

MINDORO STATE UNIVERSITY

CITIZEN'S CHARTER



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MINDORO STATE UNIVERSITY

CITIZEN'S CHARTER

2026 (1st Edition)



I. Mandate:

The University shall primarily provide advanced education, higher technological, professional instruction and training in agriculture and forestry, fisheries and environmental studies, information and computer technology, arts and sciences, education, business and management, health sciences and other related fields of study. It shall also undertake research and extension services in support of the socioeconomic development of the Province of Oriental Mindoro, and provide progressive leadership in its areas of specialization.

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 21st 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 comment, 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 Services



I. Issuance of Certificate of Good Moral

This certificate is issued to former students' who intend to work, seek employment, take board examination, transfer to another HEI, and character reference.

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

Office or Division:	Guidance Counselor's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government			
Who may avail:	All former students of the Mindoro State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request (1 original)		Client		
Authorization letter (if requesting thru a representative) (1 original)		Client being represented		
Valid ID of representative (1 original)		Client's representative		
Documentary Stamp (for Board Exam purpose) (1 pc.)		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form for Good Moral Certificate indicating the purpose.	1. 1. Issues request form 1.2 Check the students' information	None	4 minutes	<i>Admin. Aide</i> Guidance Office
2. Pay at the cashiers' office for the requested certificate	2.1 Process payment 2.2 Issue official receipt	Php 40.00	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
3. Present Official Receipt	3.1 Prepare the requested certificate 3.2 Sign the certificate	None	5 minutes	<i>Guidance Associate/ Counselor</i> Guidance Office
4. Receive the Certificate of Good Moral	4.1 Issue the certificate of good moral	None	3 minutes	<i>Guidance Associate/ Counselor</i> Guidance Office
TOTAL		Php 40.00	15 minutes	



Guidance Services

Internal Services



This certificate is issued for scholarship, transfer to another school and OJT purpose.

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

Office or Division:	Guidance Counselor's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All officially enrolled students in current semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip (1 original)		Guidance Office		
Authorization letter (if requesting thru a representative)		Client being represented		
Valid ID of representative		Client's representative		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form for Good Moral Certificate indicating the purpose.	1. 1. Issues request form. 1.2 Check the students' information	None	4 minutes	<i>Admin. Aide</i> Guidance Office
2. Pay at the cashiers' office for the requested certificate	2.1 Process payment 2.2 Issue official receipt	Php 40.00	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
3. Present Official Receipt	3.1 Prepare the requested certificate 3.2 Sign the certificate	None	5 minutes	<i>Guidance Associate/ Counselor</i> Guidance Office
4. Receive the Certificate of Good Moral	4.1 Issue the certificate of good moral	None	3 minutes	<i>Guidance Associate/ Counselor</i> Guidance Office
TOTAL:		Php 40.00	15 minutes	



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)

Office or Division:	Guidance Counselor's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen / G2G - Government to Government			
Who may avail:	All Students, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form (1 original)		Guidance Office		
Request form of walk-in client(s) (1 original)		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an appointment for Counseling (online or face-to-face)	1.1 Schedule the student for counseling session 1.2 Prepare the individual record form of student	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
2. Undergo Initial Interview Online: Attends the counseling session set by the Counselor	2.1 Conduct initial interview (offline or online)	None	10 minutes	<i>Guidance Counselor</i> Guidance Office
3. Conduct counseling session	3.1 Conduct counseling process/ Consultation process (face to face or online) and document the process	None	1 hour	<i>Guidance Counselor</i> Guidance Office
4. Sign the counseling logbook after the session	4.1 File the counseling form	None	2 minutes	<i>Guidance Counselor</i> Guidance Office
TOTAL:		None	1 hour, 17 minutes	



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)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original, 3 photocopies)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
For Authorized Representative				
Authorization Letter (1 original, 3 photocopies)		Client being represented		
Valid ID (2 original, 3 photocopies)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Official Receipt/Sales Invoice/Collection Receipt (1 copy original)		Suppliers / Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID (and Authorization Letter if representative)	1.1. Verify validity of ID presented (and authorization letter if representative)	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
2. Sign Disbursement Voucher	2.1. Verify the client's signature on Disbursement Voucher with Signature on ID Presented	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Receive check	3.1. Issue Check	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
TOTAL:		None	6 minutes	



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)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original, 3 photocopies)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
For Authorized Representative				
Authorization Letter (1 original)		Client being represented		
Valid ID (2 original, 3 photocopies)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID (and Authorization Letter if representative)	1.1. Verify validity of ID presented (and authorization letter if representative)	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
2. Sign Payroll	2.1. Verify client's signature on payroll with signature on ID presented	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Receive payment	3.1. Mark paid on duly signed payroll	None	2 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
TOTAL:		None	6 minutes	



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)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Account/ Assessment Form/ Request Form / Billing Statement	1.1. Receive Statement of Account/ Assessment Form/ Request Form / Billing Statement from client	Based on Statement of Account/ Assessment Form/ Request Form / Billing Statement	2 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
2. Pay amount indicated in the Statement of Account/ Assessment Form/ Request Form / Billing Statement	2.1. Receive payment and post to the Report of Collections		3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
3. Receive copy of the Official Receipt	3.1. Issue to client copy of Official Receipt		2 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
TOTAL:		Based on Statement of Account/ Assessment Form/ Request Form / Billing Statement	7 minutes	



Accounting Services

External Service



I. Assessment of Tuition and Other Fees/Student's Account

This process is to assure that the tuition fees and other school fees (TOSF) meet the current needs of the students by providing reliable, and up to date financial accountabilities of the client.

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

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Students, including Masters and Doctorate Degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration/Enrollment Form (1 original)		Registrar's Office		
Official Receipts (if payment has been made)		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant Accounting Office</i>
2. Proceed to the Cashier for payment (if there's any)	2.1. Receive payment 2.2. Issue Official Receipts	Depends on the total assessed fees (if there's any)	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>



3. Return to the Accounting Office and present Official Receipt	3.1. Receive Official Receipt and post the date, OR # and amount in the index of payment/excel file	None	3 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant</i>
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				Accounting Office
TOTAL:		Depends on the total assessed fees (if there's any)	11 minutes	



Accounting Services Internal Service



I. Assessment of Tuition and Other Fees/Student's Accounts

This process is to assure that the tuition fees and other school fees (TOSF) meet the current needs of the students by providing reliable, and up to date financial accountabilities of the client.

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

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, including Masters and Doctorate Degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration/Enrollment Form (1 original)		Registrar's Office		
Official Receipts (if payment has been made)		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant Accounting Office</i>
2. Proceed to the Cashier for payment (if there's any)	2.1. Receive payment 2.2. Issue Official Receipts	Depends on the total assessed fees (if there's any)	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Return to the Accounting Office and present Official Receipt	3.1. Receive Official Receipt and post the date, OR # and amount in the index of payment/excel file	None	3 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant</i>



				Accounting Office
	TOTAL:	Depends on the total assessed fees (if there's any)	11minutes	



Human Resource Management Office

External Services



I. Receiving of Application for Teaching and Non-Teaching Positions from External Qualified Applicants

This process aims to ensure that the application for vacant position(s) is made in accordance with MinSU RSP Guidelines, CSC MC No. 24, s. 2017, as amended. Employment with the University is open to all provided that there is a vacant position. External applicants should possess the minimum qualification requirements of the position being applied for.

