

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
2	Checks accountability	Checks if student has accountabilities. If none, countersigns the clearance otherwise informs student to submit requirements.	15 min	Laboratory- In-Charge
3	Accomplishes/Submits requirements e.g. tree planting certificate, colored picture, approval sheet & transmittal of manuscript, acknowledgement receipt of manuscript from library	Informs deficiencies/ requirements needed & checks completion; issues certification that student submitted copy of manuscript to the department library.	1hour – 1 day	Administrative Staff
4	Secures clearance	Head signs clearance & staff records it in logbook.	10 minutes	Head, Administrative Staff

J. Permit to Borrow/Use of Laboratory Facilities

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Submits letter of request	Receives letter & channels to Analytical Lab-in-charge.	5 minutes	Administrative Staff
2	Checks status of request	Analytical Lab-in-charge recommends approval/disapproval of request & forward to Head for signature.	20 minutes	Administrative Staff, Analytical Laboratory-in-Charge
3	Secures disapproved/ Approved permit	Head approves/disapproves; Admin Staff informs client of status of request	15 minutes	Head, Administrative Staff

K. Filing Leave of Absence (LOA)/Readmission

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Secures LOA form from USSO	Fills up form and attaches letter of consent from parent		USSO staff
2	Submits form to DoPAC for approval	Academic Adviser signs form & forward to DoPAC Head for signature	15 minutes	Administrative staff
3	Submits to USSO for recording	USSO Dean approves		USSO Dean

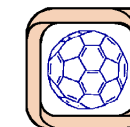
CANDELARIO L. CALIBO
Head, DoPAC

For complaints, contact Dr. Calibo at Telephone Number 563-7747 or drop concern/s in the Suggestion Box at the main entrance of the DoPAC Admin Office.



CITIZEN'S CHARTER

Department of Pure & Applied Chemistry
College of Arts & Sciences
Visayas State University
Tel. No. (563) 7747



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.*

Schedule of Availability of Services: Monday to Friday 8:00am – 5:00pm

Services Offered:

A. Enrolment

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Presents ID &/or Authorization Letter to Department Enrollment In-charge	Furnishes students with Registration Permit & facilitates approval of COR by Academic Adviser	10 minutes	Enrollment In-charge Academic Adviser
2	Proceeds to Enrollment venue for encoding of subjects.	Facilitates enrollment & paying of enrollment dues.		Registrar's Staff
3	Proceeds to Cash Division for payment	Assesses student fees to be paid		Cash Division staff

B. Offering Unscheduled Subject (5 copies)

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Secures OVPI Form No. 1 from the Dean's Secretary	Concerned students fill up & sign the form.	15 minutes	Administrative Staff
2	Checks for teachers who can teach the courses	Facilitates approval by instructor, Department Head & Dean	30 minutes	Administrative Staff, Faculty, Head, Dean
3	Goes to OVPI for approval	Facilitates Vice President's signature		OVPI Staff
4	Proceeds to the Registrar's Office for enrolment	Enrolls student/s		Registrar Staff

*For graduating students/prerequisites to subject offered the next sem)

C. Application for Shifting (3 copies)

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Secures OVPI Form No. 4 from the Dean's secretary, fills it up stating reasons for shifting	Facilitates filing of documents from current degree Department & guides students where to go for recommendations: USSO, desired degree Department	30 minutes	Administrative Staff
2	Proceeds to USSO & desired degree Department for recommendations	Evaluates students' academic status & recommends approval/disapproval		USSO Staff Desired Department Head & Dean
3	Seeks OVPI's approval	Facilitates processing of documents		OVPI Staff
4	Presents accomplished form to Registrar's Office for enrolment	Processes documents		Registrar Staff

D. Request for Overload

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Secures OVPI Form No. 2 from the Dean's Secretary & fills it up stating reasons for overload & listing down subjects to enroll	Academic Adviser evaluates accomplished form & submits to Head for approval/disapproval	30 minutes	Administrative Staff Academic Adviser, Department Head
2	Proceeds to the Dean's Office for approval	Processes filed documents for Dean's signature.	15 minutes	College Dean
3	Proceeds to Registrar's Office for enrolment	Enrolls students		Registrar Staff

E. Completion of Incomplete (INC) Grades

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Proceeds to instructor's concerned & inquires about the requirements for grade completion	Examines deficiency & arranges schedule of completion	15 minutes	Faculty
2	Fills up completion form & accomplishes requirements	Informs the student about the requirements &/or administers examination & records and submits grade to Registrar's Office	1 day	Faculty
3	Checks status of INC grade at Registrar's Office	Encodes grade		Registrar's Staff

F. Laboratory Visit

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Submits letter-request to DoPAC Head indicating purpose, schedule of visit number of visitors	Receives letter request & forwards to DoPAC Head for approval	15 minutes	Administrative Staff
2	Checks request at ACRO or at DoPAC Administrative Office	Head approves request & prepares areas to be visited	1 day	Head, Administrative Staff

G. Science Project/Thesis Advisorship

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Consults faculty of his/her science project/thesis problem	Records number of advisees accepted	1 week	Faculty
2	Submits names of Adviser to concerned unit	Includes in workload of adviser with equivalent points, if applicable.	1 month	Faculty

H. Staff/Student's Clearance

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Staff obtains Clearance Form (CF) from mother unit/Student secures CF from Student's Record Section of the Registrar's Office, fills it up & submits to Administrative Staff	Checks entry of clearance & forwards it to Laboratory-in-Charge for countersigning.	15 minutes	Administrative Staff
2	Verifies accountability	Checks for staff/students' accountabilities. If none, countersigns the clearance otherwise inform staff/student to submit requirements.	20 minutes	Laboratory In-Charge
3	Obtains clearance	Head signs clearance & staff records it in logbook.	15 minutes	Head, Administrative Staff

I. Chemistry Graduating Student's Clearance

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Submits clearance form	Checks entry of clearance & channels to Laboratory- in-Charge for counter signing.	15 minutes	Administrative Staff