



**MINDORO STATE UNIVERSITY**

**CITIZEN'S CHARTER**

2021 (1<sup>st</sup> Edition)



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## **I. Mandate:**

The Mindoro State University believes in the supremacy of God over His creation, and that man as His special creation has the capacity to learn and can be developed physically, mentally, socially and spiritually. The University strongly upholds education as an indispensable aspect in the changes of the individual. Equipped with functional more effective education, the individual must strive to maintain an honest and productive life coupled with his duties and obligations to serve humanity and his country and recognize his responsibility of conserving and developing the rich natural resources for sustainable development.

## **II. Vision:**

The Mindoro State University is a center of excellence in agriculture and fishery, science, technology, culture and education of globally competitive lifelong learners in a diverse yet cohesive society.

## **III. Mission:**

The University commits to produce 21<sup>st</sup>-century skilled lifelong learners and generates and commercializes innovative technologies by providing excellent and relevant services in instruction, research, extension and production through industry-driven curricula, collaboration, internationalization, and continual organizational growth for sustainable development.



#### **IV. Service Pledge:**

We, the Officials and Employees of MinSU, commit to:

**Serve** you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 to 5:00 p.m. without noon break;

**Ensure** strict compliance with service standards, with written explanation for any delays in frontline services;

**Respond** to your complaint about our services the soonest or within the day through our complaint and assistance desk and take corrective measures; and;

**Value** every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled pregnant women, and Senior citizens

All those we pledge, because YOU deserve no less.

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# **Guidance Services**

## **External and Internal Services**



## I. Issuance of Certificate of Good Moral

Issued to students and graduates

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Guidance Counselor's Office			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	All students and graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request		Client		
Authorization letter (if requesting thru a representative) and 1 valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up in the log book for request for good moral certificate	1. Check the students' information	None	5 minutes	<i>Guidance Office staff</i>
2. Pay at the cashiers office for the requested certificate	2.1 Process payment 2.2 Issue official receipt	P40.00	5 minutes	<i>Cashier</i>
3. None	3.1 Prepare the requested certificate 3.2a Sign the certificate	None	10 minutes	<i>Guidance Counselor</i>
4. Official Receipt	4. Release certificate of good moral character	None	2 minutes	<i>Guidance office staff</i>
<b>TOTAL:</b>		P40.00	<b>22 minutes</b>	





## II. Counseling Services

This service aims to assist students, faculty and staff to support and check their mental health

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Guidance Counselor's Office			
<b>Classification:</b>	G2C - Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	All Students, faculty and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral		Client/Faculty/Program Chair		
Walk-in request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives referral from the faculty/program chair	1. Check the individual record form of student	None	5 minutes	<i>Guidance Counselor</i>
2. Attends the counseling session	2. Use appropriate counseling techniques	None	1 hour	<i>Guidance Counselor</i>
3. Sign the counseling form after the session	3. File the counseling form	None	5 minutes	<i>Guidance Counselor</i>
<b>TOTAL:</b>		None	<b>1 hour, 10 minutes</b>	



# **Cash Management**

## **External and Internal Services**



## I. Check Disbursement

Check/Advice to Debit Account (ADA) disbursement represents all payment during a given period in the form of cheque or ADA for the settlement of government payables/obligations.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
Official Receipt/Sales Invoice/Collection Receipt (1 copy original)		Suppliers / Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID (and Authorization Letter if representative)	1. Verify validity of ID presented (and authorization letter if representative)	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
2. Sign Disbursement Voucher	2. Verify the client's signature on Disbursement Voucher with Signature on ID Presented	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
3. Receive check	3. Issue Check	None	2 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
<b>TOTAL:</b>			<b>8 minutes</b>	



## II. Cash Disbursement

Cash disbursement represents all cash paid out during a given period in the form of currency for the settlement of government payables/obligations.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID (and Authorization Letter if representative)	1. Verify validity of ID presented (and authorization letter if representative)	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
2. Sign Payroll	2. Verify client's signature on payroll with signature on ID presented	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
3. Receive payment	3. Mark paid on duly signed payroll	None	2 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
<b>TOTAL:</b>			<b>8 minutes</b>	