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Interested External Qualified Applicants			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Application Letter addressed to the University President (with specific item no. & position title) (1 original copy)				Applicant
Notarized Personal Data Sheet (Revised 2017) CS Form 212 (1 original copy)				Form downloadable at csc website
Work Experience Sheet (Attachment to CS Form 212) (1 original copy)				
Official Transcript of Records (1 Photocopy)				University/ College Graduated
Certificate of Eligibility (if there is any) (1 Photocopy)				PRC/ CSC
Certificate of Seminars and Trainings Attended or awards received (if there is any) (1 Photocopy)				Applicant
Individual Performance Commitment Review or Performance Rating or equivalent from the last rating period (if applicable) (1 certified copy)				Previous Employer
Proof of research publications for teaching positions (if applicable) (1 certified copy)				Applicant
Proof of salient accomplishments (if applicable) (1 certified copy)				Previous Employer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application documents <i>*Compile application documents in a single folder with tabbing</i>	1.1 Receive application documents presented	None	2 minutes	Admin. Aide/ Admin. Officer HRM Office
	1.2 Check the completeness and compliance of all the required application documents.	None	6 minutes	
	1.3 Inform the applicant on the completeness of documents and acknowledge receipt.	None	2 minutes	
TOTAL:		None	10 minutes	



II. Processing and Issuance of Personnel Records

This service provides HR Records (Certificate of Employment/ Service Record) upon request of authorized representative of the incumbent and separated employees. These documents are required when the client:

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

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Retired/ Separated Personnel or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 original)		HR Office		
1 valid ID		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Authorization letter (if requesting thru a representative)		Client being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Fill-out Request Form	1.1 Issue Request Form	None	3 minutes	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	1.2 Review duly accomplished Request Form for completeness of entries	None	2 minutes	
	1.3 Retrieve employee record and check/ verify employment data	None	1 Day (Certificate of Employment)	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	1.4 Encode and print the requested record and endorse to the Administrative Officer/ HRMO for signature	None		2 Days (Service Record)
2. Receive requested document	2. Release the requested record to the client.	None	1 minute	<i>Admin. Aide/ Admin. Officer HRM Office</i>



TOTAL:	None	1 Day and 6 minutes (For Certificate of Employment) 2 Days and 6 minutes (For Service Record)	
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Human Resource Management Office

Internal Services



I. Receiving of Application for Teaching and Non-Teaching Positions from Internal Qualified Applicants

This process aims to ensure that the application for vacant position(s) is made in accordance with MinSU RSP Guidelines, CSC MC No. 24, s. 2017, as amended. Employment with the University is open to all provided that there is a vacant position. Internal applicants should possess the minimum qualification requirements of the position being applied for.

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen/ G2G – Government to Government			
Who may avail:	All Interested Internal Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter addressed to the University President (with specific item no. & position title) (1 original copy)			Applicant	
Notarized Personal Data Sheet (Revised 2017) CS Form 212 (1 original copy)			Form downloadable at csc website	
Work Experience Sheet (Attachment to CS Form 212) (1 original copy)				
Official Transcript of Records (1 Photocopy)			University/ College Graduated	
Certificate of Eligibility (if there is any) (1 Photocopy)			PRC/ CSC	
Certificate of Seminars and Trainings Attended or awards received (if there is any) (1 Photocopy)			Applicant	
Individual Performance Commitment Review or Performance Rating or equivalent from the last rating period (if applicable) (1 certified copy)			Immediate Head	
Proof of research publications for teaching positions (if applicable) (1 certified copy)			Applicant	
Proof of salient accomplishments (if applicable) (1 certified copy)			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application documents <i>*Compile application documents in a single folder with tabbing</i>	1.1 Receive application documents presented	None	2 minutes	Admin. Aide/ Admin. Officer HRM Office
	1.2 Check the completeness and compliance of all the required application documents.	None	6 minutes	
	1.3 Inform the applicant on the completeness of documents and acknowledge receipt.	None	2 minutes	
TOTAL:		None	10 minutes	



II. Processing and Issuance of Personnel Records

This service provides HR Records (Certificate of Employment/ Service Record) upon request of incumbent 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)

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching/ Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 original)		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Fill-out Request Form	1.1 Issue Request Form	None	3 minutes	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	1.2 Review duly accomplished Request Form for completeness of entries	None	2 minutes	
	1.3 Retrieve employee record and check/ verify employment data	None	1 Day (Certificate of Employment)	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	1.4 Encode and print the requested record and endorse to the Administrative Officer/ HRMO for signature	None		2 Days (Service Record)
2. Receive requested document	2. Release the requested record to the client.	None	1 minute	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	TOTAL	None	1 Day and 6 minutes (For Certificate of Employment)	



			2 Days and 6 minutes (For Service Record)	
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III. Processing of Application for Leave of Absence

This process aims to facilitate the application for leave of absence of personnel who wish not to report for work with or without pay. To avail of the leave benefits, the concerned personnel have to file an application for leave of absence using the prescribed leave form (CS Form 6) Revised 2020 which has to be processed for approval. The accomplished leave form serves as a support document for verification of attendance, payroll and other record purposes.

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished CS Form 6 (in duplicate copies)		Human Resource Management Office		
Approved written request (for VL of more than 30 days) (1 Photocopy)		Client		
Approved agency clearance (for leave of more than 30 days) (1 Photocopy)		Client		
Attachment/s depending on the type of leave availed (1 original copy) Medical Certificate for Sick Leave		Medical Certificate can be downloaded from csc website Attending Physician		
Updated Leave Credits balance (1 original copy)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for leave form (CS Form 6)	1. Provide application for leave form (CS Form 6)	None	2 minutes	<i>Admin. Aide/ Admin. Officer HRM Office</i>
0. Submit fully-accomplished application for leave form (CS Form 6)	II.1 Receive fully-accomplished application for leave form II.2 Verify leave credits balance II.3 Determine if leave is with pay or without pay	None	30 minutes	<i>Admin. Aide/ Admin. Officer HRM Office</i>
	2.4 Forward to the HRMO for signature	None	10 minutes	<i>Administrative Officer (HRMO) HRM Office</i>



3. Forward signed CS Form 6 to immediate head for recommendation	3.1 Recommends approval/disapproval of leave application 3.2 Forward to approving official(s)	None	30 minutes	<i>Immediate Head</i> RDE/Admin & Finance/ Academic Department/ Campus Executive Director Satellite Campus
4. Wait for the approval of leave application	4. Approval/ Disapproval of leave application	None	2 days	President/ VP/ Campus Executive Director (RDE/Admin & Finance/ Academic Department/MBC/ MCC)
TOTAL:		None	2 days, 1 hour & 12 minutes	



Library Services

External Services



I. Borrowing of Books or Information Resources

The service provides library resources needed by the library clientele, available from Monday to Friday (7:00AM to 6:00PM) and Saturday (8:00 AM to 5:00 PM).

Office or Division:	University Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Nonmembers of MinSU community, other researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID (1 original)			SUCs, LUCs, Private Agency/Institution, LGUs	
Referral Letter (1 original)			SUCs, LUCs, Private Agency/Institution, LGUs	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and present any valid school Identification Card, referral letter.	1.1 Check the documents and advise to pay the research fees	None	1 minute	<i>Admin. Aide/ Librarian</i> University Library
2. Proceed to Cashier's Office.	2.1 Process payment and issue official receipt	PHP 50.00	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
3. Present official receipt	3.1 Check official receipt	None	1 minute	<i>Admin. Aide/ Librarian</i> University Library
4. Ask assistance and search for the materials to be borrowed	4.1 Advise library user on search strategies and location of needed information resources	None	5 minutes	<i>Admin. Aide/ Librarian</i> University Library
5. Present the materials, sign the book card and log sheet at the counter	5.1 Check the book card and log sheet if properly signed by the borrower and give the materials.	None	3 minutes	<i>Admin. Aide/ Librarian</i> University Library
TOTAL:		PHP 50.00	13 Minutes	



Library Services

Internal Services



I. Borrowing of Books or Information Resources

The service provides library resources needed by the library clientele, available from Monday to Friday (7:00AM to 6:00PM) and Saturday (8:00 AM to 5:00 PM).

Office or Division:	University Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Students, Teaching / Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Library ID (original, validated within the current semester)		University Library		
Employee ID		Production and Business Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and present the library Identification Card	1.1 Check the library ID (for students)	None	1 minute	<i>Admin. Aide/ Librarian</i> University Library
2. Ask assistance and search for the materials to be borrowed	2.1 Advise library user on search strategies and location of needed information resources	None	5 minutes	<i>Admin. Aide/ Librarian</i> University Library
3. Present the materials, sign the book card and log sheet at the counter	3.1 Check the book card and log sheet if properly signed by the borrower and give the materials. Remind the due date*	None	3 minutes	<i>Admin. Aide/ Librarian</i> University Library
TOTAL:		None	9 Minutes	

*Due date is applied for "outside use only" as per BOT Approved Resolution No. 25 series of 2016



II. Returning of Books or Information Resources

The service aims to monitor the status of borrowed library resources by the library clientele. Available from Monday to Friday (7:00AM to 6:00PM) and Saturday (8:00 AM to 5:00 PM).

