



CERTIFICATE OF COMPLIANCE

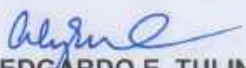
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **EDGARDO E. TULIN**, Filipino, of legal age, University President of the Visayas State University, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Visayas State University including its 4 external campuses has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 25th day of July, 2020 in Baybay City, Leyte, Philippines.


EDGARDO E. TULIN
President
Visayas State University

SUBSCRIBED AND SWORN to before me this 25th day of July 2020 in Baybay City, Leyte, Philippines, with affiant exhibiting to me his VSU ID.


GLORIOSA M. CAYUNDA GUINOCOR
NOTARY PUBLIC

Until December 31, 2020
PTR No. 3761972 - Baybay City - 1/6/2020
IBP No. 111876-Leyte - 1/23/2020
MCLE Compl. No. VI-0011134 - 8/3/18

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VISAYAS STATE UNIVERSITY

CITIZEN'S CHARTER

2020 (1st Edition)



VISAYAS STATE UNIVERSITY

CITIZEN'S CHARTER

2020 (1st Edition)



I. Mandate

Section 2: of RA 9158) The University shall primarily provide advanced instruction and professional training in agriculture, science and technology, education, and other related fields, undertake research and extension services, and provide progressive leadership in these areas; Provided, That the University shall ensure that it retain its original mandate as a primarily agricultural institution.

II. Vision

A globally competitive university for science, technology, and environmental conservation.

III. Mission

Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.

IV. Service Pledge

We commit to:

Produce highly competent, quality and world-class manpower in science and technology, especially for agriculture, environmental management and industry who are proficient in communication skills, critical thinking and analytical abilities;

Generate and disseminate relevant knowledge and technologies that lead to improved productivity, profitability and sustainability in agriculture, environment and industry;

Satisfy the needs of the industry, the community and government sectors who are in need of quality graduates and technology ready for commercialization through the establishment, operation maintenance and continuous improvement of a Quality Management System (QMS) which is aligned with the requirements of ISO 9001:2015.

Adopt effective government practices for efficient government service delivery and prevention of graft and corruption;

Capacitate university departments, offices and units to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;

Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;

Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.

Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break



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Academic Office

Internal/External Services



College of Agriculture and Food Science (CAFS)



1. Borrowing of Accreditation Documents

This refers to documents borrowed from College of Agriculture and Food Science (CAFS) Accreditation Center.

Office/Division		Office of the Dean- College of Agriculture and Food Science		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		Depts. from other Colleges		
Checklist of Requirements		Where to Secure		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request address to the College Dean your intention to borrow documents from CAFS Accreditation Center	1. Check and assess the letter request submitted and give further instructions	None	2 minutes	Administrative Aide CAFS Office
2. Sign in the Client Logsheel in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheel	None	3 minutes	Administrative Aide CAFS Office
3. Wait for further instruction/s	3. Submit the letter request to the College Dean or give further instruction/s	None	15 minutes	Administrative Aide CAFS Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CAFS Office
TOTAL		None	25 minutes	



2. Issuance of Student Assessment Forms

This refers to form to be issued to the students during final exams.

Office/Division	Office of the Dean- College of Agriculture and Food Science (CAFS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will secure student clearance from the student officers of the college for submission to the college dean	1. Check and assess the student clearance	None	1 minute	CAFS Student Organization CAFS SSC Office, DAS bldg.
2. Submit the clearance to CAFS dean's office	2. Check and examine the clearance	None	1 minute	Administrative Aide CAFS Office
3. Sign in the Client Logsheet in the office entrance/counter	3. Instruct the client to fill-up the Client Logsheet	None	2 minutes	Administrative Aide CAFS Office
4. Issue the assessment slip to the student	4. Instruct the client to proceed to Cash Div. Office for validation	None	2 minutes	Administrative Aide CAFS Office
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	3 minutes	Administrative Aide CAFS Office
TOTAL		None	9 minutes	



3. Issuance of Student Forms

This service refers to the issuance of the following forms at the Dean's office such as: Request for Offering Unscheduled Subjects, Request for student units overload, Shifting of Curriculum and Change of Academic Adviser and Change of Academic/Thesis Adviser to be issued to the students under the college.

Office/Division	Office of the Dean- College of Agriculture and Food Science (CAFS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will secure student forms from the College Dean	1. Ask the student the purpose in securing the form	None	1 minute	Administrative Aide CAFS Office
2. Sign in the Client Logsheet in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheet	None	2 minutes	Administrative Aide CAFS Office
3. Issue the student form to the student	3. Instruct the student to process the said form	None	1 minute	Administrative Aide CAFS Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	2 minutes	Administrative Aide CAFS Office
TOTAL		None	6 minutes	



4. Signing of Documents

This service refers to all documents endorsed to the office that requires the signature of the Dean such as communications, clearance, overloading documents, change of degree program, offering of unscheduled subjects, Outcomes Based Teaching and Learning (OBTL) Syllabus, Table of Specification (TOS), permits, grade sheets, vouchers, travel orders, appointments, cash advances.

Office/Division:		Office of the Dean- College of Agriculture and Food Science (CAFS)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail		All		
Checklist of Requirements		Where to Secure		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	3 minutes	Administrative Aide CAFS Office
2. Sign in the Client Logsheet in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheet	None	3 minutes	Administrative Aide CAFS Office
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide CAFS Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CAFS Office
TOTAL		None	26 minutes	



College of Engineering and Technology (CET)



1. Borrowing of Accreditation Documents

This service refers to borrowing of accreditation documents.

Office/Division	Office of the Dean-College of Engineering and Technology (CET)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	VSU Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request-1 copy-original			Client's Department/Office/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of accreditation documents to borrow at the Public Assistance Desk	1. Check availability of accreditation documents and give further instructions	None	3 minutes	Administrative Aide CET Office
2. Sign in the Documents Log Sheet	2. Provide client the Documents Log Sheet	None	3 minutes	Administrative Aide CET Office
3. Receive the documents	3. Release documents	None	10 minutes	Administrative Aide CET Office
4. Return borrowed documents	4. Receive and check the returned documents	None	10 minutes	Administrative Aide CET Office
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CET Office
TOTAL		None	31 minutes	



2. Borrowing of Office Equipment/Tools

This service refers to borrowing office equipment and/or tools such Liquid Crystal Display (LCD) projector, sound system, extension wire, microphone, camera, puncher, stapler, binder, heavy duty cutter, and heavy-duty stapler.

Office/Division:	Office of the Dean-College of Engineering and Technology (CET)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	VSU Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of equipment/tools to borrow at the Public Assistance Desk	1. Check availability of equipment/tools and give further instructions	None	3 minutes	Administrative Aide CET Office
2. Sign in the Office Equipment/Tools Borrower's Log Sheet	2. Provide client the Equipment/Tools Borrower's Log Sheet	None	3 minutes	Administrative Aide CET Office
3. Receive the equipment/tools	3. Release equipment/tools to client	None	10 minutes	Administrative Aide CET Office
4. Return borrowed equipment/tools	4. Receive and check the returned equipment/tools	None	10 minutes	Administrative Aide CET Office
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CET Office
TOTAL		None	31 minutes	



3. Issuance of Student Assessment Form

This service refers to the issuance of student assessment form before the semester's final examinations.

Office/Division	Office of the Dean-College of Engineering and Technology (CET)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	CET Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete University Supreme Student Council (USSC) Internal Clearance		University Supreme Student Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completed USSC Internal Clearance	1. Evaluate the completeness of USSC Internal Clearance and/or give further instructions	None	3 minutes	Administrative Aide CET Office
2. Sign in the Master List of CET Students	2. Instruct the student to sign-in the master list	None	3 minutes	Administrative Aide CET Office
3. Receive the assessment form	3. Release the student assessment form	None	3 minutes	Administrative Aide CET Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the student to fill-up Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CET Office
TOTAL		None	14 minutes	



4. Request on the Use of Facilities

This service refers to the use of facilities such as classrooms, laboratory rooms, activity hall, conference room, accreditation room, and library.

Office/Division	Office of the Dean-College of Engineering and Technology (CET)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	VSU Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Activity Permit for student activities- 1 copy- original		University Student Services Office (USSO)		
Approved letter request for non-CET personnel- 1 copy- original		Client's Department/Unit		
Approved Form No. FM-VPI-31-1 copy-original		Client's Department/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of the facility at the Public Assistance Desk	1. Check availability of facility and give further instructions	None	3 minutes	Administrative Aide CET Office
2. Fill-up Form No. FM- VPI-16	2. Provide client the Form No. FM-VPI- 16	None	3 minutes	Administrative Aide CET Office
3. Submit completed forms and other requirements and wait for further instructions	3. Evaluate form and requirements and process approval of FM-VPI-16 and give instructions on the proper room utilization	None	20 minutes	Administrative Aide CET Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CET Office
TOTAL		None	31 minutes	



5. Signing of Documents

This service refers to all documents endorsed to the office that requires the signature of the Dean such as clearance, overloading documents, change of degree program, offering of unscheduled subjects, Outcomes Based Teaching and Learning (OBTL) Syllabus, Table of Specification (TOS), permits, grade sheets, and financial documents.

Office/Division:	Office of the Dean-College of Engineering and Technology (CET)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	3 minutes	Administrative Aide CET Office
2. Sign in the Client Log Sheet in the office entrance/counter	2. Instruct the client to fill- up the Client Log Sheet	None	3 minutes	Administrative Aide CET Office
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide CET Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide CET Office
TOTAL		None	26 minutes	



Department of Nursing



1. Absences and Excuse Forms for Clinical/Related Learning Experiences (RLE)

The Bachelor of Science in Nursing (BSN) Program through the virtue of CMO #15 s. 2017, has a unique system of handling attendances and discipline to their students. Thus, students who failed to meet the minimum clinical hour units set per semester are in need to submit excuse forms either approved or disapproved and serve it as clinical extension in the hospital under the supervision of coordinators or instructors to complete the necessary requirements as set by the BSN Program.

Office or Division:	Department of Nursing			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Level II, III and IV BSN Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Excuse Forms (4 Copies)		College of Nursing (CON) Front Desk		
Medical Certificate (if applicable)		Government Authorized Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up 4 copies of excuse forms	1. Provide excuse slip	None	5 minutes	Office Clerk/ Lab Aide College of Nursing
2. Submit duplicate copies of excuse slip and excuse letter to the instructor for signature	2. Sign the excuse slips and excuse letters as received	None	30 minutes	Instructor College of Nursing
3. Submit the duly accomplished excuse slips and letters to the Level Coordinator for signature	3. Sign the excuse slips and excuse letters as received	None	30 minutes	Academic Adviser College of Nursing
4. Submit the excuse slips and letter to the Dean	4. Sign the excuse slips and excuse letter and gives appropriate demerit / sanctions if applicable based on student handbook	None	30 minutes	Dean College of Nursing
	4.1. Return 1 copy of excuse slip and excuse letter to the Level Coordinator, one as file.	None	10 minutes	Dean College of Nursing
	4.2. Record on the Student Record Book, and note disciplinary action if any	None	30 minutes	Academic Adviser College of Nursing



5.Wait for schedule of make-up duty	5. Schedule for makeup duty	P1,360.00 per 1 shift + affiliation and user's fee (depends on the fee of the partner hospital)	30 minutes	Clinical/ RLE Coordinator College of Nursing
	Total		2 Hours and 45 Minutes	

2. Absences and Excuse Forms (Lecture)

The Bachelor of Science in Nursing (BSN) Program through the virtue of CMO #15 s. 2017, has a unique system of handling attendances and discipline to their students. Thus, students who failed to meet the minimum academic hour units set per semester are in need to submit excuse forms either approved or disapproved and serve it as office extension in the college under the supervision of coordinators or instructors to complete the necessary requirements as set by the BSN Program.

Office or Division:	Department of Nursing			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Level II, III and IV BSN Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Excuse Forms (4 Copies)		College of Nursing (CON) Front Desk		
Medical Certificate (if applicable)		Government Authorized Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up 4 copies of excuse forms	1. Provide excuse slip	None	2 Minutes	Clerk College of Nursing
2. Submit duplicate copies of excuse forms and medical certificate (if necessary) to the instructor concerned for signature	2. Review the medical certificate, sign the excuse slips and excuse letters as received	None	30 Minutes	Instructor College of Nursing
3. Submit the duly signed excuse form together with medical certificate (if necessary) to the Level Coordinator	3. Review the medical certificate, sign the excuse slips and excuse letters as received	None	30 Minutes	Academic Adviser College of Nursing



4. Submit the excuse forms, and medical certificate to the Dean	4.Review medical certificate, sign the excuse slips and excuse letter and gives appropriate demerit / sanctions if applicable based on student handbook.	None	30 Minutes	Dean College of Nursing
	4.1.Return 1 copy of excuse slip and excuse letter to the instructor, one as file.	None	10 Minutes	Dean College of Nursing
	4.2.Record in Student Record Book.	None	5 Minutes	Instructor College of Nursing
	Total		1 Hour and 47Minutes	

3. Academic Appraisal of Bachelor of Science in Nursing (BSN) Students

The BSN students of the College of Nursing (CON) are highly encouraged to regularly visit the Academic Adviser and their instructors to check the status of their standing the BSN Program. Through the use of evidence-based practice from the minimum requirements being set by the course and the program.

Office or Division:	Department of Nursing			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Level II, III and IV BSN Students and Parents/ Legal Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Academic Records		Academic Adviser		
Visitors Logbook		CON Front Desk		
Advisory Logbook		Academic Adviser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's logbook in the office entrance/counter	1. Instruct the client to fill- up the Visitor's Logbook		5 minutes	Administrative Aide/Clerk
2. Sign in the Advisory logbook in the office entrance/counter	2. Instruct the client to fill- up the Advisory logbook.		5 minutes	Administrative Aide/Clerk
3. Approach Academic Adviser for appraisal of scholastic records	3. Evaluates the student's record	None	1 hour	Academic Adviser/ Academic Coordinator/ College Dean
	Total	None	1 hour and 10 minutes	



4. Bachelor Research Advising

A Bachelor's research is a partial requirement to comply in the Bachelor of Science in Nursing (BSN) Program. Research is also one of the pillars of learning in advancing the nursing profession, thus students are always encouraged to conduct research with supervision of seasoned researchers. Students are advised to always keep in touch and follow-up with the Research Adviser and Student Research Committee regarding their research progress and completion of their research.

Office or Division:	Department of Nursing			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Level II, III and IV BSN Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Proposal and Manuscript		Student		
Compliance Checklist		Downloadable/College of Nursing (CON) Front Desk		
Routing Slip		Downloadable/ CON Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks consultation	1. Looks into the research proposal	None	1 hour	Research Adviser
2. Listens to the suggestions and recommendations of the adviser	2. Discusses aspects that need improvement	None	1 hour	Research Adviser
3. Agrees on next schedule of consultation	3. Sets next schedule of consultation	None	5 minutes	Research Adviser
	Total	None	2 hours and 5 minutes	



5. Borrowing of Laboratory Equipment

The College of Nursing (CON) have several laboratory equipment that can be loaned to students in their need for learning and application of processes to advance the technological and health aspects of the nursing profession.

Office or Division:		Department of Nursing		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Level II, III and IV BSN Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Borrower's Slip		Skills Laboratory/ CON Front Desk		
Laboratory Borrower's Logbook		Skills Laboratory/ CON Front Desk		
Student ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form indicating items/supplies to be borrowed	1. Provides form to student	None	30 minutes	Laboratory aide
2. Submit form and student ID	2. Prepares items/ supplies	None	30 minutes	Laboratory aide
3. Receives and check items if in good condition	3. Release the items/supplies	None	5 minutes	Laboratory aide
4. Return borrowed items / supplies	4. Double check that items returned are complete and in good condition and based on list	None	30 minutes	Laboratory aide
5. Retrieve ID	5. Return ID to student and students made to sign in logbook	None	2 minutes	Laboratory aide
Total		None	1 hour and 37 minutes	



6. Borrowing of Office Equipment

The College of Nursing (CON) have several laboratory equipment that can be loaned to students in their need for learning and application of processes to advance the technological and health aspects of the nursing profession, this equipment is those not identified for laboratory use but for lecture or extension services.

Office or Division:		Department of Nursing		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Level II, III and IV Bachelor of Science in Nursing (BSN) Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Equipment Borrower's Slip		College of Nursing Front Desk		
Office Equipment Borrower's Logbook		College of Nursing Front Desk		
Student ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up borrower logbook	1. Insure that the Borrower's logbook is filled up	None	5 minutes	Office Clerk College of Nursing
2. Receives and check items if in good condition	2. Release office equipment	None	15 minutes	Office Clerk College of Nursing
3. Return borrowed equipment	3. Double check that equipment(s) returned are complete and in good condition and complete	None	30 minutes	Laboratory Aide College of Nursing
4. Retrieve ID	4. Return ID to the borrower and students made to sign	None	5 minutes	Laboratory Aide College of Nursing
	TOTAL:	None	55 minutes	



7. Clinical/ Community Case Study Advising

Case Study either clinical or community in nature assists the student in broadening their application of learning through their clientele. This is done twice a semester as a culmination of their term (either midterm or final term). The case to be selected should be relevant to the concept being taught and applied the necessary basic interventions that uplifts the nursing profession through independent, collaborative and dependent nursing interventions. Students are advised to seek consultation to their clinical instructors regarding the potential case that needed to be conducted during the semester.

