxes located in the Public Assistance and Complaints Desk (PACD). Feedback may also be sent through this link: https://batstate- u.edu.ph/helpdesk/report-an-arta-concern/.
How feedbacks are processed	Every Friday, the CART personnel opens the drop box, compiles and records all feedback. Feedback requiring answers are forwarded to the concerned offices or personnel who shall respond within five (5) working days upon receipt of the feedback. The feedback shall be communicated to the agency or citizen concerned.
How to file a complaint	Answer the Client Feedback Form and drop it at the designated drop boxes located in the Public Assistance and Complaints Desk (PACD) or the designated receiving area of the concerned offices.You may lodge/send your complaints through this link: https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/. You may also mail us through the following official address: **CHAIRPERSON** Committee on Anti-Red Tape (CART)-Central Rizal Ave. Ext., Batangas City
How complaints are processed	The CART personnel shall screen the query/complaint received by email (soft copy) or via courier (hard copy) to determine if the same is within their jurisdiction, mandate, and/or authority. Complaints that can be acted upon by the respective personnel/offices shall be forwarded by the CART personnel to the concerned personnel/office (in hard/soft copies) through a Referral Form, who/which shall respond within 72 hours upon receipt of the complaint. The feedback/explanation shall be communicated to the agency or citizen concerned. If the complaint cannot be resolved within the 72-hour period, a response shall be made indicating the action/s to be taken and the corresponding timeline/s. The same shall be forwarded to the CART personnel for closure of the query/complaint in the database. Queries/complaints directly sent to and received by the CART personnel shall be acknowledged and shall thereafter follow the same process and timeline as discussed above.
Contact Information CART/PACD	Email: cart@g.batstate-u.edu.ph Phone Number: (043) 980-0385 local 1993

CLIENT FEEDBACK FORM

TYPE OF FEEDBACK (URI NG PUNA)

Please check the box corresponding to your answer. *(Tsekan ang kahon ng inyong sagot.)*

☐ **Compliment (Papuri)**   ☐ **Complaint (Reklamo)**   ☐ **Suggestion (Suhestiyon)**

Write your compliments, complaints and suggestions below. You may answer in English or Filipino.
(Isulat ang inyong papuri, reklamo at suhestiyon sa ibaba. Maaaring sumagot ng Ingles o Filipino.)

(attach additional sheets if necessary):

COMPLIMENT (PAPURI)
Please indicate the name of the person/office you want to commend. Name of Personnel/Office: _____ Date of Transaction: _____ Compliment (Papuri): _____ _____ _____ _____

COMPLAINT (REKLAMO)
IF you think we fell short in meeting your service expectations, please describe the situation, indicate the name of the person/office involved, and the date the incident occurred. Name of Personnel/Office: _____ Date of Transaction: _____ Complaint (Reklamo): _____ _____ _____ _____

SUGGESTION (SUHESTIYON)
As a result of your experience with us, what service-related improvements can you recommend? _____ _____ _____

CONTACT INFORMATION (optional)
 Name: _____ Address: _____ Contact Numbers: _____ Email Address: _____

CONSENT OF DATA SUBJECT	
☐ YES ☐ NO	I hereby give my consent and hereby authorize Batangas State University, the national Engineering University to share, disclose, or transfer my personal data with a third party in the pursuit of journalistic, artistic, literary, research or any legal purposes in compliance with the Data Privacy Act of 2012