Office or Division:	University Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Students, Teaching / Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed book(s) or information resources		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the clients' log sheet	1.1 Check the log sheet if properly signed	None	1 minute	<i>Admin. Aide/ Librarian</i> University Library
2. Return the borrowed materials	2.1 Receive and inspect the returned materials, sign the book card as returned. *Determine if overdue or not.	None	3 minutes	<i>Admin. Aide/ Librarian</i> University Library
3. Receive the library Identification Card and log out in the clients' log sheet	3.1 Return the library Identification Card	None	1 minute	<i>Admin. Aide/ Librarian</i> University Library
TOTAL:		None	5 minutes	

*Fines will be collected for overdue materials as per BOT Approved Resolution No. 25 series of 2016



Records Management Office

External Services



I. Issuance of Certified Copies of Documents

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

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

Office or Division:	Record's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Retired / Separated Personnel, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document(s) to be certified (1 original copy, requested number of photocopies)		Client / Record's Office		
Valid ID (1 original copy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Authorization Letter (1 original)		Client being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request/fills-up requisition/ authentication slip	1.1 Receive and evaluate the accomplished form	None	3 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
2. Wait while the requested document/s are being retrieved	2.1 Retrieve and verify the requested records/ documents	None	5 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
3. Receive certified copy/ies of the requested documents	3.1 Issue the certified copy/ies of the requested documents	None	2 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
TOTAL:		None	10 minutes	



Records Management Office Internal Services



Office or Division:	Record's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document(s) to be certified (1 original copy, requested number of photocopies)		Client / Record's Office		
Valid ID (1 original copy)		Production and Business Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request/fills-up requisition/ authentication slip	1.2 Receive and evaluate the accomplished form	None	3 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
2. Wait while the requested document/s are being retrieved	2.1 Retrieve and verify the requested records/ documents	None	5 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
3. Receive certified copy/ies of the requested documents	3.1 Issue the certified copy/ies of the requested documents	None	2 minutes	<i>Admin. Aide/ Admin. Officer</i> Records Office
TOTAL:		None	10 minutes	



Registrar's Office External Services



I. Registration Procedure (For Incoming First year, Transferring and Returning students)

Registration procedure for Incoming First year, Transferring and Returning students are walk-in. Students must register within the specified registration period. No registration will be accepted after two (2) weeks from the first day of classes unless the enrollment period is formally extended. Clients may register online during Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Registrar's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified incoming first year, transferring and returning students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incoming First year				
School Form 9/Report Card (1 original)		Senior High School attended		
School Form 10 for lost SF 9 (1 original)		Senior High School attended		
Affidavit of loss for lost SF 9 (1original)		Law Office		
Certificate of Good Moral Character (1 original)		Senior High School attended		
Birth Certificate (PSA) (1 original)		Philippine Statistics Authority		
2x2 ID Picture (2 original)		Photo Studio		
Accomplished Enrollment Tracer Form (1original)		Admission Office		
Transferee				
Transcript of Records (remarks "for Evaluation Purposes") (1 original)		Last College/University attended		
Certificate of Transfer Credentials (1 original)		Last College/University attended		
Certificate of Good Moral Character (1 original)		Last College/University attended		
Birth Certificate (PSA) (1 original)		Philippine Statistics Authority		
2x2 ID Picture (2 original)		Photo Studio		
Accomplished Enrollment Tracer Form (1original)		Admission Office		
Returnee				
Accomplished Clearance (1 original)		Registrar's Office		
Accomplished Enrollment Tracer Form (1 original)		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents on the scheduled date of	1. Verify and check the authenticity and	None	3 minutes	<i>Admin. Aide/ Registrar Registrar's Office</i>



registration of your college/program.	completion of the documents.			
2. Proceed to the MIS Office for Online Registration and fill up the Registration Form with some personal information.	0. Assist the students in filling up the Online Registration form.	None	5 minutes	<i>Admin Aide</i> Office of the MIS
0. Present the Enrollment Tracer Form to the Office of the Registrar.	3. Assign student's Identification Number 3.1 Evaluate transferees' and returnees' credentials and assign courses to students.	None	5 minutes	<i>Admin. Aide/ Registrar</i> Registrar's Office
0. Proceed to the Accounting's Office and present the Enrollment Tracer form.	4. Assess the fees	None	5 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant</i> Accounting Office
0. Return to the Registrar's Office and submit the Enrollment Tracer Form. 5.1 Sign and receive the student's copy of Certificate of Registration.	5. Confirm the Registration. 5.1 Print and release students copy of Certificate of Registration.	None	5 minutes	<i>Admin. Aide/ Registrar</i> Registrar's Office
	TOTAL:	None	23 minutes	



II. Issuance of Transcript of Records

Transcript of Records is an official document containing the list of all courses taken by the students arranged according to their chronological sequence showing the final grades obtained and credit units earned. Client/s may request Monday to Friday (8:00AM to 5:00PM).

Office or Division:	Office of the Registrar			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government			
Who may avail:	Clients who want a copy of their transcript of records for employment, board examination, a copy of specific university, evaluation/study purposes, etc. (with the exception of those who have been given a copy of the TOR with remarks for evaluation/study purposes and a copy for a specific college/university) / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
University Identification Card (1 original)		Production and Business Operations Office, Registrar's Office		
Accomplished Clearance for non-graduate (1 original)		OSAS		
School Form 10/Form 137 (1 original)		Senior High School attended		
Transcript of Records with remarks copy for MINSU for transferee (1 original)		Previous College/University attended		
Documentary stamp (1 original per document)		Bureau of Internal Revenue		
Passport size ID Picture (Last Name, First Name, Middle Name) for TOR w/ remarks "For Board Examination purposes" (1 original)		Photo Studio		
Representative				
Authorization Letter (1 original/printed scanned copy)		Client being Represented		
Government Issued Identification Card of the person being represented (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Government Issued Identification Card of the Representative (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition	1. Verify whether the client is	None	5 minutes	<i>Admin. Aide/ Registrar's Office</i>



form from the Office of the Registrar and fill out all the fields on it.	eligible to request a Transcript of Record before providing the requisition form. 1.1 Check if the requisition form is filled out correctly and completely.			
2. Proceed to the Cashier for payment.	2.1 Process payment and issue Official Receipt of Payment	Php 50.00 per page	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office
3. Return to the Registrar's Office and submit the form together with the official receipt of payment.	3.1 Schedule the release of the requested Transcript of Records. 3.2 Issue a claim slip and explain the requirements for claiming.	None	3 minutes	<i>Admin. Aide</i> Registrar's Office
4. Wait for the scheduled date of release.	4.1. Locate the academic record of the client. 4.2 Prepare and print the duplicate copy of requested Transcript of Records for checking. 4.3 After checking, the Official Transcript of Records will be printed and signed.	None	6 working days	<i>Admin. Aide/ Registrar</i> Registrar's Office



<p>5. Return to the scheduled release date with the documentary requirements. 5.1 Fill out the required fields on the Request Monitoring Logbook.</p>	<p>5.1 Locate the requested Transcript of Record. 5.2 Check, verify, and file all required documents in the client's designated folder. 5.2 Affix dry seal, date of issuance, and documentary stamp on the Transcript of Records before the issuance.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin. Aide</i> Registrar's Office</p>
	<p>TOTAL:</p>	<p>Php 50.00 per page</p>	<p>6 working days, 16 minutes</p>	



III. Issuance of Certifications

3.1. Certificate of General Weighted Average (GWA), Certification, Authentication and Verification (CAV), Certificate of Graduation, and other Certifications.

The office of the registrar issues official certifications of students' general weighted average and certificates of graduation for employment purposes. CAV documents are being issued to clients who will apply for apostille and to graduates who will take PRC Board Examinations, and employment requirements of other government agencies. Clients may request certifications Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen / G2G-Government to Government			
Who may avail:	Clients who are graduates of the university and have paid the necessary fees / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Documentary stamp for CAV (1 original per document)		Bureau of Internal Revenue		
Transcript of Record for CAV (1 authenticated copy)		Client, Registrar's Office		
Diploma for CAV (1 authenticated copy)		Client, Registrar's Office		
Representative				
Authorization Letter (1 original/printed scanned copy)		Client being Represented		
Government Issued Identification Card of the person being represented (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Government Issued Identification Card of the Representative (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill	1. Verify whether the client is eligible to request a certification before providing the requisition form.	None	3 minutes	Admin. Aide Registrar's Office



out all the fields on it.	1.1 Check if the requisition form is filled out correctly and completely.			
2. Proceed to the Cashier for payment.	0. Process payment and issue Official Receipt of Payment.	Php. 40.00	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Return to the Registrar's Office and submit the form together with the official receipt of payment.	3. Schedule the release of the requested Certification. 3.1 Issue a claim slip and explain the requirements for claiming.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
4. Wait for the scheduled date of release.	4. Prepare and print the requested Certification. 4.1 Registrar will check and verify the accuracy of the Certification before signing.	None	48 minutes	<i>Admin. Aide/ Registrar Registrar's Office</i>
5. Return to the scheduled release date with the documentary requirements. 5.1 Fill out the required fields on the Request Monitoring Logbook.	5. Locate the requested certificate. 5.1 Affix documentary stamp for CAV and university dry seal on the certificate. 5.2 For CAV, seal the documents in an envelope with Registrar's signature. 5.3 Issue the requested Certificate to the client or authorized representative.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
	TOTAL:	Php 40.00	1 hour	