Office or Division:	Department of Nursing			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Level II, III and IV Bachelor of Science in Nursing (BSN) Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Thesis Proposal		Student		
Compliance Checklist		Downloadable/College of Nursing (CON) Front Desk		
Routing Slip		Downloadable/ CON Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks consultation and submit edited copy of case study based on the advice of panel during case presentation	1. Receives copy and writes necessary corrections if any	None	5 days	Junior Adviser
2. Receives and revise case report based on the corrections of the Junior adviser	2. Received edited manuscripts and checks for further corrections. Return copy to the students and make verbal and written instructions and or corrections	None	5 days	Senior Adviser
3. Submit to the Senior adviser the edited case report	3. Receives and reviews case report and writes necessary corrections if any	None	3 days	Senior Adviser
4. Submit the draft to the senior adviser for last check	4. Double checks the technical contents of the case report and instruct for grammar check	None	2 days	Senior Adviser
5. Sends manuscript to a University-designated grammarian	5. Reviews and corrects grammatical syntaxes of the case study	P 10 per page	3 days	University Grammarian
6. Revises manuscript based on grammatical corrections and submits final draft to the Senior Adviser for final checking	6. Receives and reviews manuscript and instruct for book binding if no further corrections are noted	None	1 day	Senior Adviser
7. Provide 4 copies of case report for book binding	7. Advice the student to bind their case study report	None	10 minutes	Senior Adviser



8. Submit the 3 books of case study report to the office of the dean, senior adviser, school library. Keep 1 book for personal file	8. Receives the book bonded case Study	None	30 minutes	Dean Senior Adviser CON Reader's Nook
Total			19 days and 40 minutes	

8. Clinical/ Related Learning Experience (RLE) Extension Duty Application Processing

Clinical/RLE Extension Duties of Bachelor of Science in Nursing (BSN) Students are availed only to students either in dire need of Delivery Room and Operating Room (DR/OR) Cases Completion as a prerequisite for graduation and taking of the Philippine Nurses Licensure Examination (PNLE) or to students who had committed offenses during scheduled Clinical/ RLE in the hospital/ community setting as per determined by the Clinical Instructor and Clinical Coordinator as posted and approved by the College Dean.

Office or Division:	Department of Nursing			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Level II, III and IV BSN Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form		College of Nursing (CON) Front Desk/ Downloadable		
Summary of Extensions Form		Clinical Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for posting of extension duties	1. Schedules extension duties of students	None	3 days	RLE Coordinator
	1.1. Coordinates with hospital for schedule of extension duties	None	2 days	RLE Coordinator
2. Pay to cashier PF of CI to supervise	2. Accepts payment and issues receipts	Affiliation fee and user's fee	12 minutes	Cash Division
3. Let supervising CI sign completion form during duty	3. Accomplish attendance sheet of students during duty	None	30 minutes	Supervising Clinical Instructor (CI)
4. Submit completion form to Clinical/ RLE Coordinator	4. Submit attendance sheet to Clinical/ RLE Coordinator	None	1 day	Supervising CI
Total			6 Days, 42 Minutes	



**Department of Agricultural Education and
Extension
(DAEE)**



1. Internship of graduating students

This service refers to facilitate the students in applying for student internship.

Office or Division	Department of Agricultural Education and Extension (DAEEEx)			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Validated certificate of registration-1 copy-original		Registrar's Office		
2.Medical certificate (1copy- Original)		VSU Infirmary		
3.Course/grade checklist (1 copy- original)		DAEEEx Clerk/Registrar		
4.Notarized parent's consent (3 copies) (Original)		DAEEEx Clerk		
5.Notarized waiver (3 copies) (Original)		DAEEEx Clerk		
6.Group insurance 1 copy-original		Any group insurance		
7.Communication Letter (FM-OOP-05)-1 copy-original		DAEEEx Clerk		
8.Memorandum of Understanding (MOU) 1 copy-original		DAEEEx Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secures the above documents prior to filling up the internship application form from the DAEEEx clerk.	1. Clerk gives the documents needed by the students	None	10 minutes/student	DAEEEx Clerk
2. Submit filled out forms to the internship coordinator.	2. Internship coordinator checks documents' completeness	None	10 minutes/student	Internship coordinator
3. Submit a copy of filled out and notarized documents to the DAEEEx clerk.	3. When documents are complete, dept. head signs internship form	P1,500 (honorarium for cooperating extension agent/s) P70 (OJT manual)	5 minutes/student	DAEEEx Clerk, Dept. head
	4. Deployment of student interns to the field		8 hours working day	Internship supervisors DAEEEx
	Total	P1,570	8 hours and 25 minutes	



2. Offering of Unscheduled Subject

This service refers to facilitate the request of students to offer an unscheduled subject.

Office or Division	Department of Agricultural Education and Extension (DAEEEx)			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
FM-VPI-28 Request for offering of unscheduled subject form (5 copies)- original		Registrar's office/ DAEEEx Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the FM-VPI-28 form at the DAEEEx clerk/registrar's office.	1. DAEEEx clerk give the FM-VPI-28 form.	None	3 minutes	DAEEEx clerk
2. Consult the department head about the subject want to offer.	2. Department head consults prospective faculty member to teach course	None	1 day	Department head, Prospective Instructor/ DAEEEx
3. Accomplish form obtained from DAEEEx clerk/registrar and have it signed by pertinent persons	3. Department head signs form	None	3 minutes	Department head/ DAEEEx
	Total	None	1 day and 6 minutes	



3. Processing of registration permit for enrolment

The service refers to guide the students in the processing of registration permit for enrolment.

Office or Division	Department of Agricultural Education and Extension (DAEEEx)			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail:	Students			
Checklist of Requirements:		Where to secure:		
1.	Visayas State University (VSU) Student ID	Student		
2.	Validated final exam permit-1 copy- original	Student		
3.	Registration Permit Form-1 copy-original	DAEEEx Clerk		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student shows ID and validated exam permit from the previous semester	1. DAEEEx clerk gives registration permit	None	3 minutes	DAEEEx clerk
2. Student fills up registration permit & have it signed by academic adviser	2. Academic adviser signs registration permit	None	3 minutes	Academic adviser
	Total	None	6 minutes	



4. Readmission of old students

The service refers to assist the request of the old students for a readmission in the Visayas State University (VSU).

Office or Division	Department of Agricultural Education and Extension (DAEEEx)			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail:	Students			
Checklist of Requirements:		Where to secure:		
1. Endorsement letter from USSO-1 copy-original		University Student Services Office (USSO)		
2. Readmission form- 1 copy- original		Office of the Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Accomplish form obtained from registrar and have it endorsed/signed by pertinent persons	1. Department head decides to re-admit student or not based on student performance and circumstances surrounding performance by consulting previous teachers of the student	None	1 day	Department Head/ DAEEEx
	2. Informs/advises student of decision whether to re-admit or not	None	15 minutes	Department Head/ DAEEEx
	Total	None	1 day and 15 minutes	



5. Shifting of New Curriculum

This service facilitates the request of the students in changing of degree programs or major field.

Office or Division	Department of Agricultural Education and Extension (DAEEEx)			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
FM-VPI-29 Request form for changing of degree program or major field (4 copies)-original		Registrar's office/DAEEEx Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the FM-VPI-29 form at the DAEEEx clerk	1. DAEEEx clerk give the form and instruct the client what to do.	None	5 minutes	Clerk, Department Head/ DAEEEx
2. Fill up the form and inform the academic adviser for counselling and Evaluation.	2. Academic adviser and department head signs the form	None	15 minutes	Department Head, Academic Adviser/ DAEEEx
	Total	None	20 minutes	



Department of Agronomy



1. Application for Readmission

This refers to the procedure to students in application for readmission.

Office or Division:	Department of Agronomy (DA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Returning students after leave of absence			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Re-admission form-1 copy-original		University Student Services Office (USSO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished re-admission form from USSO	1. Checks if the form is filled up correctly, directs client to the department head	None	5 minutes	Department Clerk/ Department of Agronomy
2. Presents accomplished form to the Academic Adviser & Department Head for recommending approval	2. Checks the request and affixes signature	None	10 minutes	Academic Adviser and Department Head/ Department of Agronomy
TOTAL:		None	15 minutes	



2. Assignment/Allocation of Experimental Area to Major Students

This refers to the procedure of assigning or allocating of experimental area for students in their particular majors.

Office or Division:	Department of Agronomy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students with graduating status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved outline – 1 copy-original		Student/ Department Head		
Request form and calendar of activities-1copy-original		Department of Agronomy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents to the farm-in-charge an approved Department Head thesis outline	Examines/evaluates details of thesis for area allocation	None	15 minutes	School Farm Demonstrator (SFD)/ Department of Agronomy
2. Fills up request form	Approves request form	None	5 minutes	School Farm Demonstrator (SFD)/ Department of Agronomy
	Allocates available area, schedules general land preparation and informs student when the area is ready for planting	None	15 working days	School Farm Demonstrator (SFD)/ Department of Agronomy
	TOTAL:	None	15 days and 20 minutes	



3. Completion of Incomplete (INC) Grades

This service refers to the procedure on how to complete incomplete grades.

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students with INC grades			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Registrar	
Incomplete Form			Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to concerned instructor & inquires for lacking requirements	1. Checks student records if s/he has deficiency and discuss how to comply	None	30 minutes	Faculty/ Department of Agronomy
2. Complies deficiency	2.1 Receives submitted requirements 2.2 Administers examination	None	2 hours	Faculty/ Department Clerk/ Department of Agronomy
3. Secures completion form from the registrar	3. Registrar release completion form	25.00 Pesos	10 minutes	Registrar
4. Follows-up results a day after and submits completion form to the instructor	4. Checks/discusses examination results/submitted requirements and checks filled-up completion form	None	1 hour	Faculty/ Department of Agronomy
5. Follow-up INC grade from the instructor	5. Gives grade and signs the completion form and submits it to the department head for signature and forward it to the registrar	None	30 minutes	Faculty/ Department Head/ Department of Agronomy
	TOTAL:	25.00 pesos	4 hours and 10 minutes	



4. Enrollment

This service refers to the enrollment process of returning students.

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Returning students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visayas State University (VSU) Student ID		Registrar		
Exam permit of the previous semester-1 copy-original		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and exam permit for final exam of preceding semester to the department clerk	1. Issues certificate of registration (COR) form	None	3 minutes	Clerk/ Department of Agronomy
2. Fills up enrolment form and COR then presents it to academic adviser for checking with prospectus and grades of subjects enrolled	2. Checks if: a. Prerequisites of subjects to be enrolled were already taken b. Number of units is within the prescribed limits, and 2.1. Signs the enrollment form if aforementioned conditions are met	None	15 minutes	Academic adviser/ Department of Agronomy
	TOTAL:	None	18 minutes	



5. Issuance of Clearance

This service refers to the issuance of clearance process of students

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students and other clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Internal clearance-1 copy-original			Home department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her internal clearance	1. Checks entry of clearance and accountability of the particular client. If he/she has accountability, request him/her to comply requirements or settle accountability.	None	5 minutes	Department Clerk/ Department of Agronomy
2. Complies requirements to settle accountability	2. Checks and facilitates client's compliance and counter signs the clearance	None	5 minutes	School Farm Demonstrator
3. Presents the countersigned internal clearance	3. Signs the internal clearance and record it to logbook	None	3 minutes	Department Head/Administrative Staff/ Department of Agronomy
TOTAL:		None	13 minutes	



6. Request for Overload

This service refers to the process on request for overload to students.

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Office of the Department of Agronomy		
Request Form – 4 copies		Office of the Department of Agronomy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents 4 copies of the accomplished request form to the adviser for approval	1.Reviews the request and if in order, endorses the same	None	5 minutes	Academic Adviser/ Department of Agronomy
2. Presents the request form duly endorsed by the adviser to the department head	2.Reviews the request and affixes signature	None	5 minutes	Department Head/ Department of Agronomy
3. Presents the request form to the dean for approval	3. Approve or disapprove the request	None	5 minutes	College Dean/ Department of Agronomy
	TOTAL:	None	15 minutes	



7. Request for Shifting of Curriculum and Change of Adviser

This procedure refers to the request of students for Shifting of Curriculum and Change of Adviser

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of grades from the first semester for first year college up to the last semester completed under the current curriculum-1 copy-original			Registrar's Office	
Application form for shifting curriculum and change of academic adviser-1 copy-original			University Student Services Office (USSO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the correctly filled up shifting/change of adviser form with computed GPA and recommendation of the Dean of Students	1. Checks if the form is filled up correctly with computed GPA and is recommended by the dean of students	None	5 minutes	Academic Adviser/ Department of Agronomy
2. Presents the shifting form and application for change of academic adviser to the department head and college dean for action	2. Checks the request for shifting/change of adviser and affixes signature if in order	None	10 minutes	Academic Adviser and Department Head/ Department of Agronomy
3. Submits to the College Dean for approval	3. Approve or disapprove the request	None	10 Minutes	College Dean/ Department of Agronomy
	TOTAL:	None	25 Minutes	



8. Request for Utilization of Rooms/Facilities

This refers to the request of clienteles to utilize rooms or facilities of the department

Office or Division:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Clients who want to conduct a school-related activity in the department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity permit		University Students Services Office USSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for vacancy of classrooms	1.Checks/Confirms availability of room requested and requires concerned party to process an activity permit	None	15 minutes	Clerk/ Department of Agronomy
2. Submits a copy of activity permit	2.Files the copy and confer schedule of room utilization to the utility	None	5 minutes	Clerk/ Department of Agronomy
TOTAL:		None	20 minutes	



9. Request for Utilization of Rooms/Facilities (A)

This refers to the request of clienteles to utilize rooms or facilities of the department.

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty with regular classes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request form-1 copy- original		Department of Agronomy `s facilities in-charged		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the key of the designated classroom	1. Asks the client to log the borrowed items and shall sign the logbook	None	3 minutes	Clerk/ Department Personnel/ Department of Agronomy
2. Returns the borrowed things	2. Checks the returned items and countersigns logbook	None	3 minutes	Clerk/ Department Personnel/ Department of Agronomy
	TOTAL:	NONE	6 minutes	



10. Request to Offer Unscheduled Subjects

During enrollment, students may request to enroll in a subject that is not regularly offered in a certain semester by applying for it to be offered.

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Department Head, duly endorsed by the academic adviser and approved by the College Dean		Office of the Department of Agronomy		
Request Form – 4 copies		Office of the Department of Agronomy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents 4 copies of completed request form addressed to the Department Head, thru the adviser	1.Reviews the request and if in order, endorses the same to the concerned faculty to teach the course	None	15 minutes	Department Clerk
2. Presents to the Head of the Department offering the requested subject	2.Reviews the request and signs the same	None	10 minutes	Academic Adviser and Department Head
3. Submits to the College Dean for approval	3. approve or disapprove the request	None	10 minutes	College Dean
	TOTAL:		35 minutes	



11. Seed Procurement

This service refers to the procedure on the purchase of seeds or other planting materials.

Planting Materials	Price per kg (PhP)
1. Rice seeds	
a. Registered	46.00
b. Certified	39.00
2. Peanut unshelled	50.00
3. Mungbean	70.00
4. Corn	50.00
5. Sweetpotato cuttings	50 cent/cutting
6. Cassava	50 cents/pc
7. Adlai	180.00
8. Sugar cane	2.00/pc
9. Malagkit Corn	60.00
Food Products	Price per kg (PhP)
1. Milled Rice	1700.00/bag (50kg)
2. Sweetcorn	40.00
3. Malagkit corn	40.00
4. Fresh Peanut unshelled	50.00
5. Mungbean	70.00
6. Sweetpotato tubers	20.00
7. Cassava tubers	10.00
8. Adlai	180.00
9. Sugar cane	10.00/pc

Office:	Department of Agronomy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Stakeholders (students, farmers, researchers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires availability of seeds / agronomic products	1.Asks for the purpose of buying the products and give some instructions on the cultural management if seeds or planting materials are to be purchased		20 minutes	TC Ratilla / EA Alcober Department of Agronomy



	1.1.Issues order of payment	Please see above products and price	5 minutes	TC Ratilla / EA Alcober Department of Agronomy
2. Pays the purchased item in the cash division	None	Varies depending g on the seeds or planting materials purchased		Cashier/ Cash Division (Admin Building)
3. Presents official receipt (OR)	Prepares the item purchased and records the OR number in the logbook and releases the OR and the packed items in good condition.	None	30 minutes	TC Ratilla / EA Alcober Department of Agronomy
	TOTAL:		55 Minutes	



12. Thesis Advisorship

This service refers to the procedure on the thesis advisership to students.