### III. Collection of Payments

Collection of payments constitutes all payments received during a given period in the form of currency (cash) or cheque for the settlement of government receivables.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Statement of Account/ Assessment Form/ Request Form / Billing Statement	1. Receive Statement of Account/Assessment Form/ Request Form / Billing Statement from client	Based on Statement of Account/ Assessment Form/ Request Form / Billing Statement	1 minute	<i>Collecting Officer / Cashier's Office Staff</i>
2. Pay amount indicated in the Statement of Account/ Assessment Form/ Request Form / Billing Statement	2. Receive payment and post to the Report of Collections		5 minutes	<i>Collecting Officer / Cashier's Office Staff</i>
3. Receive copy of the Official Receipt	3. Issue to client copy of Official Receipt		2 minutes	<i>Collecting Officer / Cashier's Office Staff</i>
<b>TOTAL:</b>			<b>8 minutes</b>	



# **Accounting Services**

## **External and Internal Services**



## I. Assessment of Tuition and Other Fees

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, including Masters and Doctorate Degree			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration/ Enrollment Form		Registrar		
Official Receipts (if payment has been made)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present enrollment form and wait for the staff to finish the preparation of assessment slip	1.1. Checks the number of units enrolled, number of laboratory/ computer subjects 1.2. Checks if the student has no balance from the previous semester (for Old students) 1.3. Assess how much is the total amount to be paid for the entire semester. 1.4. Print the assessment slip.	None	3 minutes	<i>Accounting Staff</i>
2. Proceed to the Cashier for payment of the (if there's any)	2.1. Receive payment 2.2 Issue Official Receipts	Depends on the total assessed fees (if there's any)	5 minutes	<i>Cashier</i>
<b>TOTAL:</b>			<b>8 minutes</b>	



# **Human Resource Management Office**

## **External Services**





## I. Application for Employment

Employment with the College is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	All Interested Graduates/ Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter		Client		
Personal Data Sheet (Revised 2017)		Client		
Updated Resume or Curriculum Vitae		Client		
Photocopy of authenticated TOR		Client		
Photocopy of Authenticated Civil Service Eligibility; PRC License		Client		
IPCR (if applicable)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search vacant positions in the CSC Bulletin of Vacant Positions, conspicuous places in the College, social media accounts of the HR unit	1. Publish vacant positions in CSC Bulletin of Vacant Positions/ conspicuous places in the College/ social media accounts of the HR Unit	None	10 calendar days (RA 7041)	Administrative Officer IV (HRMO II)
2. Submit application letter with complete supporting documents (hand in or thru email/courier)	Acknowledge receipt application documents	None	10 minutes (walk-in)	Staff in charge Records Office
			1 day within publication date	
3. None	<ul style="list-style-type: none"> <li>Conduct initial evaluation of documents</li> <li>Prepare RSP matrix</li> </ul>	None	1 week after publication	Administrative Officer IV (HRMO II)

4. Wait for call for schedule of interview/teaching demonstration/written /skill test	4.1 inform qualified applicants of the schedule written examination/ preliminary interview	None	within the day/ a day after the application	Administrative Officer IV (HRMO II)
	4.2 inform applicants who did not meet minimum QS of the status of their application			
5. Attend to interview/ demo teaching /written exam/ skills test	5. Conduct interview/ demo teaching /written exam/ skills test	None	3-5 days	Administrative Officer IV (HRMO II)
6. Wait for results of preliminary Evaluation	6.1 Prepare preliminary comparative assessment 6.2 Shortlist applicants 6.3 Inform applicants who are not included in the shortlist of the preliminary assessment results	None	3-5 days	Administrative Officer IV (HRMO II)
7. None	7. Prepare notice of Final interview with HRMPSB	None	2 days	Administrative Officer IV (HRMO II)
8. Wait for call/email/SMS for the schedule of final Interview	8. Inform shortlisted applicants of the final interview schedule with HRMPSB	None	1 day	Administrative Officer IV (HRMO II)
9. Attend to final interview	9.1 Conduct Final Interview 9.2 HRMPSB Deliberation	None	1 day	HRMPSB and Secretariat