2.2. Certificate of Transfer Credential and Certificate of Upper 25%.

Transfer credential (formerly "Honorable Dismissal") certifies that a student has no pending accountabilities with the school/university and is eligible for transfer to another educational institution. Transfer credentials are issued only once together with the Transcript of Record of the client. Certificate of Upper 25% is issued to the clients who will apply for PNP Enlistment. Clients may request certifications Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Citizen/ G2G-Government to Government			
Who may avail:	Clients who are graduate in the university and have paid the necessary payment. For Transfer Credential, client who intend to transfer to another university/school.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Documentary stamp for Transfer Credential (1 original)		Bureau of Internal Revenue		
Representative				
Authorization Letter (1 original/printed scanned copy)		Client being Represented		
Government Issued Identification Card of the person being represented (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Government Issued Identification Card of the Representative (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1. Verify whether the client is eligible to request a certification before providing the requisition form. 1.1 Check if the requisition form is filled out correctly and completely.	None	3 minutes	<i>Admin. Aide</i> Registrar's Office



2. Proceed to the Cashier for payment.	2. Process payment and issue Official Receipt of Payment.	Php. 40.00 for upper 25%, Php. 25.00 for transfer credentials	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Return to the Registrar's Office and submit the form together with the official receipt of payment.	3. Schedule the release of the requested Certification. 3.1 Issue a claim slip and explain the requirements for claiming.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
4. Wait for the scheduled date of release.	4. Prepare and print the requested Certification. 4.1 Registrar will check and verify the accuracy of the Certification before signing.	None	6 working days	<i>Admin. Aide/ Registrar Registrar's Office</i>
5. Return to the scheduled release date with the documentary requirements. 5.1 Fill out the required fields on the Request Monitoring Logbook.	5. Locate the requested certificate. 5.1 Affix documentary stamp for Transfer Credential and university dry seal on the certificate. 5.2 Issue the requested Certificate to the client or authorized representative.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
	TOTAL:	Php. 40.00 for upper 25%, Php. 25.00 for transfer credentials	6 working days, 12 minutes	



IV. Issuance of 2nd Copy of Diploma

A diploma is a legal document that confirms a qualification and successful completion of a course of study. Clients may request from Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Graduates of the university whose diplomas have been damaged or lost / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Government Issued Identification Card (1 original)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Affidavit of Loss/Certificate of Destruction (1 original)		Law Office		
Representative				
Authorization Letter (1 original/printed scanned copy)		Client being Represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Government Issued Identification Card of the Representative (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1. Verify whether the client is eligible to request a 2 nd copy of Diploma before providing the requisition form. 1.1 Check if the requisition form is filled out correctly and completely.	None	3 minutes	<i>Admin. Aide</i> Registrar's Office



0. Proceed to the Cashier for payment	2. Process payment and issue Official Receipt of Payment	Php. 200.00	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Return to the Registrar's Office and submit the form together with the official receipt of payment.	3. Schedule the release of the requested 2 nd copy of Diploma. 3.1 Issue a claim slip and explain the requirements for claiming.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
4. Wait for the scheduled date of release.	4. Prepare and print the requested 2 nd copy of Diploma. 4.1 Check and verify the accuracy of the Diploma before signing. 4.2. Forward the diploma with the attachments to the Office of the VPAA and Office of the President for signing.	None	6 working days	<i>Registrar Registrar's Office</i> <i>VPAA Office of the VPAA</i> <i>University President Office of the President</i>
5.1 Return to the scheduled release date with the documentary requirements. 5.2. Fill out the required fields on the Request Monitoring Logbook.	5. Locate the requested Diploma. 5.1 Affix gold seal and university dry seal on the diploma. 5.2 Issue the requested 2 nd copy of diploma to the client or authorized representative.	None	5 minutes	<i>Admin. Aide Registrar's Office</i>
	TOTAL:	Php 200.00	6 working days, 14 minutes	



V. Issuance of Certified Copy of Documents

Certifying Copy is done on photocopies of documents issued by the Registrar's office, such as certifications, Transcript of Records, etc. and the original copy must be presented. Clients may request from Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G - Government to Government			
Who may avail:	Clients who want to have their document/s certified / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier's Office		
Government Issued Identification Card (1 original)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Affidavit of Loss/Certificate of Destruction (1 original)		Law Office		
Original and photocopy of the documents to be certified		Client		
Representative				
Authorization Letter (1 original/printed scanned copy)		Client being Represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
Government Issued Identification Card of the Representative (1 original, 1 photocopy)		PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1. Ask for the original copy of the certificate to be certified before providing the requisition form. 1.1 Check if the requisition form is	None	2 minutes	<i>Admin. Aide</i> Registrar's Office



	filled out correctly and completely.			
2. Proceed to the Cashier for payment	2. Process payment and issue Official Receipt of Payment.	Php 10.00/ page	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
0. Return to the Registrar's Office and submit the requisition form together with the official receipt of payment. 3.1 Submit the original and photocopy of the documents to be certified. 3.2 Wait until your name is called out.	3.1 Review and verify the authenticity of the documents presented. 3.2 Stamp "Certified Copy" on the certificate/s. 3.3 The receiving staff will initial the documents before sending them to the registrar (this means the documents have been verified). 3.4 Registrar will sign the documents.	None	3 minutes /page	<i>Admin. Aide/ Registrar Registrar's Office</i>
0. Fill out the required fields on the Request Monitoring Logbook.	4.1 Stamp dry seal on the certified copy of documents. 4.2 Issue the certified copy to the requesting client or authorized representative.	None	2 minutes	<i>Admin. Aide Registrar's Office</i>
	TOTAL:	Php. 10.00 / page	10 mins. / page, another 3 mins. for each additional page	



Registrar's Office Internal Services



I. Registration Procedure (For Continuing Students)

Registration procedure for Continuing students is via online platform using the Students Registration System. Students must register within the specified registration period. No registration will be accepted after two (2) weeks from the first day of classes, unless the enrollment period is formally extended. Accomplished clearance must be submitted to the Office of the Registrar prior to the registration period. Students may register from Monday to Friday (8:00AM to 5:00PM).

Office or Division:	Registrar's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who have enrolled in the previous semesters.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grades from the previous semester		Faculty		
Accomplished Clearance (1 original)		OSAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to your existing account, then fill out all of the necessary information in the student registration system and submit the enrollment application.	1.1 Evaluate the individual student's academic record, then assign student's courses.	None	7 minutes	<i>Admin. Aide/ Registrar</i> Registrar's Office
2. Check the status of your registration in your account.	2.1 Assess the fees	None	5 minutes	<i>Admin. Aide/ Admin. Assistant/ Admin. Officer/ Accountant</i> Accounting Office
3. View the copy of your Certificate of Registration in your account.	3.1 Confirm the enrollment	None	1 minute	<i>Registrar</i> Registrar's Office
	TOTAL:	None	13 minutes	



II. Issuance of Certifications

2.1. Certificate of Enrollment

Certificate of enrollment is issued to the students for scholarship application, financial assistance, educational assistance, On-the-Job training, etc. Students may request from Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students who are enrolled in the university and have paid the necessary fees / Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Validated School Identification Card (1 original)		Production and Business Operations Office, Registrar's Office		
For Authorized Representative				
Authorization Letter (1 original/printed scanned copy)		Client being represented		
Valid ID card of the person being represented (1 original, 1 photocopy)		Client being represented		
Valid ID card of the Representative (1 original, 1 photocopy)		Production and Business Operations Office, PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1.1 Determine whether the client is eligible to request a certificate before providing the requisition form. 1.2 Check if the requisition form is filled out correctly and completely.	None	3 minutes	<i>Admin. Aide</i> Registrar's Office
2. Proceed to the Cashier for payment.	2.1 Process payment and issue Official Receipt of Payment	Php. 40.00	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office



<p>3. Return to the Registrar's Office and submit the requisition form together with the official receipt of payment. 3.1 Wait until your name is called out.</p>	<p>3.1 Prepare and print the requested certificate of enrollment. 3.2 Check and verify accuracy of the certificate before signing.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Admin. Aide/ Registrar Registrar's Office</i></p>
<p>4. Fill out the required fields on the Request Monitoring Logbook.</p>	<p>4.1 Stamp university dry seal on the certificate. 4.2 Issue the requested Certificate of enrollment to the client or authorized representative.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admin. Aide Registrar's Office</i></p>
	<p>TOTAL:</p>	<p>Php 40.00</p>	<p>11 minutes</p>	