Office:	Department of Agronomy			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Students with graduating status			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Thesis proposal (optional) – 1 copy- original				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults faculty of his/her thesis problem	1. Discuss possible thesis topics/problem of the student and record number of advisees accepted	None	1 week	Faculty thesis adviser
2. Regular consultation with thesis adviser regarding progress of his/her thesis outline / manuscript	2. Regular discussion with students	None	2 months	Faculty thesis adviser
3. Actual conduct of thesis	3. Regular discussion with students	None	May vary depending on the thesis conducted	Faculty thesis adviser
	Total	None	2 months and 3 weeks	



Department of Biological Sciences



1. Completion of Incomplete (INC) Marks

Students who obtained incomplete (INC) marks are required to complete and obtain a grade within a year. He/she then needs to consult his/her teacher whom the INC mark was obtained for completion. This should be done weeks or months before the deadline set by the Registrar's office.

Office:	Department of Biological Sciences			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Completion Grade (FM-REG-20)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Instructor/Professor concerned & inquire on the requirements needed	1. Examine the deficiency & arrange schedule of completion if necessary	None	10 minutes	Faculty/ Department of Biological Sciences
2. Submit properly filled out completion form to the concerned faculty	2. Receives the filled-out form and check completeness of the information needed	None	2 minutes	Faculty
	2.1 If requirements have been satisfied, concerned faculty fills out the grade of the requesting student to the form, signs and forwards it to the head for signature	None	5 minutes	Faculty/ Department of Biological Sciences
	2.2 The department head signs the form	None	3 minutes	Department Head/ Department of Biological Sciences
	2.3 The faculty or admin staff/clerk brings the filled-out completion form to the Registrar's Office	None	10 minutes	Admin Staff/Clerk/ Department of Biological Sciences
	2.4 Receives and files the approved department file copy of the completion form from the Registrar	None	2 minutes	Admin Staff/Clerk/ Department of Biological Sciences
3. Follow-up Status of INC Grade	3. Faculty informs the student on the status of grade	None	2 minutes	Faculty/Department of Biological Sciences
	TOTAL:	None	34 minutes	



2. Clearance of Graduating Students from DBS

The graduating students of DBS need to file clearance after completion of their thesis. This is one of the requirements for graduation.

Office:	Department of Biological Sciences			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Graduating BS Bio Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance for Graduating Students (FM-REG-17)-		Department of Biological Sciences Secretary's office		
Tree Planting Certificate- 1 Copy- Original		Department of Biological Sciences Secretary's office		
Acknowledgement receipt of Thesis Manuscript from the Library-1 Copy- Original		University Library		
E-copy of Manuscript for DBS File-1 Copy- Original		Student/client		
Note from the laboratory technician-1 Copy- Original		Laboratory technician, Department of Biological Sciences		
Note from the adviser- 1 Copy- Original		Thesis adviser, Department of Biological Sciences		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled out clearance form to the clerk	1. Receives the form and checks if the form is properly filled out	None	2 minutes	Admin staff/Clerk/ Department of Biological Sciences
	1. 1. Checks if all the requirements in the checklist are complied	None	3 minutes	Admin staff/clerk/ Department of Biological Sciences
	1.2. If all requirements are complied with, the clearance is forwarded to the head for signature	None	2 minutes	Admin Staff/clerk & Department Head/ Department of Biological Sciences
	1.3. Release the signed clearance	None	2 minutes	Admin staff/clerk & Department head/ Department of Biological Sciences
	TOTAL:	None	9 minutes	



3. Request for Specimen Identification

This extension service is provided to students, especially those who are doing their thesis, who wish their specimens (plants and/or marine animals) to be examined for identification

Office or Division:	Department of Biological Sciences			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Students; Other Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Specimen Identification Form-1 Copy- (original only)			DBS Secretary's Office	
Specimen Information Sheet (original only)- 1 Copy			DBS Secretary's Office	
Specimen ID Sheet (original only)-1 copy			DBS Secretary's Office	
Clear picture of the specimen in print form			Client	
Properly preserved specimen (animals) Herbarium or fresh samples (plant)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in in the client logbook at the secretary's office	1. Give the logbook to the client	None	2 minutes	Admin staff/clerk/ Department Biological Sciences
2. Fill out the request form	2. Check the completeness of the filled-out form; If the form is properly filled out, the clerk informs the client that he/she will be informed on status of the request through email/text	None	10 minutes	Admin Staff/ Clerk/ Faculty in-charge/ Department Biological Sciences
	2.1. The clerk gives the form and the specimen to the faculty in-charge for initial identification	None	2 minutes	Admin Staff/ Clerk/ Faculty in-charge/ Department Biological Sciences
	2.2. Initial identification of the sample/s by the faculty in-charge	None	2 working days/5 samples	Faculty in-charge 1/ Department Biological Sciences
	2.3. Confirmation of identification	None	3 working days/5 samples	Faculty in-charge 2/ Department Biological Sciences
3. Follow up status of request	3. Inform the client on the status of sample identification	None	10 minutes	Admin Staff/Clerk/ Department Biological Sciences



4. Sign in the Customer Satisfaction Log book	4. Give the Logbook to the Client	None	5 minutes	Admin Staff/Clerk and Client/ Department Biological Sciences
	TOTAL:	None	5 days and 29 minutes	



4. Request for Utilization of Facilities

This procedure covers the processes involved starting from the filing of request by the client until the approval of the request to use the facilities of Department of Biological Sciences (DBS).

Office or Division:	Department of Biological Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Students; Other Offices/Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request to use the facility/ies (FM-VPI-15)- 1 copy- original			Department of Biological Sciences Secretary's Room	
Facility reservation form (FM-VPI-27)			Department of Biological Sciences Secretary's Room	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request (indicate time duration) addressed to the Dept. Head and filled out reservation form	1. Receives the letter request and filled out form	None	3 minutes	Admin Staff/clerk/ Department of Biological Sciences
	1.1 Checks the availability of the facility based on the indicated time/duration of use	None	3 minutes	Admin Staff/clerk/ Department of Biological Sciences
	1.2 Ticks the corresponding box in the reservation form if the facility is available or not. If not available, the clerk informs the client. If the facility is available, the clerk reserves the form by plotting on the reservation chart/calendar	None	2 minutes	Admin Staff/clerk/ Department of Biological Sciences
	1.3 Forwards the letter request and filled out reservation form to the head for approval	None	2 minutes	Admin staff/clerk/ Department of Biological Sciences
	1.4 Approves the letter request/reservation form	None	3 minutes	Department Head/ Department of Biological Sciences
	Total:	None	13 minutes	



5. Staff/student (Excluding Graduating Students of DBS) Clearance

This service is availed by non-graduating students from the College of Arts & Sciences who need to get clearance for transfer, Letter of Admission (LOA) or other purposes. Faculty and staff who needs to clear for various purposes such as study leave, sabbatical leave, teacher's leave, retirement, etc. also avail of this service.

Office:	Department of Biological Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Students from other departments; faculty; staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance for Faculty and Staff (Long Clearance) FM-PRO-07		Home department of faculty/staff		
Clearance for Faculty and Staff (1-3 months leave) FM-PRO-08		Home department of faculty/staff		
Clearance for Part Time Faculty (FM-PRO-09)		Home department of faculty/staff		
Clearance for the Students (FM-REG-17)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out clearance form to the clerk	1. Checks the completeness of the filled-out form	None	2 minutes	Admin staff/clerk/ Department of Biological Sciences
	2.1 Checks the list of those with accountabilities	None	2 minutes	Admin Staff/clerk/ Department of Biological Sciences
	2.2 If the client has no accountabilities, the secretary forwards the form to the head for signature	None	3 minutes	clerk & Dept. Head/ Department of Biological Sciences
	2.3 If the client has accountability, he/she needs to settle first the accountabilities before the clearance will be signed. The admin staff/clerk will advise the client where to settle the accountability.	None	3 minutes	Admin Staff/Clerk/ Department of Biological Sciences
2. Follow up clearance	2.4 Once accountabilities had been settled, the clerk countersigns the form and forwards to the head for signature	None	3 minutes	Admin Staff/Clerk & Department Clerk/ Department of Biological Sciences
	2.5 Releases the signed clearance	None	2 minutes	Admin staff/clerk/ Department of Biological Sciences
	Total:	None	15mins	



Department of Business and Management



1. Application for Re-admission

This service refers to students who had stopped from schooling and needs to be readmitted.

Office or Division:		Department of Business and Management		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished required form-1 copy-Original		University Student Services Office (USSO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents accomplished form from USSO	1. Checks if the form is filled up correctly, directs client to the department head	None	3 minutes	Administrative Aide/ DBM Office
	1.1 Checks the request & affixes signature if in order	None	5 minutes	Department head/ DBM Office
Total:		None	8 minutes	



2. Completion of Incomplete (INC) Grades

This service refers to student/s who has an incomplete grade/s and has to be completed before the subject/s lapsed or a period of 1 year from the time she/has incomplete grade to avoid a grade of 5.0.

Office or Division:		Department of Business and Management (DBM)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Students		
Who may avail:		Students with INC remarks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion form- 1 copy- original		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her completion form	1. Checks the student ID and the subjects and the corresponding instructor	None	3 minutes	Administrative Aide/ DBM Office
2. Proceeds to concerned instructor and inquires for the requirement of completion	2. The instructors examine the needed activities/ requirements for the completion of grades	None	15 minutes	Instructors / Faculty /DBM Office
3. Complies the needed requirement	3. Administer the exams, listens to the reports, accepts the submitted documents	None	40 minutes	Instructors / Faculty/ DBM Office
4. Submit completion form to the instructors	4. Evaluate, check and examine the documents, exams, reports submitted	None	30 minutes	Instructors / Faculty/ DBM Office
	4.1 Sign or decline the completion form	None	2 minutes	Instructors / Faculty/ DBM Office
	4.2 Submit the completion form to the department head	None	2 minutes	Instructors / Faculty/ DBM Office
	4.3 Gives the completion form to the secretary for filing	None	2 minutes	Department Head/ DBM Office
	4.4 Submit to the registrar the completion form	None	15 minutes	Utility/ DBM Office
	Total	None	1 hour and 49 minutes	



3. Enrolment

This service refers to all students who wants to enroll to any course she desires.

Office or Division:	Department of Business and Management			
Classification:	Simple			
Type of Transaction:	G2C—Government to Citizen, G2G – Government to Government			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Student Identification (ID) card		Student		
Exam permit for final examination of preceding semester-1 copy- original		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and final exam permit of preceding semester	1. Issues Certificate of Registration (COR) form	None	3 minutes	Administrative Aide DBM Office
2. Fills up enrolment form then present it to academic adviser together with COR and prospectus reflecting grades of subjects already enrolled or copy of final grades of the preceding semester	2. Checks if : a. prerequisites of subjects to be enrolled were already taken b. number of units is within the prescribed limits, and 2.1. Signs the enrolment form if above conditions are met	None	15 minutes	Academic adviser DBM Office
Total:		None	18 minutes	



4. Field Practice/ Practicum/ OJT

This service refers to student/s who has no more subject/s left behind except Management (MGT) 200 (Undergraduate Thesis) / Management (MGMT)200a (Internship) who can go for an On the Job Training (OJT).

Office or Division:	Department of Business and Management (DBM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Students			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation of grades from Registrar's Office-1 copy-Original		Registrar's Office		
Endorsement Letter from Department Head-1 copy-Original		Department of Business and Management		
Memorandum of Understanding-1 copy-Original		Department of Business and Management		
Parental Consent1 copy-Original		Department of Business and Management Administrative staff to be notarized by the student to an attorney		
Internship Plan (with General Performance Evaluation Form, Daily Time Record and Schedule of Activities)		Department of Business and Management		
Certificate of Enrollment		Department of Business and Management		
Medical Certificate		Government Authorized Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents updated checklist for advising	1. Checks grades in the checklist and ensures that the student has enrolled all subjects from first year to 4th year of the 1 st semester and that the student has no failures and pending INCs	None	5 Minutes	Adviser/ DBM Office
2. Presents validated certificate of registration together with the updated checklist	2. Cross check updated checklist (for purposes of checking INCs and failures) and the name of students in the class roster. Signs the validated COR	None	8 Minutes	Office staff/ DMB Office Adviser / DBM Office
3. Submits name of firm for OJT	3. Checks if the firm/establishment is qualified for OJT	None	15 Minutes	OJT Coordinator/ DBM Office
	3.1 If firm is qualified, required forms are emailed to students (endorsement letter, Memorandum of Understanding (MOU), Waiver, Science Research Committee (SRC) (to be signed by persons	None	15 Minutes	Office staff/ DBM Office



	concerned), evaluation sheet, Daily Time Record (DTR), etc.			
4. Accomplishes and submits required forms for OJT	4. Checks completeness and accuracy of documents	None	5 Minutes	Student concerned Office staff/ DBM Office
5. Submits case study outline to adviser	5. Checks case study outline	None	2 days	Adviser/ DBM Office
6. Attends OJT orientation seminar	6. Conducts OJT orientation seminar	None	4 hours	Faculty in-charge
	Total:	None	2 days, 4 hours and 48 minutes	



5. Offering of Unscheduled Subjects

This service refers to subjects that are not scheduled during the semester and the students want to take.

Office or Division:	Department of Business and Management (DBM)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Students			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Department Head, duly endorsed by the adviser and approved by the College Dean. 1 Copy- Original		DBM		
Request Form-1 Copy- Original		DBM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents 4 copies of completed request form addressed to the Department Head, through the adviser	1. Reviews the request and if in order, endorse the same	None	15 minutes	Academic Adviser/ DBM Office
2. Presents to the department head (or the head of the department offering the requested subject if not offered by the Department)	2. Reviews the request and sign the same	None	15 minutes	Department Head/ DBM Office
	Total:	None	30 minutes	



6. Processing of Student Clearance

This service refers to graduating student/s that he/she has to process a clearance and has to be signed by the concerned person/s/org. before he/she is cleared.

Office or Division:	Department of Business and Management (DBM)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Students			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades from first semester in first year college up to the last semester that the student completed in Visayas State University (VSU).- 1 copy-original		Registrar's Office		
Application form for shifting of curriculum and change of Academic Adviser. .- 1 copy-original		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents his internal clearance	1.Checks if the student has no accountability. If a student has accountability, request the student to comply with the requirement to settle accountability.	None	5 minutes	Administrative Aide DBM Office
2.Complies requirements to settle accountability	2.Checks and facilitates the student's compliance and counter signs/puts initials in the clearance	None	30 minutes	Administrative Aide DBM Office
	2.1. Sign the student's clearance	None	5 minutes	Administrative Aide DBM Office
	Total	None	40 minutes	



7. Request for Overload

This service refers to students who have more units to be taken from what is normal loading of a student.

Office or Division:	Department of Business and Management (DBM)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Students			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID				
Filled up request form for overload-1 Copy- Original		Department of Business and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents 4 copies of accomplished request form to the adviser for approval	1. Reviews the request and endorse it if in order	None	10 minutes	Academic adviser/ DBM Office
	1.1 Reviews the request and affixes signature	None	15 minutes	Department Head/ DBM office
	Total	None	25 minutes	



8. Request for Signature of the Department Head

This service refers to all documents endorsed to the department that requires the signature of the head such as clearance (except clearance for graduating students), overloading documents, change of degree program and offering of unscheduled subjects, etc.

Office or Division:		Department of Business and Management		
Classification:		Simple		
Type of Transaction:		G2C—Government to Citizens, students, public G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	3 minutes	Administrative Aide DBM Office
2. Sign in the Client Logsheets in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheets	None	3 minutes	Administrative Aide DBM Office
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide DBM Office
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide DBM Office
	Total	None	26 minutes	



9. Shifting of Curriculum and Change of Adviser

This service refers to student/s who wants to shift from one course to another, same with the change of adviser.

Office or Division:	Department of Business and Management (DBM)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Students			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades from first semester in first year college up to the last semester that the student completed in Visayas State University (VSU).- 1 copy-original		Registrar's Office		
Application form for shifting of curriculum and change of Academic Adviser.- 1 copy-original		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents filled up shifting form with computed GPA and recommendation of the Dean of Students	1. Checks if the form is filled up correctly, the GPA is computed and recommended by the Dean of students	None	10 minutes	Administrative Aide Adviser/ DBM Office
2. Presents the shifting form and application for change of academic advisers to the Department Head	2. Checks the request for shifting and affixes signature if in order	None	15 minutes	Administrative Aide Academic adviser, Department Head/ DBM Office
	Total:	None	20 minutes	



Department of Computer Science and Technology



1. Borrowing of Office Equipment/Tools

This service refers to borrowing office equipment and/or tools such as Liquid Crystal Display (LCD) projector, sound system, extension wire, microphone and camera etc.