10. None	10. Prepare the Final assessment and Ranking	None	1 day	Administrative Officer IV (HRMO II)
11. None	11.1 Submit summary of Final Evaluation and Ranking to the HRMPSB Chairperson for signature	None	2-3 days	Administrative Officer IV (HRMO II) HRMPSB Chairperson College President
	11.2 Submit Ranking to the office of President for appropriate action			
12. None	12.1 The President chooses the appointee to the Vacant position based on submitted ranking	None	1 day	College President
	12.2 Return the results to the HRMO for Appropriate Action			
13. Wait for the announcement of the results of Final evaluation	13.1 Inform the applicants of the results of Final evaluation	None	1 day	Administrative Officer IV
	13.2 Inform the appointee of the documents needed to be prepared			
14. Submit and sign appointment documents	14.1 Check and verify submitted appointment documents	None	2-3 days	Administrative Officer IV

	14.2 Prepare appointment and supporting documents			
	14.3 Forward to OP for signature			College President
15. Acknowledge Appointment	15. Submit to CSC Field Office/ BOT for confirmation/ approval	None	CSC- within 30 Calendar Days from the date of Issuance of Appointment; BOT- case to case basis	CSCFO
<b>TOTAL:</b>			<b>72 days</b>	



## II. Issuance of Certificate of Employment

This service provides certificate of employment upon request of incumbent and separated employees. These documents are required when an employee:

- ✓Transacts other official business
- ✓Apply for loan/mortgage/credit card purposes
- ✓Apply for employment, scholarship, etc.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Teaching/ Non-Teaching Personnel and Retired/ Separated Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request		Client		
Authorization letter (if requesting thru a representative) and 1 valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and sign Request Form	1.1 Issue Request Form 1.2 Retrieve employee record 1.3 Input data 1.4 Print certification	None	20 minutes	Administrative Officer IV (HRMO II)
2. Wait for the requested document	2.1 Check and verify employment data 2.2 Forward to authorized official for signature 2.3 Sign the Certificate of Employment	None	20 minutes	Administrative Officer IV (HRMO II)  Authorized Official (CAO,CD)
3. Receive requested document	3. Release Certificate of Employment	None	5 minutes	Staff in charge (HR Office)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	



### III. Issuance of Service Record

This service provides service record upon request of incumbent and separated employees. These documents are required when an employee:

- ✓ Transacts other official business
- ✓ Apply for loan/mortgage/credit card purposes
- ✓ Apply for employment, scholarship, etc.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Formal request			Client	
Authorization letter (if requesting thru a representative) and 1 valid ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and sign Request Form	1.1 Issue Request Form 1.2 Retrieve employee record 1.3 Input data 1.4 Print service record	None	30 minutes	Staff in charge (HR Office)
2. None	2.1 Check and verify employment data 2.2 Sign the Service Record 2.3 Forward to authorized official for signature	None	20 minutes	Administrative Officer IV (HRMO II)
3. None	3. Check data 3.1 If in order, affix signature 3.2 Return Service Record to HRMO	None	10 minutes	Director for Administrative Services/ Chief Administrative Officer
4. Receive requested service record	4. Release Service Record	None	5 minutes	Staff in charge (HR Office)
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 5 minutes</b>	



#### IV. Application for Leave of Absence

This is one among the service feature provided by the HRM Office to employees who are entitled to leave benefits. A systematic file of leave cards for each employee is maintained where leave credits, absences, tardiness and undertime are indicated. To avail of the leave benefits employees who cannot report to work have to file an application for leave of absence in a corresponding leave from which has to be processed for approval. The accomplished leave form serves as a support document for payroll and other record purposes.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished CS Form 6 (in triplicate copies)		Human Resource Management Office		
Photocopy of approved written request (for VL of more than 30 days)		Records Office		
Photocopy of approved agency clearance (for leave of more than 30 days)		Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application for leave (CS Form 6)	1. Provide application for leave form	None	1 minute	HR Staff
2. Submit accomplished CS Form 6	2.1 Receive application for leave 2.2 Verify leave credits balance 2.3 Determine if leave is with pay or without pay 2.4 Forward to the HRMO for signature	None	10 minutes	HR Staff
3. Forward signed CS Form 6 to immediate head for recommendation	3.1 Immediate recommends for approval/disapproval of leave application 3.2 Forward to OP (for Key Officials & VPs); to VPs; Campus Directors (satellite campus)	None	30 minutes	Immediate Head