2.2. Certificate of Grades

Certificate of grades is issued to the students for scholarship application, financial assistance, educational assistance, etc. Students may request from Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students who want to have a copy of their grades and have paid the required fees / Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Validated School Identification Card (1 original)		Production and Business Operations Office, Registrar's Office		
For Authorized Representative				
Authorization Letter (1 original/printed scanned copy)		Client being represented		
Valid ID card of the person being represented (1 original, 1 photocopy)		Client being represented		
Valid ID card of the Representative (1 original, 1 photocopy)		Production and Business Operations Office, PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1.1 Determine whether the client is eligible to request a certificate before providing the requisition form. 1.2 Check if the requisition form is filled out correctly and completely.	None	3 minutes	<i>Admin. Aide</i> Registrar's Office



2. Proceed to the Cashier for payment.	2.1 Process payment and issue Official Receipt of Payment	Php. 40.00	3 minutes	<i>Admin. Assistant/ Admin. Officer Cashier's Office</i>
3. Return to the Registrar's Office and submit the requisition form together with the official receipt of payment.	3.1 Schedule the release of the requested certificate of grades. 3.2 Issue claim slip.	None	3 minutes	<i>Admin. Aide/ Registrar Registrar's Office</i>
4. Wait for the scheduled date of release.	4.1 Locate the academic record of the client. 4.2. Prepare and print the requested Certificate of Grades. 4.3. Check and verify the accuracy of the certification before signing.	None	2 working days	<i>Admin. Aide/ Registrar Registrar's Office</i>
5. Return on the scheduled date of release and present the claim slip and other required documents to the Registrar's Office. 5.1 Fill out the required fields on the Request Monitoring Logbook.	5.1 Locate the requested Certificate of Grades. 5.2 Stamp dry seal on the certificate. 5.3 Issue the requested Certificate of Grades to the client or authorized representative.	None	3 minutes	<i>Admin. Aide Registrar's Office</i>
	TOTAL:	Php 40.00	2 working days, 12 minutes	



III. Issuance of Certified Copy of Certifications

Certifying Copy is done on photocopies of certifications issued by the Registrar's office, such as certificates of enrollment, grades, and registration but the original copy must be presented. Students may request from Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students who want to have their document/s certified / Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Requisition Form (1 original)		Registrar's Office		
Claim slip (1 original)		Registrar's Office		
Official Receipt (1 original)		Cashier		
Validated School Identification Card (1 original)		Production and Business Operations Office, Registrar's Office		
For Authorized Representative				
Authorization Letter (1 original/printed scanned copy)		Client being represented		
Valid ID card of the person being represented (1 original, 1 photocopy)		Client being represented		
Valid ID card of the Representative (1 original, 1 photocopy)		Production and Business Operations Office, PRC, LTO, PHILHEALTH, SSS, GSIS, SCHOOL ID, PSA, DFA, COMELEC, BIR, POST OFFICE, PAG IBIG, NBI, DSWD, OSCA, BFP, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requisition form from the Office of the Registrar and fill out all the fields on it.	1.1 Ask for the original copy of the certificate to be certified before providing the requisition form. 1.2 Check if the form is filled out correctly and completely.	None	2 minutes	<i>Admin. Aide</i> Registrar's Office
2. Proceed to the Cashier for payment.	2.1 Process payment and issue Official	Php 10.00/ page	3 minutes	<i>Admin. Assistant/</i> <i>Admin. Officer</i>



	Receipt of Payment.			Cashier's Office
3. Return to the Registrar's Office and submit the requisition form together with the official receipt of payment. 3.1 Submit the original and photocopy of the certification to be certified. 3.2 Wait until your name is called out.	3.1 Review and verify the authenticity of the certification presented. 3.2 Stamp "Certified Copy" on the certification. 3.3 The receiving staff will initial the documents before sending them to the registrar (this means the documents have been verified). 3.4 Sign the documents.	None	3 mins./page	<i>Admin. Aide/ Registrar</i> Registrar's Office
4. Fill out the required fields on the Request Monitoring Logbook.	4.1 Stamp dry seal on the certified copy of documents. 4.2 Issue the certified copy to the requesting client or authorized representative.	None	2 minutes	<i>Admin Aide</i> Office of the Registrar
	TOTAL:	Php. 10.00 / page	10 mins./page and another 3 mins. for each additional page	



Student Affairs Office Internal Services



I. Recognition and Accreditation of Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation student organizations.

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All student organizations who applied for University Organization Recognition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Recognition/ Accreditation Form (1 original)			OSAS	
Constitution and Bylaws			Student Organization	
Action Plan and Calendar of Activities			Student Organization	
Bio-Data of Officers			Student Organization	
List of Members			Student Organization	
Adviser Consent / Letter of Acceptance			Adviser	
Additional Requirement for Old Student Organizations: Accomplishment Report Financial Report Updated List of Members Updated Constitution and Bylaws, if revised			Student Organization	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Evaluate requirements 1.2 Note on the completeness of the requirements 1.3 Forward the request letter to the DSAS/ SAS Coordinator 1.4 Convene committee to evaluate the application. 1.5 Endorse to the Vice President for	None	30 minutes	<i>Admin. Aide</i> OSAS



	Academic Affairs/ Campus Executive Director for approval 1.6 Issue notice of acceptance and induction to the student organization.			
2. Receive notice of acceptance and induction	2.1 Conduct the induction of officers for the entire academic year	None	15 minutes	<i>DSAS/SAS Coordinator OSAS</i>
3. Attend the recognition and accreditation program *Receive certificate of recognition	a. Document the program b. File the submitted documents of the recognized student organizations	None	15 minutes	<i>Admin. Aide/ DSAS/SAS Coordinator OSAS</i>
	TOTAL:	None	1 hour	



II. Complaint on Student and Grievance

This procedure shows how to assist students, faculty members and employees who have complaints against students.

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen/ G2G-Government to Government			
Who may avail:	All Students of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint	1.1 Receive the complaint letter 1.2 Endorse the letter to the Coordinator for Student Discipline 1.3 Decide whether the complaint has to be acted upon and call for the investigation 1.4 Issue response letter	None	2 Hours	<i>Admin. Aide/ Coordinator for Student Discipline OSAS</i>
2. Receive the response letter and sign the logbook.	2.1 Explain to the complainant any further procedures, if applicable	None	6 minutes	<i>Admin. Aide/ Coordinator for Student Discipline OSAS</i>
	TOTAL:	None	2 hours and 6 minutes	



III. Application for Scholarship or Financial Assistance

This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Students of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS		
Certification of grades in the previous semester (1 photocopy)		Registrar's Office		
Certificate of Registration in the current semester (1 photocopy)		Registrar's Office		
1x1 picture with white background (1 pc.)		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Verify and review the requirements	None	3 minutes	<i>Admin. Aide</i> OSAS
2. Attend to other assessment and interview	2.1 Perform an interview. 2.2 Endorse qualified applicants for approval of the application.	None	10 minutes	<i>Admin. Aide/ Scholarship Coordinator</i> OSAS
3. Receive Notice of Acceptance.	3.1 Explain further procedures, if any.	None	6 minutes	<i>Admin. Aide/ Scholarship Coordinator</i> OSAS
TOTAL:		None	19 minutes	



IV. Re-Issuance/Replacement of Student ID

This procedure aims to assist the students in requesting a replacement for old, lost or damaged student IDs.

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen/ G2G-Government to Government			
Who may avail:	All Students of the present Academic Year, Returnee & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for ID Replacement (1 original)		OSAS		
Affidavit of Loss/ Certificate of Birth or Marriage (1 original)		Client		
Certificate of Registration (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Interview and evaluate documents 1.2 Endorse for payment and approval.	None	2 minutes	<i>Guidance Counselor</i> OSAS
2. Pay ID fee	2.1 Receive payment 2.2 Approve ID replacement 2.3 Endorse client to the Production and Business Operations Office for the processing of the new ID.	Php 60.00	3 minutes	<i>Admin. Assistant/ Admin. Officer</i> Cashier's Office <i>Admin. Aide/ DSAS/SAS Coordinator</i> OSAS
3. Proceed to the Production and Business Operations Office for processing	3.1 Produce a new ID 3.2 Release to Registrar	None	20 minutes	<i>Admin. Aide</i> PBO Office
4. Receive new ID	4.1 Validate the new ID 4.2 Release new ID to Student	None	1 minute	<i>Admin. Aide</i> Registrar's Office
	TOTAL:	Php 60.00	26 minutes	



Admission Services

External Services



I. Admission of New Students

This procedure aims to define the system on how to assist all students who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

