



## CITIZEN’S CHARTER

**Vision:** *The College as a center of excellence in education, research and extension in forestry, tropical ecology, environmental management and allied fields in the Visayas.*

**Mission:** *Sustain effective and efficient management and protection of the Visayan forests and the environment through responsive human resource development; generation, dissemination and application of relevant knowledge and technologies for the enhancement of the general well-being of the people, particularly in rural poor communities.*

### SCHEDULE OF AVAILABILITY OF SERVICES

Monday to Friday 8:00 A.M. to 5:00 p.m., no noon break

#### I. SERVICES OFFERED

##### A. Processing of student’s temporary clearance

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents internal clearance	Checks if the particular student has no accountability. If a student has accountability, request the student to comply with the requirement to settle accountability.	5 min/ client	Department/College Staff
2	Complies the requirement to settle accountability (cleared)	Checks & facilitates the student’s compliance & countersigns in the clearance	2 min/ client	Department/College Staff
	Complies the requirement to settle accountability (with accounts to be settled)	None		CFES-SSC Treasurer
3	Submits to the College Dean for approval	Signs the student’s internal clearance	2 min/ client	College Dean

##### B. Enrolment

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents valid ID and exam permit for final exam of preceding semester	Issues Certificate of Registration (COR) form	2 min/ client	Department/College Staff
2	Presents COR and prospectus reflecting grades of subjects already enrolled or copy of final grades of the preceding semester	1. Checks if : a. prerequisites of subjects to be enrolled were already taken b. number of units is within the prescribed limits, and 2. signs the enrolment form if aforementioned conditions are met	15 min/ client	Adviser

### C. Offering of unscheduled subjects

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents 4 copies of completed request form address to the Department Head, thru the adviser	Reviews the request & if in order, endorse the same	10 min/ client	Adviser
2	Presents to the head of the department offering the requested subject	Reviews the request & sign the same	10 min/ client	Dept. Head
3	Submits to the College Dean for approval	Reviews the request & approve it	10 min/ client	College Dean

### D. Request for Overload

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents 4 copies of accomplished request form to the adviser for approval.	Reviews the request & endorse it if in order	5 min/ client	Adviser
2	Presents the request form duly endorsed by the adviser to the Department Head.	Reviews the request & affixes signature	3 min/ client	Department Head
3	Presents the request form to the Dean for approval	Approves the request	2 min/ client	College Dean

### E. Shifting of curriculum and change of adviser

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents the correctly filled up shifting form with computed GPA and recommendation of the Dean of Students	Checks if the form is filled up correctly, the GPA is computed and recommended by the Dean of students	10 min/ client	Dept./College Staff/ Adviser
2	Presents the shifting form and application for change of academic advisers to the Department Head for action	Checks the request for shifting & affixes signature if in order	3 min/ client	Dept./College clerk Adviser Department Head
3	Submits to College Dean for approval	Reviews & approves the same	2 min/ client	College Dean

## F. Application for Readmission

### I. Required Document

- Accomplished required form from USSO

### II. Schedule of Availability of Service

- Before the opening of the semester/school year

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Presents the correctly filled up readmission from USSO to the Department Head and College Dean for action	Checks if the form is filled up correctly and affixes signature for recommending approval	5 min/ client	Department/College Staff Department Head/ College Dean

## G. Completion of Incomplete Grades (INC)

Step	Applicant/Client	Office Activity	Duration	Person-in-charge
1	Proceeds to instructor/s concerned & inquires of requirements needed	Examines deficiency & arranges schedule of completion	10 min/ client	Faculty
2	Fills up/ accomplishes completion form	Informs requirements and/or administer examination	10 min-1 hr. (1 hr. if exam.)	Faculty
3	Follows-up status of INC grade	Submits grade to Registrar's Office and informs student of grade	1 day	Faculty

## H. Conduct of Tree Planting and Release of Tree Planting Certificates

Step	Applicant/Client	Office Activity	Duration	Person-in-charge
1	Inquires schedule of tree planting	In-charge checks schedule of tree planting	1-2 min	Admin staff
		In-charge issues order of payment for seedlings to be used in tree planting	3 min/client	Admin Staff
2	Pays for seedlings to the Cash Division	None		Cash Division In-Charge
3	Presents official receipt to Admin Staff	Admin staff photocopy the OR and the Order of Payment	4 min/client	Admin Staff
4	Client returns during the scheduled tree planting and present the OR to the Nursery Staff	Nursery in-charge releases the seedlings	3-5 min/ client	Nursery Staff
5	Conducts tree planting	In-charge supervises tree planting activities	3 hours	Unit Tree Planting Coordinators (per department involve)/ Forest Guards
6	Signs the attendance sheet	None	1-2 min/ client	Unit Tree Planting Coordinators (per department involve)/ Forest Guards

7	Presents tree planting certificate signed by unit tree planting coordinator	Forest guards check record of student in the attendance sheet and recommend for signing by the University tree planting coordinator	15 min/ client	Forest Guards
8	Releasing of Tree Planting Certificate	In-charge releases the tree planting certificate	3 min/ client	University Tree Planting Coordinator/ Admin Staff

### I. Issuance of Permit for Collection of Bamboos

Step	Applicant/Client	Office Activity	Duration	Person-in-charge
1	Inquires availability and price of bamboos	In-charge checks availability of bamboo for collection	3 min/client	Forest Protection Office Staff
		In-charge issues order of payment to the client	5 min/client	Forest Protection Office Staff/ Admin Staff
2	Pays for bamboo to the Cash Division	None		Cash Division In-Charge
3	Presents official receipt to Forest Protection Office Staff/Admin Staff	Forest Protection Office Staff/Admin staff photocopy the OR and the Order of Payment	4 min/client	Forest Protection Office Staff/ Admin Staff
		Issuance of permit to the buyer	3-5 min/ client	Forest Protection Office Staff/ Forest Conservation Officer/ DFS Head

### J. Issuance of Permit for Collection of Firewood

Step	Applicant/Client	Office Activity	Duration	Person-in-charge
1	Inform the details of the request		2-3 min/client	Forest Protection Office Staff/Admin Staff
		Fill-up the permit form	3-5 min/client	Forest Protection Office Staff/Admin Staff
		Forwards to forest protection staff/forest conservation officer/department head for signature	3-5 min/client	Forest Protection Office Staff/Admin Staff
		Signs the permit	4 min/client	Forest Guards/Forest Conservation officer/DFS Head/CFES Dean
		Releases the permit to the firewood collector	3-5 min/ client	Forest Protection Office Staff/Forest Conservation Officer/DFS Head/CFES Dean

For further inquiries, suggestions or complaints, please see or contact:

**DENNIS P. PEQUE, Ph.D.**  
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