

QUALITY ASSURANCE CENTER

Visayas State University
Visca, Baybay City

CITIZENS CHARTER

Services	Applicant/Client	Quality Assurance Center Staff	Duration	Person/s Responsible
1. Retrieval of documents	1.1 Identifies the specific document/s that is/are to be retrieved.	Finds the specific documents	5-10 minutes	Pamela P. Oraño Clauden Y. Rellin Christopher C. Urate Raul Anthony Valenzona
2. Borrowing/ bringing out of documents (only non-controlled documents)	2.1. Asking Permission from the Director for Quality Assurance if the document/s is/are allowed to be brought outside QAC			Editha G. Cagasan / Officer-in-charge if the Director is on Official travel or on Official Leave

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MISSION: Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

	2.2 Retrieval of requested document/s	Finds the specific documents to be borrowed	5-10 min.	Pamela P. Oraño Clauden Y. Rellin Christopher C. Urate Raul Anthony Valenzona
	2.3 Signing of logbook by the client	1-2 minutes		Pamela P. Oraño Clauden Y. Rellin Christopher C. Urate Raul Anthony Valenzona
3 Photocopying of requested document/s related to Quality Assurance	3.1 Identifies the documents that are to be photocopied	Photocopies the document	2-5 minutes/ simple document	Pamela P. Oraño Clauden Y. Rellin Christopher C. Urate Raul Anthony Valenzona
4. Counter Signing of clearance	4.1 Submission of the required documents before counter signing of	Checks/Received the required documents (that is the TOS and	5-10 minutes	Pamela P. Oraño Clauden Y. Rellin Raul Anthony Valenzona

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	clearance (VP for Instruction)	syllabus) if complete, signed by the faculty and approved by the Head and Dean		
	4.2 Signing of the Logbook	Checks if the logbook for signed clearance was properly filled up by the client	2-3 minutes	Pamela P. Oraño Clauden Y. Rellin Raul Anthony Valenzona
	4.3 The client will proceed to OVPI for signature of the VPI.	-	-	-

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