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

Office or Division:	University Admissions Office			
Classification:	G2C - Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All incoming students, transferees and second degree takers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Application Form (1 original)		Admission's office		
Form 138/ Latest Report Card (1 photocopy)		Senior High School Attended		
2x2 photo (2 pcs.)		Photo Studio		
Long White Folder (1 pc.)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive the required documents 1.2 Encodes applicant data	None	5 minutes	<i>Admin. Aide</i> Admission's Office
2. Receive admission examination Permit *Transferees and second-degree takers must undergo interview by the program chair to determine if applicant still needs to take an examination.	2.1 Schedule the date of examination	None	2 minutes	<i>Admin. Aide</i> Admission's Office
3. Take the admission examination as scheduled	3.1 Administer Admission Examination 3.2 Check examination 3.3 Notify applicant about the result. 3.4 Forward applicant data and interview form to concerned Program Chairpersons	None	1 hour, 50 minutes	<i>Guidance Counselor or Psychometrician</i> Guidance Office <i>Admin. Aide</i> Admission's Office



<p>4. Passing applicants undergo an interview by the Program Chairperson.</p> <p>a. Undergo interview at College/ Department</p> <p>b. Return to Admissions Office and submit accomplished interview form</p>	<p>4.1 Conduct the interview</p> <p>4.2 Receive the accomplished interview form</p> <p>4.3 Issue the Notice of Admission (NOA)</p>	<p>None</p>	<p>1 hour, 1 minute</p>	<p><i>Program Chairperson/ Dean Colleges/ Institutes</i></p> <p><i>Admin. Aide Admission's Office</i></p>
<p>5. Receive the Notice of Admission (NOA)</p>	<p>5.1 Endorse admitted applicant for enrolment</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admin. Aide Admission's Office</i></p>
TOTAL:		<p>None</p>	<p>3 hours</p>	



II. Application for Readmission

This procedure aims to define the system on how to assist returning students.

Monday to Friday (7:30AM to 5:00PM)

Office or Division:	University Admissions Office			
Classification:	G2C - Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All incoming students, transferees and second degree takers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Readmission Form		Applicant		
Leave of Absence		Registrar		
Academic Record		Registrar		
Two 2x2 photo		Applicant		
Letter of Intent		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the required documents 1.2 Endorses applicant to the Program Chairperson	None	5 minutes	<i>Admissions Staff</i>
2. Undergo interview at College/ Department and Guidance and Counseling Office *Secure clearance from library and accounting office.	2.1 Conduct the interview	None	15 minutes	<i>Program Chairpersons Guidance Office</i>
3. Approved applicants return to Admissions Office and submit accomplished interview form	3.1 Receive the accomplished interview form 3.2 Issue the Notice of Admission (NOA) and e-copy of Client Satisfaction Measurement Form via email	None	1 hour 1 minute	<i>Program Chairperson Admissions Staff</i>
4. Receive the Notice of Admission (NOA) and submit filled out Client Satisfaction Measurement Form on enrolment day.	4.1 Receive the Client Satisfaction Measurement Form. 4.2 Endorse admitted applicant for enrolment	None	1 minute	<i>Admissions Staff</i>
TOTAL:		None	22 minutes	



Medical and Dental Services External Services



I. Patient Consultation

To provide University community with access to professional medical advice, diagnosis, and treatment planning, fostering a proactive approach to health and well-being.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	New Students, Relatives, Visitors and Residents where the University is located			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Valid ID		
Visitor's ID		Visitor's ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Greet the client and establish rapport.	None	2 minutes	Nurses University Clinic
	1.2 Interview/ assess the client/patient	None	3 minutes	
	1.3 Take and record vital signs.	None	3 minutes	
2.Fill out the Patient's Log Book	2.1 Ask the patient/ client to enter their name in the logbook and they are attended on first come, first serve basis except in emergency cases wherein that were given priority.	None	3 minutes	Nurses University Clinic
3. Wait for the retrieval of health record	3.1 Treatment (minor injuries and common ailments)	None	45 minutes	Nurses University Clinic
4. Log in the medicine logbook	4.1 Give medicines/ instructions	None	5 minutes	Nurses University Clinic
	4.2 Provide Health Teaching	None	3 minutes	
TOTAL:		None	1 hour and 4 minutes	



II. Blood Pressure Checking/ Monitoring

Regular monitoring of blood pressure helps identify potential cardiovascular issues early on, allowing for timely intervention and the promotion of heart health among the university community.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	New Students, Relatives, Visitors and Residents where the University is located			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Visitor's ID		Guard		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Greet the client and establish rapport.	None	2 minutes	Nurses University Clinic
	1.2 Interview/ assess the client/patient	None	3 minutes	
	1.3 Take and record vital signs.	None	3 minutes	
2.Fill out the Patient's Log Book	2.1 Ask the patient/ client to enter their name in the logbook and they are attended on first come, first serve basis.	None	3 minutes	Nurses University Clinic
3. Provide consent for the treatment	3.1 Treatment (minor injuries and common ailments)	None	45 minutes	Nurses University Clinic
4. Log in the medicine log book	4.1 Give medicines/ instructions	None	5 minutes	Nurses University Clinic
	4.2 Provide Health Teaching	None	3 minutes	
TOTAL:		None	1 hour and 4 minutes	



III. Dental Consultation

Dental consultation provides a comprehensive assessment of the oral cavity, offering personalized guidance on maintaining good oral hygiene and addressing other dental concerns.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	New Students, Relatives, Visitors and Residents where the University is located			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Valid ID	
Visitor's ID			Visitor's ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Greet the client and establish rapport.	None	2 minutes	<i>Nurses/Dentist University Clinic</i>
	1.2 Interview/ assess the client/patient		3 minutes	
2.Fill out the Dental Patient Logbook	2. Ask the patient/ client to enter their name in the logbook and they are attended on first come, first serve basis.	None	3 minutes	<i>Nurses University Clinic</i>
3. Wait for the retrieval of health record	3.1 Retrieve records of patient/ client from the records file for old patients.	None	3 minutes	<i>Nurses University Clinic</i>
	3.2. Fill out the client's record form, for new patient/ client.	None	2 minutes	



4. Submit oneself.	4.1 Secure a photocopy of their Medical Certificate and file.	None	5 minutes	<i>Nurses/ Attending Physician</i>
	4.2 Oral assessment	None	20 minutes	<i>Dentist University Clinic</i>
	4.3 Give medicines/ instructions and schedule.	None	5 minutes	<i>Dentist University Clinic</i>
	5.1 Update Dental record .	None	2 minutes	<i>Dentist University Clinic</i>
TOTAL:		None	45 minutes	



IV. Tooth Extraction

Tooth extraction services aim to address various dental issues such as severe decay, and overcrowding of teeth. The purpose is to alleviate pain, prevent the spread of infection, and maintain the overall oral health of individuals.

Office or Division:	University Clinic			
Classification :	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	New Students, Relatives, Visitors and Residents where the University is located			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Visitor's ID		Guard		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Greet the client upon entry and establish rapport.	None	3 minutes	<i>Dentist</i> University Clinic
2. Present the receipt of payment.	2.1 Receive the receipt and check the schedule.	PhP 60.00	1 minute	<i>Dentist</i> University Clinic
3. Fill out dental logbook.	3.1 Ask the patient/ client to enter their name in the logbook.	None	3 minutes	<i>Dentist</i> University Clinic
4. Fill out Dental Form and submit consent.	4.1 Interview and assess the patient if he/she has an allergic reaction.	None	5 minutes	<i>Dentist</i> University Clinic



	4.2. Fill out the client's record form, for new patient/ client.	None	5 minutes	
	4.3. Fill out the client's record form, for new patient/ client.	None	5 minutes	<i>Nurses/Dentist University Clinic</i>
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform tooth extraction.	None	1 hour	
6. Fill out Dental Logbook	6.1 Give medicines/ instructions and schedule.	None	3 minutes	<i>Dentist University Clinic</i>
	6.2. Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	
	6.3 Update dental record of the patient after the treatment.	None	3 minutes	
TOTAL:		PhP 60.00	2 hours and 11 minutes	



V. Tooth Restoration

Tooth filling services are aimed at treating cavities and restoring the integrity of damaged teeth. The purpose is to prevent further decay, alleviate pain, and preserve the natural structure of the tooth.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	New Students, Relatives, Visitors and Residents where the University is located			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Visitor's ID		Guard		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Greet the client upon entry and establish rapport.	None	3 minutes	<i>Dentist</i> University Clinic
2. Present the receipt of payment.	2.1 Receive the receipt and check the schedule.	P 200.00/tooth (small) P 250.00/tooth (large)	1 minute	<i>Dentist</i> University Clinic
3. Fill out dental logbook.	3.1 Ask the patient/ client to enter their name in the logbook.	None	3 minutes	<i>Dentist</i> University Clinic