4. Wait for the approval of leave application	4. The President/VPs/Campus Directors approves/disapproves leave application	None	3 days	President/VPs/Campus Directors
<b>TOTAL:</b>		None	<b>3 days and 41 minutes</b>	





# **Library Services**

## **External and Internal Services**



## I. Borrowing of Books or Information Resources

Charging/ borrowing of information resources by library users.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching/ Non-Teaching Personnel and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
Referral Letter (for external client)		Client		
Official Receipt (for external client)		Cashiers Office		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the library Identification Card (for students)	1. Check Documents	None	3 minutes	Librarian/ Library Staff
2. Ask the library staff and search for the books to be borrowed	2. Advise library user on search strategies and location of needed information resources	None	5 minutes	Librarian/ Library Staff
3. Present the Books and sign the book card at the counter	3. Check the book card if properly signed by the borrower including the name and date borrowed. Give the books and remind the due date.	None	1 minute	Librarian/ Library Staff
<b>TOTAL:</b>			<b>8 Minutes</b>	



## II. Returning of Books or Information Resources

Discharging/ returning of information resources by library users.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching /Non-Teaching Personnel and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
Referral Letter (for external client)		Client		
Official Receipt (for external client)		Cashiers Office		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrowed information resources	1. Received and inspect information resources	None	5 minutes	Librarian/ Library Staff
2. None	2. Determine whether the returned resources are overdue or not. Give the charge slip for overdue resources.	None	5 minutes	Librarian/ Library Staff
3. Received charge slip for overdue resources	3. Give the charge slip for overdue resources.	None	5 minutes	Librarian/ Library Staff
4. Pay the overdue fines at the Cashier	4. Receive payment for overdue fines	P15/day (P2/hour)	2 minutes	Cashier
5. Present official receipt	5. Clear borrowers accountability	None	2 minutes	Librarian/ Library Staff
<b>TOTAL:</b>		None	<b>19 minutes</b>	



# **Records Management Office External and Internal Services**



## I. Issuance of Certified Copies of Documents

This service aims to authenticate machine copies of documents issued by the College.

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Record's Office			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	External Clients, Teaching and Non-Teaching Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request		Client		
Authorization letter (if requesting thru a representative) and 1 valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present written request/ Fill-up Requisition Slip (FM-RO-02)	1. Received and evaluate the accomplished form	None	3 minutes	Records Officer/Staff
2. Wait while the requested documents are being retrieved	2. Retrieve and verify the requested records	None	10 minutes	Records Officer/Staff
3. Get a copy/ies of the requested documents	3. Issue requested copy/ies of the requested documents	None	3 minutes	Records Officer/Staff
<b>TOTAL:</b>			<b>16 minutes</b>	



# **Registrar's Office**

## **External and Internal Services**



## I. Admission and Student Registration

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For 138/ Form 137-A		High School		
Certificate of Good Moral		High School		
PSA/NSO Birth Certificate/ Marriage Certificate		Philippine Statistics Authority		
2x2 and 1x1 picture		Client		
Student Clearance (for old students)		Client/Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure tracer slip from the Registrar's Office.	1.1 Receive and check submitted documents	None	5 minutes	Registrar's Staff
	1.2 Evaluate grades and subjects to be taken (for Transferees)			
2. Proceed to the respective Dean/Head	2.1 Review and Check the General Weighted Average (for courses with board examination)	None	15 minutes	Dean/Head of the College
	2.2 Interview and accept/ decline enrollees.			
3. Proceed to the MIS Office	3.1 Encode personal information in the system.	None	10 minutes	MIS staff Registrar's Staff
	3.2 Print Certificate of Registration			
4. Go to the Accounting Office.	4. Assess fees.	None	3 minutes	Accounting Staff
5. Proceed to the Cashier	5. Pay fees (if applicable)	depends upon the assessment	5 minutes	Cashier

