

DLABS CITIZEN'S CHARTER
DLABS, Visayas State University
Head: Prof. Guiraldo C. Fernandez, Jr.

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. Schedule of Availability of Services:

Monday to Friday (except holiday)
8:00 AM- 5:00 PM
NO NOON BREAK

II. Services Offered

A. COMPLETION OF INC MARKS

PROCEDURE:

STEP	APPLICANT/CLIENT	OFFICE ACTIVITIES	DURATION	PERSON IN-CHARGE
1	Proceeds to instructor's concerned and inquires of requirements needed	Examines deficiency and arrange schedule for completion	15-25 minutes	Faculty
2	Fills out/accomplishes completion form	Informs requirement(s)/deficiencies and/or administer examination and forward accomplished form to department head for signature	20min – 1 hr or beyond as the need arises	Instructors/ Professors concerned/Dept. head
3	Follows-up status of INC	Submits grade to Registrar's Office and informs student of his/her grade	10-25 minutes	Admin. Staff/Faculty

B. STAFF/STUDENT'S CLEARANCE

PROCEDURE:

STEP	APPLICANT/CLIENT	OFFICE ACTIVITIES	DURATION	PERSON IN-CHARGE
1	Fills out and submits clearance form	Checks entry of clearance, records it in the logbook	5-10 minutes	Admin. Staff
2	Checks accountability	Checks record of staff/student if she/he has accountabilities. If none, countersigns the clearance otherwise inform staff/student to submit requirements	10-20 minutes	Admin. Staff
3	Follows-up clearance	Head signs clearance and staff releases it	1-3 minutes	Head/Admin. Staff

C. AB-EL GRADUATING STUDENT'S CLEARANCE

STEP	APPLICANT/CLIENT	OFFICE ACTIVITIES	DURATION	PERSON IN-CHARGE
1	Fills out and submits clearance form	Checks entry of clearance, records it in the logbook	3-5 minutes	Admin Staff
2	Checks accountability/submits requirements	Checks if requirements are complete, countersigns and forwards accomplished form to department head for signature	10-15 minutes	Admin Staff
3	Follow-up clearance	Head signs clearance and staff releases it	3-5 minutes	Head/Admin Staff

For complaints, please call Prof. Guiraldo C. Fernandez, Jr. (09176540264)