Office/Division	Department of Computer Science and Technology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	VSU Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of equipment/tools to borrow at the Public Assistance Desk	1. Check availability of equipment/tools and give further instructions	None	3 minutes	Administrative Aide Department of Computer Science and Technology
2. Sign in the Office Equipment/Tools Borrower's Log Sheet	2. Provide client the Equipment/Tools Borrower's Log Sheet	None	3 minutes	Administrative Aide Department of Computer Science and Technology
3. Receive the equipment/tools	3. Release equipment/tools to client	None	5 minutes	Administrative Aide Department of Computer Science and Technology
4. Return borrowed equipment/tools	4. Receive and check the returned equipment/tools	None	10 minutes	Administrative Aide Department of Computer Science and Technology
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL		None	26 minutes	



2. Processing of Student's Report of Grade Completion

This service refers to facilitating the student's Report Grade Completion.

Office/Division	Department of Computer Science and Technology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. The faculty gives the filled-up Report of Grade Completion form to the Public Assistance Desk for initial assessment and verification	1. Evaluate the filled-up Report of Grade Completion Form submitted and give further instructions	None	3 minutes	Administrative Aide Department of Computer Science and Technology
2. Sign in the Client Logsheets in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheets and facilitate the signing and submission of the Report of Grade Completion Form	None	2 days	Administrative Aide Department of Computer Science and Technology
3. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	3. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL		None	2 days and 8 minutes	



3. Request for Change of Degree Program

This service refers to facilitating the student request for change of degree program.

Office/Division	Department of Computer Science and Technology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for change of degree program at the Public Assistance Desk	1. Refer client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide Department of Computer Science and Technology
2. Request Form No. FM-VPI-29 at the Public Assistance Desk and sign in the Client Logsheets in the office entrance/counter	2. Instruct client to sign in the Client Logsheets and release the request form and give further instruction	None	15 minutes	Administrative Aide Department of Computer Science and Technology
4. Submit filled-out Form No. FM-VPI-29 to the Public Assistance Desk	4. Evaluate the filled-out Form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Computer Science and Technology
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL			1 hour and 25 minutes	



4. Request for Offering of Unscheduled Subjects

This service refers to facilitating the request for offering of unscheduled subjects.

Office/Division:	Department of Computer Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for availability of instructors to handle to requested subjects at the Public Assistance Desk	1. Refer client to the department head for recommendations	None	5 minutes	Administrative Aide Department of Computer Science and Technology
2. Request Form No. FM- VPI-28 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instruct client to sign in the Client Logsheet and release the request form and give further instruction	None	15 minutes	Administrative Aide Department of Computer Science and Technology
4. Submit filled-out Form No. FM-VPI-28 to the Public Assistance Desk	4. Evaluate the filled- out Form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Computer Science and Technology
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL		None	1 hour and 25 minutes	



5. Request for Student Units Overload

This service refers to facilitating the request for overloading of subjects.

Office/Division:	Department of Computer Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Form No. FM-REG-05		Office of the University Registrar		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for overloading of subjects at the Public Assistance Desk	1. Refer client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide Department of Computer Science and Technology
2. Request Form No. FM-REG-17 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instruct client to sign in the Client Logsheet and release the request form and give further instruction	None	15 minutes	Administrative Aide Department of Computer Science and Technology
4. Submit filled-out Form No. FM-REG-17 to the Public Assistance Desk	4. Evaluate the filled-out Form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Computer Science and Technology
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL		None	1 hour and 25 minutes	



6. Signing of BSCS Graduating Students Clearance

This service refers to the signing of clearance for Bachelor of Science in Computer Science graduating students.

Office/Division	Department of Computer Science and Technology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	VSU BSCS Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Form No. FM-REG-17 (1 Original)		Office of the University Registrar		
Approved Form No. FM-REG-06- (1 Original)		Office of the University Registrar		
Approved Form No. FM-REG-07-(1 Original)		Office of the University Registrar		
Furnished Form No. FM No. FM-REG-24-(1 Original)		Client's Department		
E-copy of Approved Manuscript		Office of the Vice President for Instruction (template for undergraduate students); Office of the Graduate School (template for graduate students)		
E-copy of client's photo (2x2 or Passport size, white background, with collar)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	15 minutes	Administrative Aide Department of Computer Science and Technology
2. Sign in the Client Logsheets in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheets	None	5 minutes	Administrative Aide Department of Computer Science and Technology
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	20 minutes	Administrative Aide Department of Computer Science and Technology
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide/ Department of Computer Science and Technology
TOTAL		None	45 minutes	



7. Signing of Documents

This service refers to all documents endorsed to the department that requires the signature of the head such as clearance (except clearance for graduating students), overloading documents, change of degree program, offering of unscheduled subjects, recommendation letters and letter request.

Office/Division:	Department of Computer Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	3 minutes	Administrative Aide Department of Computer Science and Technology
2. Sign in the Client Logsheets in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheets	None	3 minutes	Administrative Aide Department of Computer Science and Technology
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide Department of Computer Science and Technology
3. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	3. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Computer Science and Technology
TOTAL		None	26 minutes	



Department of Liberal Arts and Behavioral Sciences



1. Completion of Incomplete Marks

This service refers to report of grade completion submitted by the students who incurred INC that requires the signature of the concerned instructor(s) and department head after complying the needed requirements.

Office or Division:	Department of Liberal Arts and Behavioral Sciences			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form (1 Original)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student proceeds to the instructor(s) concerned and comply the requirements needed	1. Checks if the form is properly filled-out	None	5 minutes	Instructors Office Staff (Department of Liberal Arts and Behavioral Sciences)
2. The student fills out the completion form and submits to the office	2. Forwards the completion form to the department head for approval & signature	None	5 minutes	Office Staff and Department Head (Department of Liberal Arts and Behavioral Sciences)
	2.1. Records the approved completion form in the logbook	None	1 minute	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	2.2. Submits the completion form to the Registrar's office	None	30 minutes	Office Staff (Department of Liberal Arts and Behavioral Sciences)
3. The student signs in the client logbook, fills out the customer satisfaction form and drops the form in the box	3. Gives the customer satisfaction form and let the student sign in the client logbook	None	3 minutes	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	TOTAL:	None	44 minutes	



2. Signing of Clearance

This service refers to clearance of students, faculty and staff that requires the signature of the department head.

Office or Division:	Department of Liberal Arts and Behavioral Sciences			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internal Clearance		College of Arts and Sciences		
2. Clearance		From the mother unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student, faculty or staff submits the clearance to the office for countersignature	1. Checks accountability and countersigns the clearance	None	1 minute	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	1.1. Forwards the clearance to the department head for signature	None	2 minutes	Office Staff and Department Head (Department of Liberal Arts and Behavioral Sciences)
2. The student, faculty or staff signs in the client logbook, fills out the customer satisfaction form and drops the form in the box	2. Gives the customer satisfaction form and let the student, faculty or staff signs in the client logbook	None	3 minutes	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	TOTAL:	None	6 minutes	



3. Use of Facilities

This service refers to the permit to use the department's classrooms that requires the signature and approval of the person in-charge of the department's facilities.

Office or Division:	Department of Liberal Arts and Behavioral Sciences			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the department head		Office		
2. Request form for use of facilities		Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student, faculty or staff submits the letter request to the office	1. Checks the availability of facility(ies)	None	2 minutes	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	1.1. Forwards the letter to the department head for approval	None	2 minutes	Office Staff and Department Head (Department of Liberal Arts and Behavioral Sciences)
2. The student, faculty or staff fills out the request form for use of facilities and submits the letter request to the office	2. Forwards the filled-out form to the Chairman of Physical Facilities Committee for his approval	None	2 minutes	Office Staff Chair, Physical Facilities Committee (Department of Liberal Arts and Behavioral Sciences)
3. The student, faculty or staff signs in the client logbook, fills out the customer satisfaction form and drops the form in the box	3. Gives the customer satisfaction form and let the student, faculty or staff sign in the client logbook	None	3 minutes	Office Staff (Department of Liberal Arts and Behavioral Sciences)
	TOTAL:	None	9 minutes	



Department of Mechanical Engineering



1. Borrowing of Accreditation Documents

This service refers to borrowing of accreditation documents.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) faculty, staff, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request (1 original)		Client's Department/Office/Unit		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of accreditation document/s at the Public Assistance Desk	1. Check availability of accreditation document/s and give further instruction/s	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Sign in the Documents Logsheet	2. Provide client the Documents Logsheet	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Receive the document/s	3. Release Document/s	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
4. Return borrowed document/s	4. Receive and check the returned document/s	None	10 minutes	Administrative Aide (Department of Mechanical Engineering)
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	26 minutes	



2. Borrowing of Laboratory Instruments/Equipment

This service refers to borrowing of instruments/equipment as part of instruction.

Office/Division	Department of Mechanical Engineering			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) faculty, staff, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of laboratory instruments/ equipment/ tools at the Public Assistance Desk	1. Check availability of laboratory instrument/ equipment/ tools and give further instruction/s	None	3 minutes	Laboratory Technician (Department of Mechanical Engineering)
2. Sign in the Laboratory Instruments/ Equipment Borrower's Logsheet	2. Provide client the Laboratory Instruments/ Equipment Borrower's Logsheet	None	3 minutes	Laboratory Technician/ Administrative Aide (Department of Mechanical Engineering)
3. Receive the laboratory instruments/ equipment/ tools	3. Release the laboratory instruments/ equipment/ tools	None	5 minutes	Laboratory Technician/ Administrative Aide (Department of Mechanical Engineering)
4. Return borrowed laboratory instruments/ equipment/ tools	4. Receive and check the returned laboratory instruments/ equipment/ tools	None	10 minutes	Laboratory Technician/ Administrative Aide (Department of Mechanical Engineering)
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Laboratory Technician/ Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	26 minutes	



3. Borrowing of Office Equipment/Tools

This service refers to borrowing of office equipment and/or tools such Liquid Crystal Display (LCD) projector, extension wire, puncher, stapler and other office tools.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) faculty, staff, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of equipment/tools at the Public Assistance Desk	1. Check availability of equipment/tools and give further instruction/s	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Sign in the Office Equipment/Tools Borrower's Logsheets	2. Provide client the Equipment/Tools Borrower's Logsheets	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Receive the equipment/tools	3. Release equipment/tools	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
4. Return borrowed equipment/tools	4. Receive and check the returned equipment/tools	None	10 minutes	Administrative Aide (Department of Mechanical Engineering)
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	26 minutes	



4. Processing of Student's Incomplete Grade

This service refers to facilitating the submission of the student's Report of Completion Grade.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) faculty, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. The faculty gives the completed form of the student's Report of Completion Grade to the Public Assistance Desk for initial assessment and verification	1. Evaluate the completed form and give further instruction/s	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Sign in the Client Logsheet in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheet and facilitate the signing and submission of the completed form	None	2 days	Administrative Aide (Department of Mechanical Engineering)
3. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	3. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	2 days and 8 minutes	



5. Request for Change of Degree Program

This service refers to facilitating the request for change of degree program.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for change of degree program at the Public Assistance Desk	1. Refer client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Request Form No. FM-VPI-29 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instruct client to sign in the Client Logsheet, release the request form and give further instruction/s	None	15 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Submit filled-out form to the Public Assistance Desk for evaluation	3. Evaluate the submitted form, have it signed by the department head and/or give further instruction/s	None	1 hour	Administrative Aide (Department of Mechanical Engineering)
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	1 hour and 25 minutes	



6. Request for Overloading of Units

This service refers to facilitating the request for overloading of units.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Form No. FM-REG-05 (1 original)		Office of the University Registrar		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for overloading of units at the Public Assistance Desk	1. Refer client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Request Form No. FM-REG-17 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instruct client to sign in the Client Logsheet, release the request form and give further instruction/s	None	15 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Submit filled-out form to the Public Assistance Desk for evaluation	3. Evaluate the submitted form, have it signed by the department head and/or give further instruction/s	None	1 hour	Administrative Aide (Department of Mechanical Engineering)
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	1 hour and 25 minutes	



7. Request for Offering of Unscheduled Subject

This service refers to facilitating the request for offering of unscheduled subject.

Office/Division	Department of Mechanical Engineering			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for availability of instructors to handle the subject at the Public Assistance Desk	1. Refer client to the department head for recommendation	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Request Form No. FM-VPI-28 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instruct client to sign in the Client Logsheet, release the request form and give further instruction/s	None	15 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Submit filled-out form to the Public Assistance Desk for evaluation	3. Evaluate the submitted form, have it signed by the department head and/or give further instruction/s	None	1 hour	Administrative Aide (Department of Mechanical Engineering)
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	1 hour and 25 minutes	



8. Request on the Use of Facilities

This service refers to the request of other unit/office to the use of Department of Mechanical Engineering (DME) facilities such as classrooms, laboratory rooms, conference room and other DME facility.

Office/Division	Department of Mechanical Engineering			
Classification	simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) faculty, staff, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Activity Permit for student activities (1 original)		University Student Services Office (USSO)		
Approved letter request for non-CET personnel (1 original)		Client's Department/Unit		
Approved Form No. FM-VPI-31 (1 original)		Client's Department/Unit		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of the facility at the Public Assistance Desk	1. Check availability of facility and give further instruction/s	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Fill-up Form No. FM-VPI-16	2. Provide client the Form No. FM-VPI-16	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Submit completed form and other requirements, and wait for further instruction/s	3. Evaluate submitted form and requirements, process the approval the request, and give instruction/s on the proper room utilization	None	20 minutes	Administrative Aide (Department of Mechanical Engineering)
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	31 minutes	



9. Signing of Documents

This service refers to all documents with no pertinent requirement/s endorsed to the department that requires the signature of the head (except for the request for overloading of units, offering of unscheduled subject, change for degree program, graduating student's clearance and other documents with pertinent requirement/s).

Office/Division:	Department of Mechanical Engineering			
Classification:	simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instruction/s	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Sign in the Client Logsheet in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheet	None	3 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	3. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	26 minutes	



10. Signing of Bachelor of Science in Mechanical Engineering (BSME) Graduating Student's Clearance

This service refers to the signing of clearance for Bachelor of Science in Mechanical Engineering graduating student/s.

Office/Division:	Department of Mechanical Engineering			
Classification:	simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	BSME graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Form No. FM-REG-17- (1 Original)		Office of the University Registrar		
Approved Form No. FM-REG-06- (1 Original)		Office of the University Registrar		
Approved Form No. FM-REG-07-(1 Original)		Office of the University Registrar		
Furnished Form No. FM No. FM-REG-24-(1 Original)		Client's Department		
E-copy of Approved Manuscript		Office of the Vice President for Instruction (template for undergraduate students)		
E-copy of client's photo (2x2 or Passport size, white background, with collar)		Any Photo Studio		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the required documents to the Public Assistance Desk for initial assessment and verification	1. Evaluate the submitted documents and give further instruction/s	None	15 minutes	Administrative Aide (Department of Mechanical Engineering)
2. Sign in the Client Logsheets in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheets	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	20 minutes	Administrative Aide (Department of Mechanical Engineering)
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide (Department of Mechanical Engineering)
TOTAL		None	45 minutes	



Department of Meteorology



1. Borrowing of Accreditation Documents

This service refers to borrowing of documents needed for accreditation purposes.

Office/Division:	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request to borrow documents			Client's Department/Office/Unit	
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquires the availability of documents to borrow to use for accreditation at the Public Assistance Desk/front line desk of the office	1. Check if the documents intended to borrow are available and give further instructions to the client	None	3 minutes	Administrative Aide Department of Meteorology
2. Signs in the Documents Log Sheet	2. Provide the Documents Log Sheet to the client for his/her signature	None	3 minutes	Administrative Aide Department of Meteorology
3. Receives the documents being borrowed	3. Release the documents to the client	None	5 minutes	Administrative Aide Department of Meteorology
4. Returns the borrowed documents	4. Receives and check the returned documents that were borrowed and make further instructions to the client	None	10 minutes	Administrative Aide Department of Meteorology y
5. Fill-up the Customer Satisfaction Form and drop the form in the box provided	5. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box provided	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			26 minutes	



2. Borrowing of Laboratory Instruments/Equipment

This service refers to borrowing of instruments/equipment for instruction purposes (surveying instrument, electrical tools, etc.)