4. Fill out Dental Form and submit consent.	4.1 Interview and assess the patient if he/she has an allergic reaction.	None	5 minutes	<i>Dentist University Clinic</i>
	4.2. Fill out the client's record form, for new patient/ client.	None	5 minutes	
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform tooth restoration.	None	1 hour	
	5.4 Provide post procedure instructions.	None	3 minutes	
	5.5. Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	
	5.6 Update dental record of the patient after the treatment.	None	3 minutes	
TOTAL:		PhP 200.00-250.00/tooth	2 hours and 6 minutes	



VI. Oral Prophylaxis

Oral cleaning, also known as prophylaxis or teeth cleaning, is performed to remove plaque, tartar, and stains from teeth. The purpose is to prevent gum disease, cavities, and maintain optimal oral hygiene.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Visitor's ID		Guard		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1. Greet the client upon entry and establish rapport.	None	3 minutes	<i>Dentist University Clinic</i>
2. Fill out the Dental Patient Logbook	2.1 Receive the receipt and check the schedule.	P 200.00/ tooth (moderate) P 250.00/ tooth (severe)	1 minute	<i>Dentist University Clinic</i>
3. Fill out dental logbook.	3.1 Ask the patient/ client to enter their name in the logbook.	None	3 minutes	<i>Nurses University Clinic</i>
4. Fill out Dental Form and submit consent.	4.1 Interview and assess the patient if he/she has an allergic reaction.	None	2 minutes	<i>Nurses/ Attending Physician</i>



	4.2. Fill out the client's record form, for new patient/ client.	None	5 minutes	<i>Dentist University Clinic</i>
	4.3. Fill out the client's record form, for new patient/ client.	None	5 minutes	
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform oral prophylaxis.	None	30 minutes	
	5.4 Provide post procedure instructions.	None	3 minutes	
	5.5 Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	
	5.6 Update dental record of the patient after the treatment.	None	3 minutes	
TOTAL:		PhP 200.00-250.00/tooth	1 hour and 38 minutes	



Medical and Dental Services Internal Services



I. Patient Consultation

To provide students and staff with access to professional medical advice, diagnosis, and treatment planning, fostering a proactive approach to health and well-being.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Greet the client and establish rapport.	None	2 minutes	<i>Nurses</i> University Clinic
	1.2 Interview/ assess the client/patient		3 minutes	
	1.3 Take and record vital signs.		3 minutes	
2.Fill out the Patient's Log Book	2.1 Ask the patient/ client to enter their name in the logbook and they are attended on first come, first serve basis except in emergency cases wherein that were given priority.	None	3 minutes	<i>Nurses</i> University Clinic
3. Wait for the retrieval of health record	3.1 Retrieve records of patient/ client from the records file for old patients.	None	3 minutes	<i>Nurses</i> University Clinic



	3.2. Fill out the client's record form, for new patient/ client.	None	2 minutes	
4. Provide consent for the treatment	4.1 Treatment (minor injuries and common ailments)	None	45 minutes	<i>Nurses University Clinic</i>
5. Log in the medicine log book	5.1 Give medicines/ instructions	None	5 minutes	<i>Nurses University Clinic</i>
	5.2 Provide Health Teaching		3 minutes	
6. Provide consent for referral	6.1 Secure Doctor's order for referral or transfer to preferred higher health facility	None	5 minutes	<i>Nurses/ Attending Physician University Clinic</i>
	6.2 Secure consent and inform the relatives/guardian.	None	5 minutes	<i>Nurses University Clinic</i>
	6.3 Update Health record.	None	2 minutes	<i>Nurses/ Attending Physician University Clinic</i>
TOTAL:		None	1 hour and 21 minutes	



II. Blood Pressure Checking/ Monitoring

Regular monitoring of blood pressure helps identify potential cardiovascular issues early on, allowing for timely intervention and the promotion of heart health among the university community.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Enrolled Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Establish rapport and advised the client to rest.	None	5 minutes	<i>Nurses/Dentist/ Attending Physician</i> University Clinic
	1.2 Take blood pressure and inform the client of the result of blood pressure reading.	None	2 minutes	
	1.3. Record the result of the blood pressure.	None	1 minute	
	1.4. Give health teaching as needed.	None	30 minutes	
2. Rest while waiting for the doctor's recommendation.	2.1 Refer to the physician if blood pressure is still elevated even after providing medication	None	15 minutes	<i>Nurses/Dentist/ Attending Physician</i> University Clinic
	2.2 Secure Doctor's order for referral or transfer to preferred higher health facility	None	5 minutes	



3. Sign a written consent form.	3.1 Secure consent and inform the relatives/guardian.	None	5 minutes	<i>Nurses/Dentist/ Attending Physician University Clinic</i>
	3.2 Convey the patient/ client to other facility (hospital or clinic) if the clinic cannot handle the case due to inadequate facilities.	None	1 hour	
4. Log in the Patient's Log Book	4.1 Update and file the health record.	None	2 minutes	
TOTAL:		None	2 hours and 5 minutes	



III. Capillary Blood Glucose Test

Screening for diabetes and monitoring blood glucose levels contributes to early detection and management of the condition, promoting the overall health of students and staff.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Enrolled Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Establish rapport and advised the client to rest.	None	5 minutes	Nurses/ Attending Physician University Clinic
2. Fill out the Patient's Log Book	2.1. Instruct the client to write his/her name on logbook.	None	3 minutes	Nurses/ Attending Physician University Clinic
3. Submit oneself for the procedure.	3.1. Ask client about the time of last food intake.	None	1 minute	Nurses/ Attending Physician University Clinic
	3.2 Prepare the glucometer and the patient.	None	2 minutes	
	3.3. Blood sample extraction.	None	2 minutes	
	3.4. Inform the client of the result.	None	1 minute	
	3.5. Provide health teaching and advise to seek medical attention if the result is beyond normal and symptomatic.	None	10 minutes	



	3.6 Update and file the health record.	None	2 minutes	
TOTAL:		None	26 minutes	



IV.IVF Insertion

Intravenous insertion is a medical procedure where a sterile needle is inserted into a vein, usually in the arm, to deliver fluids, medications, or other treatments directly into the bloodstream.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Visit the University Clinic/ Submit oneself for assessment	None	3 minutes	Nurses/ Attending Physician University Clinic
	1.2 Secure Consent for the procedure.	None	3 minutes	
2. Fill out the Patient's Log Book	2.1 Retrieve records of patient/ client from the records file for old patients.	None	3 minutes	Nurses/ Attending Physician University Clinic
3. Submit oneself for the procedure.	3.1 Prepare the patient and the materials needed.	None	5 minutes	Nurses University Clinic
	3.2 Insert the IV catheter and regulate fluids as per physician's order.	None	15 minutes	



	3.3. Monitor the patient and record the treatment given. Secure doctor's order and patient's consent for referral and transfer.	None	20 minutes	
4. Waiting for the emergency vehicle.	4.1 Secure emergency trip ticket.	None	3 minutes	<i>Nurses/ Attending Physician</i>
	4.2 Convey the patient/ client to other facility (hospital or clinic) if the clinic cannot handle the case due to inadequate facilities.	None	1 hour	
	4.3 Update and file the health record.	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
TOTAL:		None	2 hour and 2 minutes	



V.Issuance of Medical Certificate

Supplying medical certificates provides documentation confirming their physical fitness to participate academic activities and on-the-job training.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Date,Event, Purpose and list of participants)		Dean, Program Chair, OJT Coordinator, Adviser		
Laboratory Results and Chest X-ray Result		Client		
Eligibility Form		Office of the Student Affair Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Check and validate all the requirements.	None	10 minutes	Nurses/ Attending Physician University Clinic
2. Fill out the Patient's Log Book	2.1 Check all the vital signs and record.	None	5 minutes	Nurses University Clinic
3. Fill out dental logbook.	3.1 Physical assessment by the physician.	None	5 minutes	Attending Physician University Clinic
4. Fill out in Patient's Logbook	4.1 Secure a photocopy of their Medical Certificate and file.	None	3 minutes	Nurses/ Attending Physician
TOTAL:		None	23 minutes	



VI. Dental Consultation

Dental consultation provides a comprehensive assessment of the oral cavity, offering personalized guidance on maintaining good oral hygiene and addressing other dental concerns.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic/ Submit oneself for assessment	1.1 Greet the client and establish rapport.	None	2 minutes	<i>Nurses/Dentist University Clinic</i>
	1.2 Interview/ assess the client/patient		3 minutes	
2.Fill out the Dental Patient Logbook	2.1 Ask the patient/ client to enter their name in the logbook and they are attended on first come, first serve basis.	None	3 minutes	<i>Nurses University Clinic</i>
3. Wait for the retrieval of health record	3.1 Retrieve records of patient/ client from the records file for old patients.	None	3 minutes	<i>Nurses University Clinic</i>
	3.2. Fill out the client's record form, for new patient/ client.	None	2 minutes	
4. Submit oneself.	4.1 Secure a photocopy of their Medical Certificate and file.	None	3 minutes	<i>Nurses/ Attending Physician</i>



	4.2 Oral assessment	None	20 minutes	<i>Dentist University Clinic</i>
5. Fill out the medicine logbook.	5.1 Give medicines/ instructions and schedule.	None	5 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Update Dental record .	None	2 minutes	<i>Dentist University Clinic</i>
TOTAL:		None	43 minutes	



VII. Tooth Extraction

Tooth extraction services aim to address various dental issues such as severe decay, overcrowding tooth. The purpose is to alleviate pain, prevent the spread of infection, and maintain the overall oral health of individuals.