6. Go back to the Accounting Office.	6. Post payments (if applicable)	depends upon the assessment	2 minutes	Accounting Staff
7. Go back to the Registrar's Office.	7. Confirm enrolment and give Certificate of Registration.	None	2 minutes	Registrar's Staff
<b>TOTAL:</b>			<b>42 minutes</b>	





## II. Issuance of Student Credentials

Monday to Friday (8:00AM to 5:00PM)

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	G2C - Government to Citizen/ G2G – Government to Government			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	External Clients, Teaching and Non-Teaching Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Registrar's Office		
Student ID		Client		
Student Clearance		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter (if requested thru representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure request form from the Registrar's Office.	1.1 Check the requirements/ grades 1.2 Give the request form for their requested credentials.	None	5 minutes	Registrar's Staff
2. Fill-out Request Form	2. Check completeness of request form.	None	2 minutes	Registrar's Staff
3. Proceed to the Cashier for payment.	3. Process payment and issue Official Receipt of Payment (OR)	<ul style="list-style-type: none"> <li>• P50.00 for each page of TOR</li> <li>• P 40.00 for Certification</li> <li>• P10.00 per page of documents for Authentication</li> <li>• P200.00 for the Second copy of Diploma</li> </ul>	3 minutes	Cashier
4. Return to the Registrar's Office.	4.1 Schedule the date of release. (depending on the documents being requested)	None	2 minutes	Registrar's Staff
	4.2 Issue claim slip.	None		

5. Present claim slip and receive the document requested	5. Release the requested documents	None	<ul style="list-style-type: none"> <li>• 3-5 days processing for TOR, Certification of GWA and Second Copy of Diploma</li> </ul>	Registrar's Staff
		<ul style="list-style-type: none"> <li>• 10-30 minutes processing for other Certifications (Grades, Enrolment, Registration, CARMA, Units Earned, Graduation, CAV)</li> </ul>		
<b>TOTAL:</b>			<b>5 days and 42 minutes</b>	



# **Medical and Dental Services External and Internal Services**



## I. Blood Pressure Checking/Monitoring

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for blood pressure check	1. Greet the client and establish rapport.	None	1 minute	<i>Nurses</i>
None	2. Advise the client to rest.	None	5 minutes	<i>Nurses</i>
None	3. Take blood pressure and inform the client of the result of blood pressure reading.	None	1 minutes	<i>Nurses</i>
None	4. Record the result of the blood pressure.	None	1 minute	<i>Nurses</i>
None	5. Give health education as needed.	None	5 minutes	<i>Nurses</i>
None	6. Advice to seek medical attention if symptomatic.	None	3 minutes	<i>Nurses</i>
None	7. Update and file the health record.	None	1 minute	<i>Nurses</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	



## II. Capillary Blood Glucose Test

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for capillary blood sugar check	1. Greet the client upon entry to the College Clinic and establish rapport.	None	1 minute	<i>Nurses</i>
None	2. Instruct the client to write his/her name on the logbook.	None	2 minutes	<i>Nurses</i>
None	3. Ask client about the time of last food intake.	None	1 minute	<i>Nurses</i>
None	4. Blood sample extraction.	Medical Form Fee -60.00	1 minute	<i>Nurses</i>
None	5. Inform the client of the result.	None	5 minutes	<i>Nurses</i>
None	6. Give health education as needed.	None	3 minutes	<i>Nurses</i>
None	7. Advise to seek medical attention if result is beyond normal and symptomatic.	None	3 minutes	<i>Nurses</i>
None	8. Update and file the health record.	None	1 minute	<i>Nurses</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	