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of equipment/tools to borrow at the Public Assistance/front Desk	1. Checks availability of equipment/tools and give further instructions to client	None	3 minutes	Laboratory Technician/ Administrative Aide Department of Meteorology
2. Sign in the Laboratory Equipment/Tools Borrower's Log Sheet*	2. Provides the Equipment/Tools Borrower's Log Sheet to the client for his/her signature	None	3 minutes	Laboratory Technician/ Administrative Aide Department of Meteorology
3. Receives the equipment/tools being borrowed	3. Releases the equipment/tools borrowed by the client	None	5 minutes	Laboratory Technician/ Administrative Aide; Department of Meteorology
4. Returns the borrowed equipment/tools to the office	4. Receives and check the returned equipment/tools for any abnormalities/dysfunctions and give instructions to client	None	10 minutes	Laboratory Technician/ Administrative Aide Department of Meteorology
5. Fill-up the Customer Satisfaction Form and drop the form in the box provided.	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box provided.	None	5 minutes	Laboratory Technician/ Administrative Aide Department of Meteorology
TOTAL			26 minutes	



3. Borrowing of Office Equipment/Tools

This service refers to borrowing of office equipment and/or tools (Liquid Crystal Display (LCD) projector, sound system, extension wire, microphone, camera, puncher, stapler, etc.)

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) Faculty, Staff, and Students			
Checklist of Requirements		Where to Secure		
None		Not Applicable		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquires availability of equipment/tools to borrow at the Public Assistance / front line Desk	1. Checks availability of equipment/tools to be borrowed then give further instructions to client.	None	5 minutes	Administrative Aide Department of Meteorology
2. Signs in the Office Equipment/Tools Borrower's Log Sheet	3. Releases the equipment/tools to borrow and give instructions to client.	None	10 minutes	Administrative Aide Department of Meteorology
4. Returns the borrowed equipment/tools to the office	4. Receives and checks the returned borrowed equipment/tools for any abnormalities/dysfunction and make further instructions.	None	10 minutes	Administrative Aide Department of Meteorology
5. Fill-up the Customer Satisfaction Form and drop the form in the box provided.	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box provided.	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			30 minutes	



4. Processing of Report Grade Completion Form

This service refers in facilitating the report grade completion of the student or student with Incomplete (INC) grades.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	Visayas State University (VSU) Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. The faculty gives the completed FM-Reg.-20 or INC form to the Public Assistance/frontline Desk of the office for initial assessment and verification	1. Evaluate the INC Form submitted and give further instructions	None	3 minutes	Administrative Aide Department of Meteorology
2. Signs in the Client Logsheet in the office on the table near the entrance of the office	2. Instructs the client to fill-up the Client Logsheet. Facilitates the signing and submission of the INC Form to the University Registrar's Office	None	2 days	Administrative Aide Department of Meteorology
3. Fill-up the Customer Satisfaction Form and drop the form in the box provided	3. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box provided	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			2 days and 8 minutes	



5. Request for Change of Degree Program

This service refers to facilitating the request of student for change of degree program.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquiries for change of degree program at the Public Assistance/front line Desk	1. Refers client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide Department of Meteorology
2. Requests Form No. FM-VPI-29 at the Public Assistance Desk and sign in the Client Logsheet in the office entrance/counter	2. Instructs client to sign in the Client Logsheet and release the form requested and give further instruction	None	15 minutes	Administrative Aide Department of Meteorology
3. Submits the filled-out Form No. FM-VPI-29 to the Public Assistance Desk	3. Evaluates the filled-out form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Meteorology
4. Fills up the Customer Satisfaction Form and drop the form in the box near the entrance of the office	4. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			1 hour and 25 minutes	



6. Request for Offering of Unscheduled Subjects

This service refers to facilitating the request of student for offering of unscheduled subjects.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquiries for the availability of instructors to handle requested subjects at the Public Assistance/front line Desk	1. Refers client to the department head for recommendations	None	5 minutes	Administrative Aide Department of Meteorology
2. Requests Form No. FM-VPI-28 at the Public Assistance/front line Desk and sign in the Client Logsheet in the office entrance/counter	2. Instructs client to sign in the Client Logsheet and release the requested form and give further instruction	None	15 minutes	Administrative Aide Department of Meteorology
3. Submits filled-out Form No. FM-VPI-28 to the Public Assistance/front line Desk	3. Evaluates the filled- out form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Meteorology
4. Fills up the Customer Satisfaction Form and drop the form in the box near the entrance of the office	4. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box near the entrance of the office	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			1 hour and 25 minutes	



7. Request of Student for overloading of units

This Service Refers to Facilitating the Request of Student for Overloading of Units.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
Checklist of Requirements		Where to Secure		
Validated Form No. FM-REG-05		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for overloading of units at the Public Assistance/front line Desk	1. Refers client to the academic adviser for counseling and evaluation	None	5 minutes	Administrative Aide Department of Meteorology
2. Requests Form No. FM-REG-17 at the Public Assistance/front line Desk and signs in the Client Logsheet in the office entrance/counter	2. Instructs client to sign in the Client Logsheet and release the form to the client with additional instructions	None	15 minutes	Administrative Aide Department of Meteorology
3. Submits the filled-out Form No. FM-REG-17 to the Public Assistance/front line Desk	3. Evaluates the filled-out form, have it signed by the department head and/or give further instructions	None	1 hour	Administrative Aide Department of Meteorology
4. Fills up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box near the office entrance	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL		None	1 hour and 25 minutes	



8. Request on the Use of Facilities

This service refers to the use of facilities in the department (classrooms, laboratory rooms, activity hall, conference room, accreditation room, library, etc.)

Office/Division:	Department of Meteorology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Visayas State University (VSU) Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Activity Permit (for student activities)		University Student Services Office (USSO)		
Approved letter request (for non-College of Engineering Technology (CET) personnel)		Client's Department/Unit		
Approved Form No. FM-VPI-31		Client's Department/Unit		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of the facility at the Public Assistance Desk/front line desk of the office	1. Checks the availability of facility and give further instructions to the client	None	3 minutes	Administrative Aide Department of Meteorology
2. Fills -up Form No. FM-VPI-16	2. Provide client the Form No. FM-VPI-16	None	3 minutes	Administrative Aide Department of Meteorology
3. Submits the filled up forms and other requirements needed of the request and wait for further instructions	3. Evaluates the completeness in filling up the form and other requirements needed for the request. Process for the approval of FM-VPI-16 and give instructions on the proper room utilization	None	20 minutes	Administrative Aide Department of Meteorology
4. Fills up the Customer Satisfaction Form and drop the form in the box provided.	4. Instructs the client to fill-up the Customer Satisfaction Form and drop it in the box provided.	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL			31 minutes	



9. Signing of BS Meteorology Graduating Students Clearance

This service refers to the signing of clearance for Bachelor of Science in Meteorology graduating students.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Visayas State University (VSU) BS Meteorology Graduating Students			
Checklist of Requirements		Where to Secure		
Filled-out Form No. FM-REG-17		Office of the University Registrar		
Approved Form No. FM-REG-06		Office of the University Registrar		
Approved Form No. FM-REG-07		Office of the University Registrar		
Furnished Form No. FM No. FM-REG-24		Client's Department		
E-copy of Approved Manuscript		Office of the Vice President for Instruction (template for undergraduate students); Office of the Graduate School (template for graduate students)		
E-copy of client's photo (2x2 or Passport size, white background, with collar)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	15 minutes	Administrative Aide Department of Meteorology
2. Sign in the Client Logsheet in the office entrance/counter	2. Instruct the client to fill-up the Client Logsheet	None	5 minutes	Administrative Aide Department of Meteorology
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	20 minutes	Administrative Aide Department of Meteorology
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Department of Meteorology
TOTAL		None	45 minutes	



10. Signing of Documents

This service refers to all documents endorsed to the department that requires the signature of the head such as clearance (except clearance for graduating students), overloading documents, change of degree program, offering of unscheduled subjects and others.

Office/Division	Department of Meteorology			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	All			
Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submits document(s) to the Public Assistance Desk/frontliner of the office for initial assessment and verification	1. Evaluate the document(s) submitted to the office as to its completeness. Give further instructions to client.	None	5 minutes	Administrative Aide Department of Meteorology
	1.1. Have the document signed by the concerned person as reflected in the document.	None	10 minutes	Administrative Aide Department of Meteorology
2. Signs in the Client Logsheet Fills up the Customer Satisfaction form and drops at the box provided.	2. Record the documents to release to the client on released record book. Releases the document to the client	None	10 minutes	Administrative Aide Department of Meteorology
TOTAL		None	25 minutes	



Department of Tourism and Hotel Management



1. Completion of Incomplete Grades

This service refers to the procedure on how to remove Incomplete (INC) grades

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students with INC grade			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Grade Completion (FM-REG-20)		Registrar's Office		
Course Requirements to be submitted/fulfilled		Professor/instructor concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Report of Grade Completion to the professor/instructor after complying with deficiencies	1. Posts grade in completion form and signs the form.		10 minutes	Professor/instructor Department of Tourism and Hotel Management
	1.1. Approves the form		5 minutes	Department Head Department of Tourism and Hotel Management
	1.2. Logs a record and forwards the form to the Registrar's Office		7 office hours	Department Clerk / Messenger Department of Tourism and Hotel Management
	Total	None	7 hours and 15 minutes	



2. Request for Change of Degree Program or Major Field

Students may request for changing his/her degree program or major field

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Change of Degree Program or Major Field (FM-VPI-29) signed by the Dean of Students		Department Clerk (for form) Dean of Students (for Signature)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If the department is the student's current home department...				
1.Student submits the approved request form to the department head of the student's current degree program/major field.	1.Reviews the request and signs the form.	None	10 minutes	Department Head of Student's Current Degree Program or Major Field
2.Student submits the approved request form to the academic adviser of the student's current degree program/major field.	2.Reviews the request and signs the form.	None	10 minutes	Academic Adviser of Student's Current Degree Program or Major Field
If the department is the student's desired home department...				
3.Student submits the approved request form to the department head of the student's desired degree program/major field.	3.Reviews the request and signs the form.	None	10 minutes	Department Head of Student's Desired Degree Program or Major Field
4.Student submits the approved request form to the academic adviser of the student's desired degree program/major field.	4.Reviews the request and signs the form.	None	10 minutes	Academic Adviser of Student's Desired Degree Program or Major Field
5.Student submits the approved request form to the College Dean of the student's desired degree program/major field.	None	None	None	None
	Total:	None	20 Minutes	



3. Request for Change of Grades

Service Information: Students may request for clarification concerning his/her grade in a subject

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's copy of grades		Registrar's Office/MyVSU Student Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Consults with faculty handling the subject concerning his/her grade	1. Reviews student's records and recomputes grade.	None	1 hour	Faculty handling the subject
	1.1. Writes a letter request for change of grade (FM-OOP-05) addressed to the chairperson of Change of Grades committee and attaches supporting documents.	None	8 hours	(Department of Tourism and Hotel Management)
	1.2. Reviews and signs the request.	None	30 minutes	Faculty handling the subject
	1.3.Logs a record of the request and forwards to the chairperson of Change of Grades committee.	None	8 hours	(Department of Tourism and Hotel Management)
	Total:	None	2 days, 1 hour and 30 minutes	



4. Request for Overloading of Units

Service Information: This service refers to the procedure on how to process the request for overloading of units

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Overload		Department of Tourism and Hotel Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults with academic adviser on overloading of units for current semester.	1. Reviews student's records and evaluates his/her eligibility to overload.	None	30 minutes	Academic Adviser (Department of Tourism and Hotel Management)
2. Submits accomplished form for approval.	2..Signs the request form	None	15 minutes	Academic Adviser (Department of Tourism and Hotel Management)
	2.1.Approve s the request form	None	3 minutes	Department Head (Department of Tourism and Hotel Management)
	2.2.Logs a record of the form and forwards the form to the College Dean.	None	7 office hours	Department Clerk / Messenger (Department of Tourism and Hotel Management)
	Total:	None	7 Hours and 48 minutes	



5. Request for Unscheduled Subject

Service Information: During enrollment, students may request to enroll in a subject that is not regularly offered in a certain semester by applying for it to be offered.

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Simple			
Type of Transaction:	G2C- G2C - Government to Citizen, G2G-- Government to Government			
Who may avail:	Students with Incomplete (INC) grade			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Unscheduled Subject (FM-VPI-28) 5 Original		Department Clerk (Department of Tourism and Hotel Management)		
Prerequisite subject complied (with checklist and grades for proof)		Student / MyVSU Student Portal		
Professor/Instructor, schedule, and room available		Department of Tourism and Hotel Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits accomplished form to faculty handling the subject	1.Evaluates the form and signs the conforme.		5 minutes	Faculty handling the subject
	1.1.Recommends approval, logs a record, and forwards the form to the College Dean/VPI		7 office hours	Department Head Department Clerk
	Total:	None	7 hours and 5 minutes	



6. Review and Approval of Undergraduate Research Proposal

Service Information: This service refers to the procedures in reviewing and approving undergraduate research proposal

Office or Division:	Department of Tourism and Hotel Management			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Validated Certificate of Registration (COR) – FM-REG- 1 original			Registrar's Office	
Appointment of Adviser and Student Research Committee (1 original)			Department of Tourism and Hotel Management	
Undergraduate Outline Routing Slip			Department of Tourism and Hotel Management	
Undergraduate Outline Approval Sheet			Department of Tourism and Hotel Management	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student consults with adviser on the research topic.	1. Provides direction on the research topic/title.	None	1 day	Adviser / SRC chairperson (Department of Tourism and Hotel Management)
2. Student submits the first draft of the proposal.	2. Reviews the proposal and signs the routing slip.	None	20 days	Adviser / SRC chairperson (Department of Tourism and Hotel Management)
3. Student revises the proposal based on the comments of the adviser.	3.Reviews the proposal and signs the routing slip and assesses the readiness of the proposal for oral defense.	None	7 days / draft	Adviser / SRC chairperson (Department of Tourism and Hotel Management)
4. Student defends the proposal during the scheduled departmental outline defense.	4. Reviews the proposal and provides comments on the topic.	None	1 day	Faculty en banc (Department of Tourism and Hotel Management)
	4.1. Science Research Committee (SRC) records the specific comments and suggestions during the defense using the oral	None	3 days	SRC(Department of Tourism and Hotel Management)



	defense evaluation form and gives a pass/fail mark.			
5. Student revises the proposal based on the comments during the oral defense and submits a compliance report to the adviser.	5. Reviews the proposal and signs the routing slip.	None	7 days / draft	Adviser / SRC chairperson (Department of Tourism and Hotel Management)
6. Student revises the proposal.	6. Approves and forwards the proposal to the SRC.	None	1 day	Adviser / SRC chairperson (Department of Tourism and Hotel Management)
7. Student revises the proposal.	7. Reviews the proposal and signs the routing slip.	None	7 days / draft	SRC members (Department of Tourism and Hotel Management)
	7.1. Approves the proposal and informs the adviser and student.	None	1 day	SRC members (Department of Tourism and Hotel Management)
	7.2 Forwards the proposal to the Department Head.	None	1 day	Adviser / SRC Chairperson (Department of Tourism and Hotel Management)
8. Student revises the proposal.	8. Reviews the proposal and signs the routing slip.	None	7 days / draft	Department Head (Department of Tourism and Hotel Management)
9. Student revises the proposal.	9. Approves the proposal and informs the adviser and student.	None	1 day	Department Head (Department of Tourism and Hotel Management)
	Total	None	57 days	



Office of the Graduate School



1. Application for Admission

This process is intended for holders of bachelor's degree who would like to pursue master's degree and master's degree graduates from any recognized institution who would like to pursue graduate study at the Visayas State University

Office or Division:	Graduate School			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Graduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FM-OGS-01 Application for Admission Form			Graduate School Office	
FM-OGS-02 Candid Appraisal Form (2 Original)			Graduate School Office	
Transcript of Records (TOR) (1 original)			School where the applicant graduated	
Payment Official Receipt (1 original)			VSU Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures from the Graduate School or download from VSU website (www.vsu.edu.ph) the following forms: a) FM-OGS-01 b) FM-OGS-02 (2 copies)	1. Issues the needed forms (FM-OGS- 01 and FM-OGS-02)	None	5 minutes	Frontline Staff (Graduate School Office)
2. Goes to the Cash Division at the Administration Building and pays the Application for Admission fee	2. None	100.00 pesos	5 minutes	VSU Cashier (Graduate School Office)
3. Sends FM- OGS-02 to any two of her/his former professors (if not employed) or one of her/his former professors and the other to her/his immediate supervisor (if employed), for evaluation. The chosen referees shall send the filled-out forms directly to the Graduate School.	3. Receives the filled-out FM-OGS-02 from the concerned professors/immediate supervisor	None	30 minutes	Frontline Staff (Graduate School Office)
4. Submits filled out FM-OGS-01 to the Graduate School together with a copy of her/his Official	4. Receives filled out forms together with the requirements;	None	3 minutes	Frontline Staff (Graduate



Transcript of Records (TOR) and Official Receipt of the Application for Admission Fee payment	Computes the Grade Point Average (GPA); Attaches evaluation forms (FM-OGS-03; FM- OGS-04 and FM-OGS-05; and Sends all the documents to the department concerned for evaluation.			School Office)
5. Waits for the result of evaluation	5. Follows up the result of evaluation from the department concerned; and prepares the Letter of Admission for approval by the Dean of the Graduate School	None	7 days	Frontline Staff and Dean, Graduate School
6. Gets approved Letter of Admission to be presented during enrollment	6. Issues approved Letter of Admission (FM- OGS-06/07/08/09)	None	2 minutes	Frontline Staff (Graduate School Office)
	TOTAL:	100.00 pesos	7 days and 45 minutes	



2. Enrolment (New Students)

This process is intended for prospective graduate students who were issued admission letter whether with probationary or regular status who intend to pursue graduate study in the university.