Office or Division:	University Clinic			
Classification :	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Greet the client upon entry and establish rapport.	None	3 minutes	<i>Dentist</i> University Clinic
2. Present the receipt of payment.	2.1 Receive the receipt and check the schedule.	P 60.00	1 minute	<i>Dentist</i> University Clinic
3. Fill out dental logbook.	3.1 Ask the patient/ client to enter their name in the logbook.	None	3 minutes	<i>Dentist</i> University Clinic
4. Fill out Dental Form and submit consent.	4.1 Retrieve records of patient/ client from the records file for old patients.	None	2 minutes	<i>Dentist</i> University Clinic



	4.2 Interview and assess the patient if he/she has an allergic reaction.	None	5 minutes	
	4.3. Fill out the client's record form, for new patient/ client.	None	5 minutes	<i>Nurses/Dentist University Clinic</i>
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform tooth extraction.	None	1 hour	
6. Fill out Dental Logbook	6.1 Give medicines/ instructions and schedule.	None	3 minutes	<i>Dentist University Clinic</i>
	6.2. Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	
	6.3 Update dental record of the patient after the treatment.	None	3 minutes	
TOTAL:		PHP 60.00	2 hours and 8 minutes	



VIII. Tooth Restoration

Tooth filling services are aimed at treating cavities and restoring the integrity of damaged teeth. The purpose is to prevent further decay, alleviate pain, and preserve the natural structure of the tooth.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1 Greet the client upon entry and establish rapport.	None	3 minutes	<i>Dentist</i> University Clinic
2. Present the receipt of payment.	2.1 Receive the receipt and check the schedule.	PhP 200.00/ tooth (small) PhP 250.00/ tooth (large)	1 minute	<i>Dentist</i> University Clinic
3. Fill out dental logbook.	3.1 Ask the patient/client to enter their name in the logbook.	None	3 minutes	<i>Dentist</i> University Clinic
4. Fill out Dental Form and submit consent.	4.1 Retrieve records of patient/client from the records file for old patients.	None	2 minutes	<i>Dentist</i> University Clinic
	4.2 Interview and assess the patient if he/she has an allergic reaction.	None	5 minutes	



	4.3. Fill out the client's record form, for new patient/client.	None	5 minutes	<i>Nurses University Clinic</i>
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform tooth restoration.	None	1 hour	
	5.4 Provide post procedure instructions.	None	3 minutes	
	5.5. Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	
	5.6 Update dental record of the patient after the treatment.	None	3 minutes	
TOTAL:		PhP 200.00-250.00/tooth	2 hours and 8 minutes	



IX. Oral Prophylaxis

Oral cleaning, also known as prophylaxis or teeth cleaning, is performed to remove plaque, tartar, and stains from teeth. The purpose is to prevent gum disease, cavities, and maintain optimal oral hygiene.

Office or Division:	University Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen, G2G – Government to Government			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
Signed Parent's Consent (18yo and below)		Parents/ guardian		
Photocopy of parent's ID with signature		Parents/ guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Clinic	1.1. Greet the client upon entry and establish rapport.	None	3 minutes	Dentist University Clinic
2. Fill out the Dental Patient Logbook	2.1 Receive the receipt and check the schedule.	PhP 200.00/ tooth (moderate) PhP 250.00/ tooth (severe)	1 minute	Dentist University Clinic
3. Fill out dental logbook.	3.1 Ask the patient/client to enter their name in the logbook.	None	3 minutes	Nurses University Clinic
4. Fill out Dental Form and submit consent.	4.1 Retrieve records of patient/client from the records file for old patients.	None	2 minutes	Nurses/ Attending Physician



	4.2 Interview and assess the patient if he/she has an allergic reaction.	None	5 minutes	<i>Dentist University Clinic</i>
	4.3. Fill out the client's record form, for new patient/client.	None	5 minutes	<i>Nurses/Dentist University Clinic</i>
5. Submit oneself for the procedure.	5.1 Check vital signs	None	10 minutes	<i>Nurses/Dentist University Clinic</i>
	5.2 Prepare instruments.	None	3 minutes	<i>Dentist University Clinic</i>
	5.3 Perform oral prophylaxis.	None	30 minutes	
	5.4 Provide post procedure instructions.	None	3 minutes	
	5.5. Clean and disinfect/sterilize dental instruments and equipment used.	None	30 minutes	<i>Dentist University Clinic</i>
	5.6 Update dental record of the patient after the treatment.	None	3 minutes	<i>Dentist University Clinic</i>
TOTAL:		PhP 200.00-250.00/tooth	1 hour and 38 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Accomplish Customer Satisfaction Measurement Form and drop it in designated drop box. 2. Send your feedback through email (universitypresident@minsu.edu.ph) 3. Talk to our officer of the day at the Public Assistance and Complaint Desk.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every 1st Friday of the month the Quality Assurance (QA) staff opens the drop box and compiles and records all feedback submitted. 2. Feedback that requires answers will be forwarded to concern offices and answer within two (2) weeks upon receipt of the feedback.
How to file a complaint	<ol style="list-style-type: none"> 1. Accomplish the Customer Satisfaction Measurement Form and drop it at the designated drop box at the Administration Building, send an email to universitypresident@minsu.edu.ph thru text or phone call (0977-846-7228) . Please include the following information : <ol style="list-style-type: none"> a. Name of person being complained b. Incident c. Evidence 2. File your complaint at the Public Assistance and Complaints Desk located at the Administration Building
How complaints are processed	<ol style="list-style-type: none"> 1. The Quality Assurance (QA) staff opens the complaints drop box every 1st week of the month and consolidate CSM forms including feedback and complaints (if any).



	<ol style="list-style-type: none"> 2. The QA will inform the head of the concerned office regarding the complaint. 3. The concerned office will be given two (2) weeks to answer the complaint and implement appropriate action. 4. The QA focal person will verify the effectiveness of the action made.
<p>Contact Information of CCB, PCC, ARTA</p>	<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: complaints@arta.gov.ph 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	0977-8011752 registrarofficemmc@gmail.com 0919-7549676 minsucalapanregistrar2023@gmail.com 09361941708 mbc.registrar@minsu.edu.ph
Guidance Office	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	09067791806 guidanceminsumc@gmail.com 09654900446 minsucalapanguidanceoffice@gmail.com 09553541787 asonirb2272@gmail.com
Human Resource Management Office	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	09178916485 himominsumain@gmail.com 09950193750 minsuhrcalapan25@minsu.edu.ph 09957724994 minsubc.hrmo@gmail.com
Records Office	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	09985394299 mmcrecordsoffice@minsu.edu.ph 09480589154 mccrecordsoffice@minsu.edu.ph 09567356953 minsubc.recordsoffice@minsu.edu.ph



<p>Medical and Dental</p>	<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>09602110452 medical.mmc24@gmail.com</p> <p>0919-2194568 mcc.clinic2020@gmail.com</p> <p>0976-2413763 mbcclinic31621@gmail.com</p>
<p>Accounting Office</p>	<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>0977-3469-537 accounting_main@minsu.edu.ph</p> <p>0927-313-2963 accountingoffice@minsu.edu.ph</p> <p>09957724994 mbca02346@gmail.com</p>
<p>Cashier's Office</p>	<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>0917-853-9286 mmc.cashunit@minsu.edu.ph</p> <p>0927-313-2963 accountingoffice@minsu.edu.ph</p> <p>09957724994 minsbc.cashier@gmail.com</p>
<p>University Library</p>	<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>0905-630-5976 caaflibrary@gmail.com</p> <p>0948-621-2426 minsccclibrary.2017@gmail.com</p> <p>0955-3165318 askmbclibrary@gmail.com</p>



University Admissions Office	Main Campus: Alcate, Victoria, Oriental Mindoro	0927-807-1202 uao@minsu.edu.ph
Student Affairs and Services	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	0917-874-8550 osse@minsu.edu.ph 0966-375-4053 mcc94@gmail.com 0955 -354 -1787 sasminsu@gmail.com