



**VISAYAS STATE UNIVERSITY**  
 Cash Office, VSU, Visca, Baybay, Leyte  
 Tel No. 563-7274  
 Ms. Corazon Nuevo: Cashier

**CITIZEN’S CHARTER**

for

**1. DISBURSEMENT OF SALARIES, WAGES AND OTHER EXPENDITURES**

**Vision:** THE PREMIER UNIVERSITY OF SCIENCE AND TECHNOLOGY IN THE VISAYAS

**Mission:** PROVIDE EXCELLENT INSTRUCTION, CONDUCT RELEVANT RESEARCH AND FOSTER COMMUNITY ENGAGEMENT THAT PRODUCE HIGHLY COMPETENT GRADUATES NECESSARY FOR THE DEVELOPMENT OF THE COUNTRY.

**I. REQUIREMENT:** Approved voucher/payroll

**II. SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday to Friday: 8:00 AM to 5:00 PM (No noon break)

**III. FEES:** None

**IV. PROCEDURES FOR THE AVAILMENT OF SERVICES**

STEP	CLIENT/APPROVING OFFICE	OFFICE ACTIVITY	DURATION	PERSON-IN CHARGE
1	Forwards the approved Vouchers to Cash Office. Verifies when he can get the amount	Checks and ensures the voucher/payroll is approved. Enters it into the data base.	5 mins.	Y.U. Balbarino
		Prepares the list of approved vouchers for payment and processes the cash advance.(for less than P500.00)	2 days	M. F. Mendoza
		Withdraws money from the bank	½ day	M.F. Mendoza
2	Claimant proceeds to Cash Office during scheduled payment of his voucher.	Releases the approved voucher for signature of the payee	3 mins.	Y. Balbarino
3	Signs the payroll/voucher and presents to Disbursing Officer	Checks the voucher/payroll is signed by payee and pays the amount for less than 500	5 mins.	M F. Mendoza

4	Claimants will check if the fund transfer is already submitted to the bank.	<p>For beyond 500 transactions:</p> <p>Salaries &amp; Wages</p> <p>Prepares the PACSVAL payroll for the JO and the check for the fund transfer</p> <p>Secure signature approval for signing &amp; countersigning officials</p>	1 day	<p>M.A. Nuñez M.M.F. Mendoza Thelma P. Apas</p> <p>C.U. Nuevo L.B. Cano L.C. Ampac R.A. Patindol E.E. Tulin</p>
5	Claimants will withdraw directly at ATM machine	Deliver the check and other documents to LBP	30 mins.	P.B.L. Urdaneta

## 2. PAYMENT OF SCHOOL FEES/OTHER PAYMENTS

I. **REQUIREMENT:** Assessment slip/Request slip, bill or Order Slip

II. **SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday to Friday: 8:00AM to 12:00 Noon and 1:00 PM to 5:00 PM- regular days  
 Monday to Friday: 7:00 AM to 7:00 PM –during enrollment/peak season

III. **FEES:** NONE

IV. **PROCEDURE FOR AVAILMENT OF SERVICES**

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN CHARGE
1	Proceeds to Cashier's Office Counter 4 and presents Assessment/request slip/bill/Order Slip to Person-in-charge together with the amount	Receives & checks the assessment/ request slip/bill/Order Slip, counts the money and issues Official Receipt and gives to the payee together with change, if there is any	5 minutes	M.C. Abunales & designated staff
1.a	<p>ONLINE Payment:                      Search I Portals of LBP website and fill up the necessary info. Print the form duly accepted/validated and present this to the VSU Cashier.</p> <p>Fund Transfer:                      Proceeds to any LBP branches and deposit payment to VSU. Present the validated deposit slip to the Cashier</p>	<p>Receive the validated payment online, verify from the bank, once confirmed the CO will issue official Receipt.</p> <p>Received the validated slip and issue official receipts.</p>	<p>10 mins.</p> <p>5 mins.</p>	<p>M.C. Abunales &amp; designated staff</p> <p>M.C. Abunales &amp; designated staff</p>
2	Receives the Official Receipt & change, if any.	Ensures the OR and change is received by the payee.	2 mins.	M.C. Abunales & designated staff

### 3. RELEASE OF PAYMENTS TO SUPPLIERS

I. **REQUIREMENT:** Approved vouchers

II. **SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday to Friday: 8:00AM to 5:00 PM (No noon Break)

III. **FEES**

IV. **PROCEDURE FOR AVAILMENT OF SERVICES**

STEP	APPROVING OFFICE/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Forwards approved vouchers to Cashier's Office for check preparation	Checks and ensures the voucher is approved. Enters it into the data base and forwards to the clerk in - charge for check preparation.	10 minutes	Y. Balbarino
		Issues check, records it in the Check book and secures signatures forwards to authorized countersigning and signing official.  For MDS:  Prepare the LDDAP with summary and issue Check w/ ACIC in favor to LBP let this sign to the signing and countersigning officials	15 mins.  30 mins.  1 hour	M.F. Mendoza T. Apas C.U. Nuevo  P.L. Urdaneta  M.A. Nuñez C.U. Nuevo L.B. Cano L.C. Ampac R.A. Patindol
2	Countersigned the checks issued	Receive the countersigned checks and have it signed by the Cashier	15 mins.	Y.U. Balbarino C.U, Nuevo
3	Acknowledges receipt of payment and issues Official Receipt	For Baybay, Tacloban and Ormoc suppliers, delivers checks. Receives OR from suppliers and requires suppliers to sign in the received portion of the	1 day	P.L. Urdaneta

		voucher.  FOR MDS:  Deliver the validated copy of LDDAP w/ VAT Certificate and require the supplier sign the received portion of the voucher		P.L. Urdaneta
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FOR COMPLAINTS: Please call Ms. Corazon U. Nuevo at 563-7274 or Ms. Louella C. Ampac at 563-7273

#### 4. CERTIFICATION OF FEES

V. **REQUIREMENT:** Complied Request Form

VI. **SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday to Friday: 8:00 AM to 5:00 PM ( No noon break)

VII. **FEES:** P10.00/certification

VIII. **PROCEDURES FOR THE AVAILMENT OF SERVICES**

STEP	CLIENT/APPROVING OFFICE	OFFICE ACTIVITY	DURATION	PERSON-IN CHARGE
1	Presents the duly accomplished request form to the Collecting Officer	Receives the request form & receives the payment and signs the request form and forward to Students Records in-charge	5 mins.	M.C. Abunales & designated staff
		Checks the record of the student and then print the certification of fees requested.	15 mins.	C.F. Sacro
		After printing countersigns the certification and forward this to the Cashier and sign.	5 mins.	C.U. Nuevo
3	Students claim the certification of fees from the student account in-charge	Releases the certification of fees.	5 mins.	C.F. Sacro

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