Office or Division:	Graduate School			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	Graduate Education Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FM-OGS-35 Registration Permit		Graduate School		
FM-OGS-36 Tentative Certificate of Registration		Graduate School		
FM-OGS-06/07/08/09 Letter of Admission		Student's Copy		
Transfer Credentials/Honorable Dismissal		School where the student graduated		
Transcript of Records (1 original)		School where the student graduated		
Birth Certificate (1 original)		Philippine Statistic Authority		
Medical Certificate (1 original)		University Health Service Division (UHSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures a Medical Certificate	1. Refers the student to the UHSD for medical examination	None	30 minutes	Graduate School Student In-Charge and UHSD Medical Doctor
2. Presents medical certificate, letter of admission (PSA Birth Certificate, Honorable dismissal and Transcript of Records	2. Check the documents and issues FM-OGS- 35 and FM-OGS-36	None	5 minutes	Graduate School Student In- Charge
3. Consults with her/his Academic Adviser for the courses to be enrolled		None	10 minutes	Academic Adviser Graduate School
4. Presents accomplished FM-OGS-36	4. Checks accomplished form and assesses school fees	None	5 minutes	Graduate School Student In- Charge
5. Presents accomplished FM-OGS-35 for approval	5. Approves FM- OGS- 35	None	2 minutes	Graduate School Dean/ Administrative Officer



6. Presents approved FM-OGS-35 and FM-OGS-36 for encoding	6. Encodes the courses to enroll	None	5 minutes	Graduate School) Encoder
7. Pays the school fees at the Cash Division	7. None	Required School Fees	5 minutes	Cash Office
8. Goes back to the Graduate School for printing of COR	8. Prints the COR	None	5 minutes	Graduate School Encoding/Printing In-Charge
9. Presents the COR at the Registrar's Office for validation and issuance of a permanent ID	9. Validates the COR and issues the permanent ID	None	3 minutes	Registrar's office validation In-Charge and issuance of permanent ID
10. Provides the Graduate School with a copy of a validated COR	10. Receives a copy of the validates COR	None	1 minute	Graduate School Student In- Charge
	TOTAL:	None	1 hour and 12 minutes	



3. Enrollment Procedure for Continuing Students (On-campus)

This process will be followed by graduate students who continually enroll every term.

Office or Division:	Office of the Graduate School			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Graduate Education Students			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Certification of Grades (1 original)		Office of the Registrar		
FM-OGS-12 Result for Change in Graduate Admission Status from Probationary to Regular, if Applicable (1 original)		Office of the Graduate School		
FM-OGS-13 Nomination of Graduate Advisory Committee ((1 original)		Office of the Graduate School		
FM-OGS-15 Plan of Course Work		Office of the Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secures Certification of Grades (COG)	1. Evaluates academic records	None	2 minutes	Office of the Graduate School Student In- Charge
2.Secures Medical Certificate	2. Refers the student to UHSD for medical examination	None	30 seconds	Office of the Graduate School Student In- Charge
3.Presents Medical Certificate	3. Receives Medical Certificate, Checks other requirements. If everything is in order, Issues FM-OGS-35 and FM-OGS-36	None	2 minutes	Office of the Graduate School Student In- Charge
4.Consults with her/his Academic Adviser for the courses to be enrolled	4. Advises courses to be enrolled and signs the FM- OGS-36	None	10 minutes	Academic Adviser
5.Presents accomplished FM-OGS-36	5. Checks accomplished form and assesses school fees	None	5 minutes	Office of the Graduate School Student In- Charge



6.Presents accomplished FM-OGS-35 for approval	6. Approves FM-OGS-35	None	2 minutes	Office of the Graduate School Dean/ Administrative Officer
7.Presents approved FM- OGS-35 and FM-OGS-36 for encoding	7. Encodes the courses to enroll	None	5 minutes	Office of the Graduate School Encoder
8.Pays the school fees at the Cash Division	8. Receives payment and issues Official receipt	Required School Fees	5 minutes	Cashier
9. Goes back to the Graduate School for printing of COR	9. Prints the COR	None	5 minutes	Office of the Graduate School Encoding/Printing In-Charge
10. Presents the COR at the Registrar's Office for validation and issuance of a permanent ID	10. Validates the COR and issues the permanent ID	None	3 minutes	Registrar's office validation In- Charge and issuance of permanent ID
11. Provides the Graduate School with a copy of a validated COR	11. Receives a copy of the validated COR	None	1 minute	Office of the Graduate School Student In-Charge
	TOTAL:	None	40 minutes and 30 seconds	



4. Enrollment Procedure for Returning Students (On-campus)

This process will be followed by graduate students who were previously enrolled in the university in a particular semester but for some reasons filed a leave of absence in the following term and come back to enroll again in the following semester.

Office or Division:	Office of the Graduate School			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	Graduate Education Students			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Certification of Grades (1 original)		Office of the Registrar		
FM-OGS-11 Application for Readmission (1 original)		Office of the Graduate School		
FM-OGS-17 Request for Leave of Absence		Office of the Graduate School		
FM-OGS-13 Nomination of Graduate Advisory Committee		Office of the Graduate School		
FM-OGS-15 Plan of Course Work		Office of the Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures FM-OGS-11 and FM-OGS-17 and Certification of Grades (COG)	1. Issues FM- OGS-11	None	2minutes	Office of the Graduate School Student In- Charge
2. Presents COG, approved FM-OGS-11 and FM-OGS-17	2. Receives COG and other required accomplished forms	None	2minutes	Office of the Graduate School Student In- Charge
3. Secures Medical Certificate	3. Refers the student to University Health Service Department (UHSD) for medical examination	None	30 seconds	Office of the Graduate School Student In- Charge
4. Presents Medical Certificate	4. Receives Medical Certificate, Checks other requirement. If everything is in order, Issues FM-OGS-35 and FM-OGS-36	None	2minutes	Office of the Graduate School Student In- Charge
5. Consults with her/his Academic Adviser for the courses to be enrolled	5. Advises courses to be enrolled and signs the FM- OGS-36	None	10 minutes	Academic Adviser
6. Presents accomplished FM- OGS-36	6. Checks accomplished form and assesses school fees	None	5 minutes	Office of the Graduate School Student In- Charge



7. Presents accomplished FM- OGS-35 for approval	7. Approves FM- OGS-35	None	2 minutes	Office of the Graduate School Dean/ Administrative Officer
8. Presents approved FM- OGS-35 and FM- OGS-36 for encoding	8. Encodes the courses to enroll	None	5minutes	Office of the Graduate School Encoder
9. Pays the school fees at the Cash Division	9. Receives payment and issues Official receipt	Required School Fees	5minutes	Cashier
10. Goes back to the Graduate School for printing of COR	10. Prints the COR	None	5minutes	Office of the Graduate School Encoding/Printing In-Charge
11. Presents the COR at the Registrar's Office for validation and issuance of a permanent ID	11. Validates the COR and issues the permanent ID	None	3 minutes	Registrar's office validation In- Charge and issuance of permanent ID
12. Provides the Graduate School with a copy of a validated COR	12. Receives a copy of the validates COR	None	1 minute	Office of the Graduate School Student In- Charge
	TOTAL:	None	42 minutes and 30 seconds	



Administrative Department



Accounting Office



1. Accounting's Certifications

The Accounting Office is in charge of the pre-audit of student claims such as stipend of scholars, student assistants and refund of tuition fees and other claims to see to it that the claims are legal and valid.

Office/Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		All VSU employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official receipt for getting a certificate (P10.00)			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the Official Receipt (OR) to Office in-charge	1.Receives the OR	None	10 minutes	Certification Staff (Accounting Office)
	1.1 Prepares and processesing of the Certificate	None	2 days and 5 hours	Certification Staff (Accounting Office)
	1.2.Reviews and signs the certificate	None	2 hours	Office Head (Accounting Office)
	1.3.Records and releases the certificate to the employee	None	50 minutes	Releasing Staff (Accounting Office)
		Total Fixed Fees: Php 0.00	3 days	



2. Processing of Payments to Suppliers

The Accounting Office is in charge of the processing of payments to suppliers for the purchase of goods and services.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Obligation Request (OR) for Charge to General Fund/Budget Utilization Request (BUR) for charge to STF. (1 original) 2. Purchase Request (1 original) 3. Purchase Order (1 original) 4. Charge Invoice (1 original) 5. Delivery Receipt (1 original) 6. Inspection and Acceptance Report (1 original) 7. Canvass Papers/BID Quotation (1 original) 8. Abstract of Quotation (1 original) 9. Stock Position Sheet (1 original) 10. Waste Material Report for replacement of items (1 original) 11. Property Acknowledgement Receipt (PAR) for Equipment or Inventory Custodian Slip (ICS) for semi-expendable supplies. Disbursement Voucher (DV) (1 original)			Supply Property Management Office (SPMO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. SPMO submits above documents to Accounting office for processing	1. Receives and records documents for processing	None	1 hour	Receiving Staff (Accounting Office)
	2. Pre-audits the voucher	None	2 days and 2 hours	Pre-audit Staff (Accounting Office)
	3. Reviews and signs voucher	None	3 hours	Office Head (Accounting Office)
	4. Records and releases vouchers to approving officer	None	2 hours	Releasing Staff (Accounting Office)
	TOTAL:	None	3 days	



3. Processing of Payroll

The basic processes involved in the processing of payroll documents for accountant/head signature.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All VSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Permanent/Casual/Part-timer</u>				
Obligation Request (OR) if General Fund/Budget Utilization Request (BUR) if STF, Payroll, Daily Time Record, Disbursement Voucher, Appointment (1 original)		Department/Office assigned		
<u>Job Order</u>				
Obligation Request (OR) if General Fund/Budget Utilization Request (BUR) if STF, Payroll, Daily Time Record, Disbursement Voucher, Accomplishment Report, Appointment (1 original)		Department/Office assigned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits payroll documents	1. Receives and records of payroll from the department/ unit/ offices	None	10 minutes	Receiving Staff (Accounting Office)
	2. Pre-audits of payroll	None	1 day & 2 hours	Pre-audit Staff (Accounting Office)
	3. Posts of payroll (Regular/ Casual/ Contractual/Part-time/Job Order (JO))	None	1 day & 3 hours	Posting Staff (Accounting Office)
	4. Reviews and certifies the payroll by the accountant/ head	None	2 hours	Office Head (Accounting Office)
	5. Records and releases all documents that were signed by the accountant/head	None	50 minutes	Releasing Staff (Accounting Office)
		Total Fixed Fees: Php 0.00	Total Processing Time: 3 days	



4. Processing of Student Claims

The Accounting Office is in charge of the pre-audit of student claims such as stipend of scholars, student assistants and refund of tuition fees and other claims to see to it that the claims are legal and valid.

Office/Division:	Accounting Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>Processing of Student Scholars Payroll</u>		
Payroll supported with appointment of scholars duly approved by USSO (1 photocopy)	University of Student Services Office (USSO)	
Official receipt for Other Agency/Private Funded Scholarships (1 photocopy)	Cash Office	
<u>Payroll of Student Assistants</u>		
ORS if GF/BURS if other funds, Payroll, Daily Time Record, Accomplishment Report (1 original)	Department/Office assigned	
Approved Application (1 original)	University of Student Services Office (USSO) or Department/Office assigned	
<u>Processing of Student Deposit and Other Claims</u>		
Official receipt of the student's payment with student's signature at the back, for identification purposes (1 original)	Cash Office	
Clearance for Graduation (1 original)	Registrar's Office	
Certificate of Registration for those who withdraw or Application for deposit, dropping, adding or changing of subjects (1 original)	Registrar's Office	
Certification from dorm advisers for those who transfer from other housing unit for the refund of dorm Fee (1 original)	Dorm In-charge	
Certification from USSO for Scholars who have paid their account and wish to refund the amount they paid. (1 original)	University of Student Services Office (USSO)	
For force dropping due to health problems, medical certification from the University Physician is required	VSU Hospital	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits the payroll and other documents to the Accounting Office for processing	1.Receives and records the payroll / voucher	None	30 minutes	Receiving Staff (Accounting Office)
	2. Pre-audits the payroll / voucher	None	1 day	Pre-audit Staff (Accounting Office)
	3. Indexes/Posts payments to subsidiary ledgers.	None	3 hours	Posting Staff (Accounting Office)
	4. Reviews and signs the payroll.	None	3 hours	Office Head (Accounting Office)
	5. Records and releases payroll to approving officer.	None	1 hour & 30 minutes	Releasing Staff (Accounting Office)
		Total Fixed Fees: Php 0.00	Total Processing Time: 2 days	



5. Processing of Travel Documents

The basic processes involved in the processing of travel documents for accountant/head signature.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All VSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Cash Advance</u>				
Obligation Request (OR) if General Fund/Budget Utilization Request (BUR) if STF, Projected Itinerary, Disbursement Voucher, Travel Order, Invitation, Approved Letter Request (1 original)		Department/Office assigned		
<u>Liquidation</u>				
Liquidation Report, Obligation Request (OR) if General Fund/Budget Utilization Request (BUR) if STF, Actual Itinerary, Receipts/List of Expenses, Certificate of Appearance, Disbursement Voucher, Appendix B, Travel Report, Travel Order (1 original)		Department/Office assigned		
<u>Reimbursement</u>				
Obligation Request (OR) if General Fund/Budget Utilization Request (BUR) if STF, Actual Itinerary, Receipts/List of Expenses, Certificate of Appearance, Disbursement Voucher, Appendix B, Travel Report, Travel Order (1 original)		Department/Office assigned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits travel documents	1.Receives and records of travel documents	None	10 minutes	Receiving Staff (Accounting Office)
	2.Pre-audits of travel documents	None	1 day and 2 hours	Pre-audit Staff (Accounting Office)
	3.Posts of travel documents (Regular/ Casual)	None	1 day and 3 hours	Posting Staff (Accounting Office)
	4.Reviews and certifies the travel documents by the accountant/ head	None	2 hours	Office Head (Accounting Office)
	5. Records and releases all documents that were signed by the accountant/head	None	50 minutes	Releasing Staff (Accounting Office)
		Php 0.00	3 days	



Budget Office



1. Process for Obligating of Claims

Obligate claims for payroll, disbursement voucher related to travel, payment to suppliers/contractors and other transactions. Forwards related documents to Accounting Office.

Office or Division	Budget Office
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Payroll: Obligation Request & Status(ORS)/Budget Utilization & Status (BURS) (1-Original) Payroll (1-Photocopy)	Department/Unit
For Disbursement Voucher (DV): Obligation Request & Status(ORS)/Budget Utilization & Status (BURS) (1-Original) Disbursement Voucher (1-Photocopy)	Department/Unit
For Purchase Order (PO): Obligation Request & Status(ORS)/Budget Utilization & Status (BURS) (1-Original) Purchase Order (1-Photocopy)	Department/Unit
For Cash Advance: Obligation Request & Status (ORS)/Budget Utilization & Status (BURS) (1-Original) Itinerary(1-Photocopy) Disbursement Voucher (1-Photocopy)	Department/Unit
For Liquidation of Cash Advance: Obligation Request & Status(ORS)/Budget Utilization & Status (BURS) (1-Original), Itinerary(1-Photocopy) Disbursement Voucher (1-Photocopy) Liquidation Report (1-Photocopy) Previous Obligation Request & Status(ORS)/Budget Utilization & Status(BURS) used in Cash Advance (1-Photocopy)	Department/Unit
For Purchase Request: Purchase Request (1-Photocopy)	Department/Unit
For Requisition Issue Slip: Requisition Issue Slip (1-Photocopy)	Department/Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the receiving/releasing clerk.	1. Check the completeness of the documents. If complete, receive and encode the document and forward it to the processing staff.	NONE	1 hour	Receiving/Releasing Clerk (Budget Office)
	2. Control staff check and verify the availability of fund.	NONE	1 hour	Fund Control Staff (Budget Office)
	3.If no funds available, return the document with notation to the requesting party.	NONE	1 hour	Fund Control Staff (Budget Office)
	3.1.If funds are available, obligates claims(Payroll, DV, Cash advance, PO), earmark PR and RIS and post transaction to the BAOM and Subsidiary Ledger per fund cluster then affix initial and retain copy of ORS/BURS, DV, PO, PR, RIS and Contract and forward to the Budget officer for final review and signature.	NONE	2 hours	Fund Control Staff (Budget Office)
	4.Review and certify the availability of funds.	NONE	1 hour	Budget Officer (Budget Office)
	5.Stamp facsimile and forward the documents to the Accounting office	NONE	1 hour	Receiving/Releasing Clerk (Budget Office)
	TOTAL:	NONE	7 hours	



Cash Office



1. Certification of Fees

This service includes the issuance of Certification of Fees for the requesting students.

