

CITIZEN'S CHARTER
VISAYAS STATE UNIVERSITY

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.

RECORDS OFFICE & ARCHIVES CENTER

REQUEST FOR COPY OF RECORDS

The Records Office & Archives Center would like to express its willingness to extend and render efficient records services to its clients. Records requested that are found on file will be released only upon receipt of the duly subscribed Request Form. Request for documents of personnel other than employee concerned and other confidential records shall be released only if with written approval from the President.

I. Required document/s:

Approved letter request/Subscribed Request Form

II. Schedule of Availability of Services:

Monday-Friday:8:00 a.m. - 5:00 p.m

III. Service fee – P10.00 authentication fee/document/copy

IV. Steps to Avail Services:

<u>Step</u>	<u>Applicant/Client</u>	<u>Office Activity</u>	<u>Duration</u>	<u>Person-in-Charge</u>
1	Fills up/signs a Request Form listing down the needed document/s it subscribed by	Provides the Request Form and have the Legal Officer or approved by the President.	5-10 min.	Ms. G. Espinosa/ Mr. V. Acilo
2	Proceeds to the Legal Office/Office of the President			
3	Submits the subscribed/ Approved Form to the Staff Incharge	Retrieves the requested docs. and photocopy the same.	5 min.	Ms. G. Espinosa/ Mr. V. Acilo
4	Pays the service fee at the Cash Office and presents the OR to the Staff Incharge	Certifies/releases the requested documents.	5 min.	Ms.A. Sevilla Ms. G. Espinosa/ Mr. V. Acilo

For complaints, please call Dr. Lourdes B. Cano (Tel. No. 563-7643) or Dr. Remberto A. Patindol (Tel. No. 563-7108) or you may drop your concerns in the suggestion box placed at the Administration Building.

ASTERIA A. SEVILLA
Officer-in-Charge