

Visayas State University  
Baybay City, Leyte



DEPARTMENT OF CIVIL ENGINEERING

# CITIZENS CHARTER

*For more Information and inquiries visit us at:*

DEPARTMENT OF CIVIL ENGINEERING  
College of Engineering  
VSU, Baybay City, Leyte

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**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.*

**Completion of INC Grades**

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	5 - 10 min	Faculty
2	Fills out/ Accomplishes completion form.	Informs requirements &/or administer examination and forwards accomplished form to dept. head for signature	20 min - 1 hr or beyond as the need arise	Faculty/ Head
3	Follows-up status of INC grade.	Submits grade to Registrar's Office & informs student of grade	3 – 5 min	Admin Staff/ Faculty

**Staff/Student's Clearance**

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Fills out and submits clearance form.	Checks entry of clearance, records it in log-book.	3 – 5 min	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.	3 – 5 min	Admin Staff/ Lab in-charge
3	Follows-up clearance.	Head signs clearance & staff releases it.	1 - 3 min or beyond if head is not around	Head/ Admin Staff

**BSCE Graduating Student's Clearance**

Step	Applicant/ Client	Office Activity	Duration	Person In-charge
1	Fills out and submits clearance form.	Checks entry of clearance, records it in logbook.	5 – 10 min	Admin Staff
2	Checks accountability Submits requirements e.g. Graduate Profile form with colored picture, Transmittal and Approval Sheet.	Checks if requirements are complete, counter signs and forwards accomplished form to dept. head for signature	20 – 35 min or beyond as the need arise	Admin Staff
3	Follows-up clearance.	Head signs clearance & staff releases it.	10 – 15 min	Head/ Admin Staff

**Permit to Borrow/Use of Lab Facilities**

Step	Applicant/Client	Office Activity	Duration	Person In-charge
1	Fills out and submits borrower's slip form.	Receives borrower's slip	2 - 5 min	Lab In-Charge
2	Wait for the lab equipment to be released for lab use.	In-charge prepares and releases lab equipment	10 – 25 min	Lab In-Charge
3	Returning of borrowed instruments	In-charge receives and checks instruments/equipment if complete and in good condition. Otherwise client will pay or replaced for damaged/lacking instruments/ equipment.	5—15 min.	Lab In-charge