Office/Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Collecting Officer/Assistant Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished request form to the collecting officer/ assistant collecting officer.	1. Receives and checks the request form. Checks the student record.	None	4 minutes.	Collecting Officer/Assistant Collecting Officer (Cash Office)
	1.1 Provide the student the amount to be paid	None	1 minutes	Collecting Officer/Assistant Collecting Officer (Cash Office)
2. Gives the payment.	2. Counts the money and issues Official Receipt.	Php10.00	1 minutes	Collecting Officer/Assistant Collecting Officer (Cash Office)
3. Present OR to the Student Accounts In-charge in Window 6.	3. Prints the Certification of Fees.	None	2 minutes	Student Accounts In-charge
	3.1 Countersigns the certification of fees and forward to the Cashier for signature.	None	3 minutes	Student Accounts In-charge



4. Student claims the Certification of Fees at Window 6.	4. Releases the duly signed Certification of Fees.	None	1 minutes	Student Accounts In-charge
Total:		None	12 min.	

2. Disbursement of Salaries, Wages and Other Expenditures

This service includes disbursement of employee salaries, wages and other expenditures such as payments for suppliers, telephone bills, cash advance for travel expenses, petty cash advances and etc.

Office/Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved voucher/payroll with attachments (1 photocopy)		Department/Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards approved voucher/payroll with attachments to cash office. Verifies when he can get the payment.	1. Checks and ensures the voucher/payroll is already approved. Enters voucher/payroll information into the data base. Forwards voucher/payroll to the different fund in-charge.	None	5 minutes	Receiving/Releasing Staff (Cash Office)
	1.1 Prepares the list of approved voucher/payroll for payment and processes the cash advance (for less than PHP500.00)	None	2 days	Disbursing Officer (Cash Office)
	1.2 Withdraws money from the bank	None	4 hours	Disbursing Officer (Cash Office)
Payment for voucher/payroll worth PHP 501.00 and above.				
	1.3 Prepares Planning and Controlling System PACSVAL payroll, List of Due and Demandable Accounts Payable-Auto Debit Account (LDDAP-	None	12 hours	Check Issuance In-charge

	ADA) details, Advice Check Issued and Cancelled (ACIC) and issued checks.			
	1.4 Secure signatures for PACSVAL payroll, LDDAP-ADA details, ACIC and issued checks.	None	15 minutes	Check Issuance In-charge
	1.5 Forwards duly signed PACSVAL payroll, LDDAP- ADA details, ACIC and checks to the Land Bank of the Philippines.	None	30 minutes	Receiving/ Releasing Staff
2. Claimants with Automated Teller Machines (ATM) accounts will directly withdraw their claims in the ATM machine.	None	None	None	None
3. Claimants without ATM accounts can get their check payment at Window 1 or to the cash office staff assigned to deliver the checks/LDDAP- ADA Details.	(For Suppliers outside Baybay City) 3. Cash Office Staff personally delivers the supplier's checks to their corresponding locations. 3.1 Gives the approved voucher/payroll to the payee for the signature.	None None	8 hours 2 minutes	Cash Office Staff Cash Office Staff/ Releasing Staff
4. Signs the approved voucher/payroll. (For Suppliers) Issues an Official Receipt	4. Checks the payee's signature in the voucher/payroll. 4.1 Check the information written in the official receipt issued by the suppliers. 4.1 Releases the checks or the photo copy of LDDAP-ADA Details.	None None None	3 minutes 3 minutes 2 minutes	Cash Office Staff/ Releasing Staff Cash Office Staff/ Releasing Staff Cash Office Staff/ Releasing Staff
Payment for voucher/payroll worth less than Php500.00				
5. Claimant proceeds to cash office during scheduled	5. Gives the approved voucher/payroll to the payee for signature.	None	2 minutes	Receiving/ Releasing Staff (Cash Office)



payment date of his voucher/payroll.				
6. Signs the voucher/payroll and forward to Disbursing Officer	6. Checks the voucher/payroll if signed by payee and pays the claimant with the exact amount indicated in the voucher/payroll.	None	5 minutes	Disbursing Officer (Cash Office)
TOTAL:		None	5 days and 7 minutes	



3. Payment of School Fees & Other Payments

This service includes collection of payments for school fees such as tuition fee, laboratory, miscellaneous, field/industrial practice, related learning experience (RLE), dormitory, late registrations, requested subject (summer class) and payment for part-time instructor (requested). It also includes collection of other payments such as registrar services (issuance of Transcript of Record (TOR), I.D. lace, certification, etc.), remittances of Visayas State University (VSU) income generating projects, and bill of accounts from the different department/unit of the university.

Office/Division:		Cash Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip/Exam Permit		Department/College		
Bill of Accounts		Cash Office : Window 6 (for reprinting of assessment slip/exam permit) Registrar Office & other concerned offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the assessment slip/exam permit/bill of accounts to the personnel in Window 3 and/or Window 4	1. Receives the assessment slip/exam permit/bill of accounts and check his/her account in the cumulus one system 1.1 Asks for the payment	None	2 minutes	Collecting Officer/Assistant Collecting Officer (Cash Office)
	2. Counts the money/ checks the details of the validated deposit slip Issues an Official Receipt (OR) Gives the change (if there is) together with the Original Copy of OR	Tuition Fees Laboratory Fees Miscellaneous Fee Late Registration Fee: Php50.00 (1st week of classes), Php500.00 (2 nd week of classes until the deadline of enrolment) Field/Industrial Fee: Php500.00	6 minutes	Collecting Officer/Assistant Collecting Officer (Cash Office)



		RLE: Amount depends on billing given by College of Nursing Dormitory: Amount depends on the type of dormitory Requested Subject (Summer Class) Payment for Part-time Instructor		
TOTAL: Payment cannot be totalled since it maybe all or some of those mentioned			8 minutes	



Legal Office



1. Notarization of Documents

Document carrying authenticated signature(s) of the person(s) authorized or required to sign it, and the signature of a notary public witnessing the signature(s), accompanied by an impression of his or her official notary seal.

Office or Division:	Legal Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification number (1 photocopy)		All Government Issued IDs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives Document for notarization	1. Check the document if signed by all parties and its respective government issued identification number	None	5 minutes	Clerk Legal Office
	1.1 Record the document to the Notarial Book		2 minutes	Clerk Legal Office
	1.2 Write its document number and dates to the document and have it dry sealed		5 minutes	Clerk Legal Office
	1.3 Give to the Legal Office staff the payment for the notarization		1 minute	Clerk Legal Office
2.Signed by the Lawyer	2.Have it Notarized/sign by the Lawyer	None	2 minutes	Lawyer Legal Office
3.Releasing of the document	After notarization the Legal Office staff will get two copies and issue Official receipt (OR) for notarial fee and release the document to the owner	Affidavits- P100.00 Contracts of Service – P 100.00	5 minutes	Clerk Legal Office
	TOTAL: Cannot be totaled since it depends on the services that the client will avail, it could be for affidavit only or contract only or both		20 minutes	



Office of the Director for Administration and Human Resources Development



1. Issuance of Certification to Support Payroll of Part-Time Teachers

Provision of certification on the computation of Part-time Teacher's preparation pay based on his/her total contact hours.

Office or Division:	Office of the Director for Administration and Human Resources Development (ODAHRD)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	PART-TIME TEACHERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified list of subjects (lecture and laboratory classes) and sections handled and contact hour per section		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Report of Max. Contact Hours of Part-time Instructor from the Registrar	1. Computes the total amount due to the teacher for total contact hours and the corresponding preparation pay for both lecture and laboratory. Ensures that preparation pay for lecture will not exceed 4 preparations. Prepares the final certification	None	1 hour per part-time instructor	Ms. Luvilla G. Alcober Administrative Officer II, ODAHRD
	1.1. Reviews and signs the certification; records and releases the certification to PRPEO for payroll preparation. New Part-time Teacher) to determine rate per hour and prepares the contract.	None	10 minutes	Ms. Jona Degenion Admin Aide I, ODAHRD
	TOTAL:	None	1 hour & 10 minutes	



Office of the Director for Finance



1. Approval of Application for Withdrawal of Students' Deposit

Students who will be separated from Visayas State University (VSU) either through graduation and transfer will avail for withdrawal of their student deposit.

Office or Division		Office of the Director for Finance		
Classification		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Withdrawal of Students' Deposit		Department/Unit Cash Office: Student Account Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives students' deposit form	1. Enters the list of students with corresponding amount and funding into the database	NONE	20 minutes	Receiving/Releasing Clerk
2. Approves the students' deposit form	2. Checks the validity of the claim	NONE	15 minutes	Chief Admin. Office- Finance
3. Receives the approved deposit form	3. Releases the approved form to Accounting Office for voucher preparation	NONE	10 minutes	Receiving/Releasing Clerk
TOTAL:		NONE	45 minutes	



2. Approval of Voucher /Payroll Below ₱50,000.00

Claims for travel, services rendered of Visayas State University (VSU) employees including Job Order personnel. This is also for payment of suppliers and contractors. Amount to be approved is below fifty thousand pesos (₱50,000.00)

Office or Division		Office of the Director for Finance		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen G2G- Government to Government G2B-Government to Business Entity		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certified vouchers/payrolls by the Head of Accounting Office			Department/Unit Accounting Office: Releasing Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS IN G TIME	PERSON RESPONSIBLE
1. Receives voucher/payroll	1. Check and ensures that voucher/payroll is certified by the Accountant. Enters the list of payees with corresponding amount and funding into the database	NONE	30 minutes	Receiving/Releasing Clerk
2. Approves the voucher/payroll	2. Checks the validity of the claim	NONE	15 minutes	Chief Admin.Office-Finance
3. Receives the approved voucher/payroll	3. Releases the approved voucher/payroll to the Cash Office	NONE	10 minutes	Receiving/Releasing Clerk
	TOTAL:	NONE	55 minutes	



Office of the University Registrar



1. Correction of Personal Data in the School Records

The Office of the University Registrar may correct personal data in the school records of a student/alumni but only upon the approval of the University President.

Office/Division:	Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified Incoming First Year and Transfer Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present the required documents for initial assessment and verification	1. Check documents for authenticity, completeness and accuracy	None	3 minutes	Admission Officer University Student Services Office
	1.1. Issue certificate of admission	None	7 minutes	
2. Submit required documents and the Certificate of Admission	2. Receive and check documents submitted_ <u>For transfer students</u>	None	2 minutes	Evaluation in-charge Office of the University Registrar
	2.1. Evaluate credentials	None	2 minutes	
	2.2. Refer to department for further evaluation	None	2 minutes	
	2.3 Issue registration form. <u>For incoming first year students</u>	None	2 minutes	
3. Present registration form and Undergraduate Admission Application (UAA) * Make sure that all personal data encoded are correct	2.4 Issue registration form-	None	2 minutes	Encoder Office of the University Registrar
	3. Encode personal data Assign Student Number Encode block section or subjects to be enrolled. Verify if all personal data are correct	None	20 minutes	
4. Submit registration form and Undergraduate Admission Application (UAA) * Make sure to get a copy of validated Certificate of Registration (COR)	4. Print and validate Certificate of Registration (COR) Receive and file registration form and UAA Give 1 copy of COR to student and file the second copy	None	5 minutes	Validation in-charge



		Total Fixed Fees: Php 0.00	45 minutes	
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2. Enrollment of Incoming First Year and Transfer Students

Enrollment is the process of registering senior high school graduates and transfer student applicants as undergraduate students of the university. At the Visayas State University (VSU), senior high school graduates and transfer student applicants must take and pass the VSU College Admission Test (VCAT) and Medical Examination before they are allowed to enroll. The Admission Office of the University Student Services Office (USSO) is in-charge of the conduct of the VCAT, the University Health Services Department (UHSD) is in-charge of the medical examination and the Office of the University Registrar is in-charge of the enrollment of the qualified incoming first year and transfer students.

Office/Division:	Office of the University Registrar	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Qualified Incoming First Year and Transfer Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Incoming First Year Students		
1. High School Report Card (Form 138) (1 Original)		School from where the student graduated senior high school
2. Certificate of Good Moral Character (1 Original)		School from where the student graduated senior high school
3. Birth Certificate (1 Original)		Philippine Statistics Authority (PSA)
4. 2"x 2" ID picture, colored with white background (2 pieces)		Photo studio
5. Medical Certificate from the VSU Hospital. (1 Original)		University Health Services Department
6. Accomplished Undergraduate Admission Application (1 Original)		University of Student Services Office
Transfer Students		
1. Transfer Credentials or Honorable Dismissal (1 Original)		Previous school of the student
2. Copy of the previous grades / Transcript of Records certified by the School Registrar		Previous school of the student
3. Birth Certificate (1 Original)		Philippine Statistics Authority (PSA)
4. 2"x2 " ID picture, colored with white background (2 pieces)		Photo studio
5. Medical Certificate from the VSU Hospital. (1 Original)		University Health Services Department



6. Accomplished Undergraduate Admission Application (UAA) (1 Original)		University of Student Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSONS RESPONSIBLE
1. Present the required documents for initial assessment and verification	1. Check documents for authenticity, completeness and accuracy	None	5 minutes	Admission Officer (University of Student Services Office)
	1.1. Issue certificate of admission	None	5 minutes	
2. Submit required documents and the Certificate of Admission * Make sure to get the registration form and Undergraduate Admission Application (UAA)	2. Receive and check documents submitted	None	2 minutes	Evaluation in- charge (Office of the University Registrar)
	<u>For transfer students</u> 2.1. Evaluate credentials	None	2 minutes	
	2.2. Refer to department for further evaluation	None	2 minutes	
	2.3 Issue registration form	None	2 minutes	
	<u>For incoming first year students</u> 2.4 Issue registration form	None	2 minutes	
3. Present registration form and Undergraduate Admission Application (UAA) * Make sure that all personal data encoded are correct	3. Encode personal data. Assign Student Number. Encode block section or subjects to be enrolled. Verify if all personal data are correct	None	20 minutes	Encoder (Office of the University Registrar)
	Total	None	40 minutes	



3. Issuance of another Copy of Diploma

The Office of the University Registrar issues another copy of diploma for valid reasons but only upon the approval of the University President. All diplomas issued bears the University Seal and the signatures of the current Board Secretary and University President.

Office/Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Letter request approved by the University President for another copy of the diploma		Requesting alumni		
Government Issued Identification Card (1 Original)		VSU, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, PhilHealth		
FM-REG-00 (Request for Issuance Form)		VSU OUR		
Official Receipt		VSU Cash Office		
Representative				
Government Issued Identification Card (1 Original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, PhilHealth		
Authorization Letter (1 Original)		Person being Represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client LogBook	1. Give the log book to the client	None	1 minute	Front-desk officer OUR
2. Submit the required documents for initial assessment to the front- desk officer * Make sure to secure Request for Issuance Form (RIF)	2. Receive the required documents for completeness and authenticity 2.1 Refer to the records Officer	None	5 minutes	Front-desk officer Office of the University Registrar
3. Present the RIF to the records officer * Make sure to secure order of payment	3. Receive RIF and retrieve the record of the client 3.1 Verify if a photocopy of the diploma issued is found in the client's permanent records 3.2 Issue the order of payment	Php 200.00 For the entire step 3	20 minutes for the entire step 3	Records Officer Office of the University Registrar



4. Pay the required fees at the Cashier's Office * Makes sure to secure the OR	4. Receive payment and issues Official Receipt (OR)	None	3 minutes	Cashier Cash Office
5. Submit RIF and present OR to the records officer * Make sure to submit RIF and bring the OR	5. Receive RIF and record OR on the RIF 5.1 Return OR to the client 5.2 Start processing the request	None	3 minutes	Records Officer Office of the University Registrar
6. Wait and follow-up request for issuance of another copy of diploma	6. Give the photocopy of the diploma to the Diploma in-charge 6.1 Prepare the diploma and have it signed. 6.2 Ascertain that there are no errors on the diploma 6.2 Affix dry seal	None for the entire step 6	1 month for the entire step 6	Records Officer Office of the University Registrar Diploma In-charge Office of the University Registrar Univ. President Board Secretary
7. Claim the diploma 7.1 Verify if all entries in the diploma are correct 7.2 Sign in the logbook	7. Release diploma 7.1 Check the OR 7.2 Let the client sign in the logbook	None for the entire step 7	3 minutes for the entire step 7	Diploma In-charge Office of the University Registrar
	TOTAL:	Php 200.00	1 month and 35 minutes	



4. Issuance of Official Transcript of Records

The Office of the University Registrar issue Official Transcript of Records (OTR) to undergraduate/graduate students and alumni for various purposes such as employment, scholarship, board / licensure examination and other purposes.