### III. Patient Consultation

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek medical attention	1. Ask patient/client to enter their name in the logbook and they are attended on first come first serve basis except in emergency cases wherein they were given priority	None	1 minute	<i>Nurses</i>
	2. Retrieve records of patient/client from the records file for old patients.	none	3 minutes	<i>Nurses</i>
	3. Fill out the client's record form, for new patients/clients.	none	2 minutes	<i>Nurses</i>
	4. Interview the client / patient.	none	3 minutes	<i>Nurses</i>
	5. Take and records vital signs.	none	3 minutes	<i>Nurses</i>
	6. Assess patient/client.	none	Depends on the distance of the hospital or clinic from.	<i>Nurses</i>
	7. Treatment (minor injuries and common ailments).	None	Depends on the distance of the hospital or clinic from.	<i>Nurses</i>
	8. Give medicines (over the counter).		1 minute	<i>Nurses</i>
	9. Intravenous insertion.	none	10 minutes	<i>Nurses</i>

	10. Giving of health teachings/advice.	none	5 minutes	<i>Nurses</i>
	11. Giving of health teachings/advice.	none	5 minutes	<i>Nurses</i>
	12. Bring patient/client to other facility (hospital or clinic) if the clinic can't handle the emergency case due to inadequate facilities and lack of physician.	none	Depends on the distance of the hospital or clinic from.	<i>Nurses</i>
	13. Update and file the health record.	None	1 minute	<i>Nurses</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 4 minutes</b>	



#### IV. Tooth Extraction

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students, Teaching and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Seek tooth extraction	1. Greet the client upon entry and establish rapport.	None	1 minute	<i>Nurses</i>
	2. Prepare the dental record of a new client or retrieve record for previous ones. If the client has no dental record, an oral examination is performed.	None	5 minutes	<i>Nurses</i>
	3. Elicit the clients' chief complaint.	None	2 minutes	<i>Nurses</i>
	4. Do dental checkup, and determine the status of the tooth.	Dental Fee - Php 60.00	1 minutes	<i>Nurses</i>
Submit for physical assessment	5. Take vital signs of the patient and conduct physical assessment. Gather medical and dental history of the patient and conduct dental check-up.	None	5 minutes	<i>Nurses</i>
	6. Ask the patient if he/she has an allergic reaction to drugs or other dental materials. If so, the dentist will conduct skin test on the patient's skin before	None	5 minutes	<i>Nurses</i>



	he/she undergoes treatment The staff will ask if he/she has any systemic problem/diseases, which could affect the treatment.			
	7. Prepare the necessary instruments for the treatment procedure.		2 minutes	<i>Nurses</i>
	8. Perform the treatment procedure to remove/extract the tooth.	None	15 minutes to 1 hour	<i>Nurses</i>
	9. After the procedure, instruct the patient on proper drug intake, the do's and don'ts after tooth extraction.	None	5 minutes	<i>Nurses</i>
	10. Dispense available prescribed medication (initial dose) and if the procedure is extensive or has an abscess, the dentist will prescribe another medication.	None	2 minutes	<i>Nurses</i>
	11. Update dental record of the patient after the treatment.	None	1 minute	<i>Nurses</i>
	12. Clean and disinfect/sterilize dental instruments and equipment used.	None	20 minutes	<i>Nurses</i> College Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 49 minutes</b>	



## V. Tooth Restoration

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek tooth restoration	1. Greet the client upon entry to the College Clinic and establish rapport.	None	1 minute	<i>Dentist</i>
	2. Prepare the dental record of a new client or retrieve record for previous ones. If the client has no dental record, an oral examination is performed.	None	5 minutes	<i>Dentist</i>
	3. Elicit the client's chief complaint and perform clinical examination of the clients tooth to be restored.	none	1 minute	<i>Dentist</i>
	4. Fill out the dental treatment form.	Php250 per tooth and pays the amount to the cashier	1 minute	<i>Client</i>
	5. Prepare the necessary instruments for the procedure.	None	2 minutes	<i>Dentist</i>

	6. Perform the procedure on tooth restoration.	none	30 minutes	<i>Dentist</i> College Clinic
	7. Instruct the client/patient on proper oral health care.	None	5 minutes	<i>Dentist</i> College Clinic
	8. Update dental record of the client after the treatment.	None	1 minute	<i>Client/ patient</i>
	9. Clean and disinfect/sterilize dental instruments and equipment used.	None	35 minutes	<i>Dentist / Nurses</i> College Clinic
<b>TOTAL:</b>		<b>None</b>	1 hour and 21 minutes	



## VI. Oral Prophylaxis

<b>Office or Division:</b>	College Clinic			
<b>Classification:</b>	G2C - Government to Citizen			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Seek oral prophylaxis treatment	1. Greet the client upon entry to the dental clinic and establish rapport.	None	1 minute	<i>Dentist</i> College Clinic
	2. Prepare the dental record of a new client or retrieve record for previous ones. If the client is new and without dental record, an oral examination is performed.	None	5 minutes	<i>Dentist</i> College Clinic
	3. Elicits the clients' chief complaint.	None	5 minutes	<i>Dentist</i> College Clinic
	4. Fill out the dental treatment form and estimate the desired amount of oral prophylaxis treatment.	Php 250 for upper and lower arch of patient's teeth.	1 minute	<i>Dentist</i> College Clinic
	5. Prepare the necessary instruments for the treatment procedure.	None	2 minutes	<i>Dentist</i> College Clinic
	6. Perform the treatment	None	30 minutes to 1 hour	<i>Dentist</i> College Clinic

	procedure on teeth cleaning.			
	7. Instruct the client/patient on proper oral care.	None	5 minutes	<i>Dentist College Clinic</i>
	8. Update dental record of the client after the treatment.	None	1 minute	<i>Dentist College Clinic</i>
	9. Clean and disinfect/sterilize dental instruments and equipment used.	None	35 minutes	<i>Dentist College Clinic</i>
<b>TOTAL:</b>		<b>None</b>	1 hour and 55 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<ol style="list-style-type: none"> <li>1. Accomplish Customer Satisfaction Measurement Form and drop it in designated drop box.</li> <li>2. Send your feedback through email (<a href="mailto:mnsctmainop@gmail.com">mnsctmainop@gmail.com</a>)</li> <li>3. Talk to our officer of the day at the Public Assistance and Complaint Desk.</li> </ol>
<b>How feedbacks are processed</b>	<ol style="list-style-type: none"> <li>1. Every 1<sup>st</sup> Friday of the month the Internal Quality Assurance (IQA) Office staff opens the drop box and compiles and records all feedback submitted.</li> <li>2. Feedback that requires answers will be forwarded to concern offices and answer within two (2) weeks upon receipt of the feedback.</li> </ol>
<b>How to file a complaint</b>	<ol style="list-style-type: none"> <li>1. Accomplish the Customer Satisfaction Measurement Form and drop it at the designated drop box at the Administration Building, send an email to <a href="mailto:mnsctmainop@gmail.com">mnsctmainop@gmail.com</a> thru text or phone call (0977-846-7228) . Please include the following information :             <ol style="list-style-type: none"> <li>a. Name of person being complained</li> <li>b. Incident</li> <li>c. Evidence</li> </ol> </li> <li>2. File your complaint at the Public Assistance and</li> </ol>

	Complaints Desk located at the Administration Building
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Internal Quality Assurance Office staff opens the complaints drop box every 1<sup>st</sup> week of the month and evaluate each complaint.</li> <li>2. The IQA will inform the head of the concerned office regarding the complaint.</li> <li>3. The concerned office will be given two (2) weeks to answer the complaint and implement appropriate action.</li> <li>4. The IQA focal person will verify the effectiveness of the action made.</li> </ol>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>Contact Information of MinSU: 0977-846-7228</p> <p>Contact Center ng Bayan (CCB):0908-881-6565 (SMS)</p> <p>Presidential Complaints Center (PCC): 8889</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> or Telephone No. 1-ARTA (2782)</p>



Office	Address	Contact Information
Registrar's Office	Main Campus: Alcate, Victoria, Oriental Mindoro  Calapan City Campus: Masipit, Calapan City, Oriental Mindoro  Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	<a href="mailto:minscatmainregistrar@gmail.com">minscatmainregistrar@gmail.com</a>  <a href="mailto:minscatmcc.angie@gmail.com">minscatmcc.angie@gmail.com</a> 09955438716  <a href="mailto:registrar.bongabong@gmail.com">registrar.bongabong@gmail.com</a> 09361941708
Guidance Office	Main Campus: Alcate, Victoria, Oriental Mindoro  Calapan City Campus: Masipit, Calapan City, Oriental Mindoro  Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	<a href="mailto:heidi_bumohya@gmail.com">heidi_bumohya@gmail.com</a> 09052864635  <a href="mailto:jemma_24a@gmail.com">jemma_24a@gmail.com</a> 09276895543  <a href="mailto:bossjing19@gmail.com">bossjing19@gmail.com</a> 09369763166
Human Resource Management Office	Main Campus: Alcate, Victoria, Oriental Mindoro  Calapan City Campus: Masipit, Calapan City, Oriental Mindoro  Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	<a href="mailto:hrmominscat@gmail.com">hrmominscat@gmail.com</a> 09178916485  <a href="mailto:hrmo2minscatcalapan@gmail.com">hrmo2minscatcalapan@gmail.com</a> 09778402672  <a href="mailto:bbmax452@gmail.com">bbmax452@gmail.com</a> 09178691093
Records Office	Main Campus: Alcate, Victoria, Oriental Mindoro	<a href="mailto:mmcrecordsoffice@minscat.edu.ph">mmcrecordsoffice@minscat.edu.ph</a> 09757382645



	<p>Calapan City Campus: Masipit, Calapan City, Oriental Mindoro</p> <p>Bongabong Campus: Labasan, Bongabong, Oriental Mindoro</p>	<p>09065528465</p> <p><a href="mailto:minscatbongabong1964@gmail.com">minscatbongabong1964@gmail.com</a> 09455285124</p>
College Clinic	<p>Main Campus: Alcate, Victoria, Oriental Mindoro</p> <p>Calapan City Campus: Masipit, Calapan City, Oriental Mindoro</p> <p>Bongabong Campus: Labasan, Bongabong, Oriental Mindoro</p>	<p>09778177681</p> <p><a href="mailto:mariamajoriec@gmail.com">mariamajoriec@gmail.com</a> 09192194568</p> <p>09153039457</p>
Accounting	<p>Main Campus: Alcate, Victoria, Oriental Mindoro</p> <p>Calapan City Campus: Masipit, Calapan City, Oriental Mindoro</p> <p>Bongabong Campus: Labasan, Bongabong, Oriental Mindoro</p>	<p><a href="mailto:minscat.acctg2020@gmail.com">minscat.acctg2020@gmail.com</a> 09563727185</p> <p><a href="mailto:clariselopez31@gmail.com">clariselopez31@gmail.com</a> 09158608316</p> <p><a href="mailto:embagon@gmail.com">embagon@gmail.com</a> 09567009689</p>
Cashier's Office	<p>Main Campus: Alcate, Victoria, Oriental Mindoro</p> <p>Calapan City Campus: Masipit, Calapan City, Oriental Mindoro</p>	<p><a href="mailto:doryempleo@yahoo.com">doryempleo@yahoo.com</a> 09178539286</p> <p><a href="mailto:tbcacal_chell@yahoo.com">tbcacal_chell@yahoo.com</a> 09273132963</p>

	Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	<a href="mailto:dffodyl.famenia@gmail.com">dffodyl.famenia@gmail.com</a> 09957724994
College Library	Main Campus: Alcate, Victoria, Oriental Mindoro  Calapan City Campus: Masipit, Calapan City, Oriental Mindoro  Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	<a href="mailto:natividad_templaza@yahoo.com">natividad_templaza@yahoo.com</a> 09056305976  <a href="mailto:minscatccclibrary.2017@gmail.com">minscatccclibrary.2017@gmail.com</a> 09486212426  <a href="mailto:dilaojannaayesha@gmail.com">dilaojannaayesha@gmail.com</a> 09558736749