Office/Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who May Avail:	All undergraduate and graduate students and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card (1 Original)		VSU, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, Comelec, PhilHealth		
FM-REG-00 (Request for Issuance Form)		VSU OUR		
VSU Clearance		VSU OUR		
Official Receipt		VSU Cash Office		
Representative				
Government Issued Identification Card (1 Original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, Comelec, PhilHealth		
Authorization Letter (1 Original)		Person being Represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the log book to the client	None	1 minute	Front-desk officer OUR
2. Submit the required documents for initial assessment to the front- desk officer * Make sure to secure Request for Issuance Form (RIF)	2. Receive the required documents and check for completeness and authenticity 2.1 Refer to the course-in-charge (CIC)	None	5 minutes	Front-desk officer Office of the University Registrar
3. Present the RIF to the CIC * Make sure to secure order of payment	3. Receive RIF and retrieve the record of the client Issue the order of payment Start processing the request	Php 25 per page (photocopy with original signature) Php 60 per page (original) Php 30.00 Documentary stamp per OTR	20 minutes	Course-in-charge Office of the University Registrar



4. Present the RIF to the CIC * Make sure to secure order of payment	4. Receive payment and issues Official Receipt (OR)	None	3 minutes	Cashier Cash Office
5. Present OR to the CIC	5. Check the OR and prepare the OTR	None	1 hour and 30 minutes	Course-in-charge Office of the University Registrar
6. Claim OTR 6.1 Verifies if all entries in the OTR are correct 6.2 Sign In the logbook	6. Release OTR 6.1 Let the client sign in the logbook	None	1 minute	Front-desk officer Office of the University Registrar
		Total Fixed Fees: Php 25 per page- (photocopy with original signature) Php 60 per page- (original) Php 30.00- documentary stamp per OTR	Total Processing Time: 2 hours	



5. Issuance of Transfer Credentials

The Office of the University Registrar Issues Transfer Credentials (TC) (formerly referred to as “Honorable Dismissal”) to certify that a student has no pending accountabilities with the university and is eligible for transfer to another educational institution. It consists of the Official Transcript of Records (OTR) from VSU as well as the OTR(s) from the other schools previously attended prior to VSU, Birth Certificate and Form 137-A (Secondary Student’s Permanent Record)

Office/Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who May Avail:	All undergraduate and graduate students and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card (1 Original)		VSU, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, Comelec, PhilHealth		
FM-REG-00 (Request for Issuance Form)		VSU OUR		
VSU Clearance		VSU OUR		
Official Receipt		VSU Cash Office		
Representative				
Government Issued Identification Card (1 Original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, Comelec, PhilHealth		
Authorization Letter (1 Original)		Person being Represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the log book to the client	None	1 minute	Front-desk officer Office of the University Registrar
2. Submit the required documents for initial assessment to the front- desk officer * Make sure to secure Request for Issuance Form (RIF)	2. Receive the required documents and check for completeness and authenticity 2.1 Refer client to the course-in-charge (CIC)	None None	5 minutes for the entire step 2	Front-desk officer Office of the University Registrar



3. Present the RIF to the CIC * Make sure to secure order of payment	3. Receive RIF and retrieve the record of the client Issue the order of payment Start processing the request	Php 25 per page (photocopy with original signature)	20 minutes	Course-in-charge Office of the University Registrar
		Php 60 per page (original) Php 30.00 documentary stamp per TC Php 50.00 TC Fee		
4. Pay the required fees at the Cashier's Office * Makes sure to secure the OR	4. Receive payment and issues Official Receipt (OR)	None	3 minutes	Cashier Cash Office
5. Present OR to the RIF	5. Receive OR and prepare the Transfer Credentials (TC)	None	1 hour and 30 minutes	Course-in-charge Office of the University Registrar
6. Claim the OTR 6.1 Verifies if all the entries in the TC are correct 6.2 Sign in the logbook	6. Release TC 6.1 Let the client sign in the logbook	None	1 minute	Front-desk officer Office of the University Registrar



TOTAL:	Total Fixed Fees:		
	Php 25 per page (photocopy with original signature)	2 hours	
	Php 60 per page (original)		
	Php 30.00 documentary stamp per TC		
	Php 50.00 TC Fee		

6. Registrar's Certifications

The Office of the University Registrar issues certifications of enrollment, grades, graduation and certified true copies of the original (CTCO) of certifications, Official Transcript of Records (OTR), Transfer Credentials (TC) and Diploma.

Office/Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All undergraduate and graduate students, alumni
CHECKLIST OF REQUIREMENTS	
Principal	
Government Issued Identification Card (1 Original)	Visayas State University (VSU), Bureau of Internal Revenue (BIR), Post Office, Department of Foreign Affairs (DFA), Philippines Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Pag-IBIG, Land Transportation Office (LTO), Commission on Elections (Comelec), Philippine Health Insurance Corporation (PhilHealth)
FM-REG-00 (Request for Issuance Form)	VSU Office of the University Registrar
Official Receipt	VSU Cash Office
Representative	



Government Issued Identification Card (1 Original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, Comelec, PhilHealth		
Authorization Letter (1 Original)		Person being Represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the log book to the client	None	1 minute	Front-desk officer Office of the University Registrar
2. Submit the required documents for initial assessment to the front- desk officer * Make sure to secure Request for Issuance Form (RIF)	2. Receive the required documents for completeness and authenticity Refer to the Records Officer or the Course-in- Charge	None	5 minutes	Front-desk officer Office of the University Registrar
3. Present the RIF to the records officer	3. Receive request For CTCO	Php 25.00 certification fee per page	15 minutes	Course-in- charge Office of the University Registrar
	Total:	Php 25.00 certification fee per page	21 minutes	



Security Services Office



1. Issuance of Gate Pass Sticker to Motorized Vehicles

The applicant/client must comply all the requirements for the Gate pass sticker at the Security Office which are the following: (Official Receipt (OR) of payment of Php100.00 at Cash Division, photocopy of Official Receipt/Certificate of Registration (OR/CR) of vehicle, Driver's license (not expired), and latest residence certificate/ID). If all the requirements are complete, the office personnel will then process the Memorandum of Agreement (MOA) between the vehicle owner and the Visayas State University (VSU) President. Encode and print the details of the agreement in two copies. Give the MOA back the vehicle owner for his/her signature. After the signature of the MOA the office personnel must make sure that it will have two office staff to sign as witnesses. When the signatures are already complete, the MOA will be submitted to the Office of the President for the President's signature. Afterwards, the MOA will be given back to the vehicle owner for sworn statement from any lawyer to make the MOA a legal paper. The vehicle owner will submit back the sworn stated MOA back to the Security Office. The original will be given to the vehicle owner and the other one either photocopy/printed will be for record purposes at the Security Office.

Office or Division:		Security Services Management Office (SSMO)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (CR) and Official Receipt (OR) of vehicle (1 photocopy)		Land Transportation Office		
Driver License of the Driver (1 photocopy)		Land Transportation Office		
Residence Certificate (1 photocopy)		Land Transportation Office		
Deed of Sale if not the original owner of the vehicle (1 photocopy)		Land Transportation Office		
Pay Php100.00		Cash Division Office, VSU Administration Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submits all of the requirements for the gate pass sticker to the Security Services Management Office	1. Receives and checks all documents (OR of payment of P100 at Cash Division, OR/CR of vehicle (photocopy), Driver's license (photocopy and not expired), latest photocopy of residence certificate.	None	10 minutes	Office Administration Staff
	1.1.Processes the MOA between the vehicle owner/operator and the VSU President. Records in the log book with sticker control number. Encodes and prints the details of the agreement in two copies	None	20 minutes	Office Administration Staff
	1.2.Gives the MOA to the driver/owner when he returns for owner's signature.	None	15 minutes	Office Administration Staff
2.Returns the signed MOA to the Office staff in- charge.	2.Receives and inspect the signed MOA and have two office staff to sign as witnesses.	None	10 minutes	Office Staff-in-charge (Security Services Management Office)
	2.1.Records the signed MOA in the logbook. Submits it to the Office of the President for the signature of the VSU President.	None	5 minutes	Office Staff-in-charge (Security Services Management Office)
	2.2.Follow-up the MOA at the Office of the President through IP or	None	2 days	Office Staff/Utility/Messenger (Security Services Management



	messenger.			Office)
	2.4.Gives the signed MOA of the President to the driver/owner for sworn statement from any lawyer to make the MOA a legal paper.	None	2 minutes	Office Staff-in-charge (Security Services Management Office)
3.Submits the sworn stated MOA back to the Office in-charge	3.1.Receives the MOA and record it. Gives the original copy back to the driver/owner together with the gate pass sticker and keep the copy. Distribution of copies:1- copy for the owner with the official receipt 1- copy for the Security Office for file	None	10 minutes	Office Staff-in-charge (Security Services Management Office)
	TOTAL:	None	2 days 1 hour and 12 minutes	



2. Response to Complaints Filed

The applicant/client will submit a written complaint to the Security Office or verbally complain at Guard Post 1. When the post 1 receives the complaint, the guard on duty will automatically record it on the blotter. The Security Office will make a summon to the concerned people if it can be settled at the office but if not it will be endorsed to the Legal Office for appropriate action.

Office or Division:		Security Services Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written complaint			From the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written complaint at the SSO or verbally reports at Post # 01.	1.Receives the verbal or written complaint and records it on the Blotter.	None	3 minutes	Guard-on-Duty at Post # 01 Security Service Office personnel
	1.2.Makes summons to concerned people for the SSMO hearing of the case.	None	3 days	Head, Security Service Office
	1.3.For cases due to higher level, it will be endorsed to the Legal Office for appropriate action.	None	2 days	Head, Security Service Office
	TOTAL	None	5 Days and 3 minutes	



3. Response to Emergency Calls

The applicant/client will report personally or call (VOIP 1111) the POST #1. When the guard on-duty receives the report, he/she will record right away and relay to the shift supervisor, field or roving guard for immediate response. After the response the shift supervisor / field guard will make an incident report for information and record purposes in the Security Office.

Office or Division:		Security Services Office		
Classification:		Simplex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Reports personally or call Post # 01 (thru CP# 0975 7949192) or at Post 02.	1. Receives the report, relays to the shift supervisor and field guards, and records the report.	None	3 minutes	Guards-on-Duty at Post 1 and 2.
	1.1 Shift Supervisor and field guards go to the incident area and do what is right for said emergency call.	None	5 minutes	Shift Supervisor and field guards
	1.2 Submits after incident report to SSMO for information and record purposes	None	5 minutes	Shift Supervisor or field guard.
	TOTAL:	None	13 minutes	



4. Response to Request for Assistance on Student Activity/Campus Event

The staff/students of the University will submit a letter request/ activity permit at the Guard Post 1. When the guard on duty receives the letter/permit he will then relay it to the shift supervisor and for SG assignments then submit the letter at the office for approval of the Head of Security Office. The guard on-duty will then give back the approved letter to the Shift supervisor for info and action to rove and secure the activity/event area.

Office or Division:	Security Services Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		University Student Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Staff/student submits letter request/activity permit at Post # 01	1.Receives and records activity permit and relays information to shift supervisor for SG assignments. Submits the letter request to SSMO for the head's approval.	None	5 minutes	Guard-on-Duty at Post # 01.
	1.2.Head of SSMO gives approved letter request to shift supervisor for info and action.	None	5 minutes	Head, Security Service Office
	1.3Assigns SGs to rove and secure the activity/event area.	None	5 minutes	Shift supervisor and Roving Guards
	TOTAL:	None	15minutes	



5. Response to Reported Incidents (Stealing/Ransack)

The applicant/client will report the incident regarding stealing or ransack in their area. The guard on duty will record the incident, blotter it and will call the shift supervisor for a possible preliminary investigation. After the investigation the Shift Supervisor will record the results on his investigation then conduct a thorough follow-up investigation of the incident that will take 1-2 days by another Security Agent. The Security Agent will then submit the result of the follow up investigation for record purposes and we will endorse the result of follow-up investigation to the Legal Office.

Office or Division:		Security Services Management Office (SSMO)		
Classification:		Internal		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Reports Stealing or ransack incident at Post # 01.	1.Receives and records the incident at the Blotter and calls the shift supervisor for a possible preliminary investigation.	None	5 minutes	Guard-on-Duty at Post # 01 (Security Services Management Office)
	1.1.Reports and records the result of the preliminary investigation.	None	15 minutes	Shift Supervisor or ASOD (Security Services Management Office)
	1.2. Conducts thorough follow-up investigation of the incident	None	2 days	Security Agent (Security Services Management Office)
	1.3. Submits result of the follow-up investigation.	None	1 day	Security Agent (Security Services Management Office)
	1.4 Endorses result of follow-up investigation to the Legal Office.	None	1 day	Security Head (Security Services Management Office)
	TOTAL:	None	4 days and 20 minutes	



Supply, Procurement and Property Management Office



1. Acceptance and Inspection of deliveries and preparation of voucher for payment

The University reserves the right to pay or not to pay for items not acceptable to end-users due to incomplete deliveries and/or sub-standard quality of materials and factory defects of equipment. To facilitate payments, suppliers must deliver goods of good quality on time.

Office or Division:	Supply Procurement And Property Management Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge/Sales Invoice (2 copies)		Suppliers/Contractors		
Delivery Receipt (2 copies)		Suppliers/Contractors		
Purchase Order (2 copies)		VSU Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Deliver goods with Charge/Sales Invoice and Delivery Receipt.	1.Accepts delivery 1.1.Check against Purchase Order 1.2.Prepare Inspection and Acceptance Report and submit to the designated inspector for inspection. 1.3.Prepare Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS) 1.4.Prepare voucher and other supporting documents and forwards to the admin for processing of payment	None for the entire step 1	3 days for the entire step 1	Warehouse personnel (Supply Procurement and Property Management Office) Administrative Aide III (Supply Procurement and Property Management Office) Administrative Aide III Administrative Aide III (Supply Procurement and Property Management Office)
TOTAL		None	3 days	



2. Fuel Dispensing to Private Customers

The owner of a private vehicle pays the exact amount for fuel to be purchased at the Cash Officer located at the Administration Building, VSU, Baybay City, Leyte. The owner presents the Official Receipt to the VSU Fuel Station in- charge who dispenses quantity of fuel paid for in the Official Receipt.

Office or Division:	Property Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen or Transacting Public G2G- Government to Government			
Who may avail:	Private Entity and Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition And Issue Slip		End users (Departments/Centers/Offices/Units)		
Official Receipt		VSU Cash Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt or approved RIS to the VSU Fuel Station gas tender	1.Dispenses fuel to vehicles of clients after presentation of Official Receipt/ RIS	None	5 minutes	Gas Tender/ Administrative Aide I (Property Management Office)
	TOTAL	None	5 minutes	



3. Sale of Unserviceable Properties to Private Scrap Buyer

The Disposal Committee of the University advertises the requirements and schedule of public bidding at the specified date, time and place of bidding. After determination of highest bidder, the Notice of Award is issued to the winning bidders. Winning bidder brings the Notice of Award and pays the amount of the award at the Cash Office. The Official Receipt is presented to the Property Section of the Supply, Procurement and Property Management. The Property Section releases the items and issues the Gate Pass. The winning bidder presents the Gate Pass to the guard on duty, for him to be able to bring the scrap and unserviceable properties outside of the university premises.

Office or Division:	Property Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen or Transacting Public			
Who may avail:	Private Entity/ Scrap buyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Inventory Slip		End users (Departments/Centers/Offices/Units)		
Official Receipt		VSU Cash Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secures Bidder Application Form and Bidding Documents	1. Secures Bidder Application Form and Bidding Documents	None	5 minutes	Personnel (Property Management Office)
2.Submits and attends Public Bidding	2. Accepts bids, opens, evaluates, deliberates and awards bids	None	3 hours	Disposal Committee and Property Section Staff (Property Management Office)
3.Pays the bidder's bond to the VSU Cashier during the bid opening	3. Issues Official Receipt for Bidder's Bond	10% of the total bid	3 minutes	Cashier (Cash Office)
4.Pays the amount of award at the Cash Office and secures Official Receipt	4. Issues Official Receipt	Total Amount of Award	3 minutes	Cashier (Cash Office)



5. Presents Official Receipt at the Property Office and secures Gate Pass	5. Releases items and issues Gate Pass	None	1 day	Property Management Office personnel
6. Loads/Hauls items and presents Gate Pass to Guard on duty	6. Inspects items and accepts Gate Pass	None	1 day	Security Guard on Duty
	TOTAL	10% of the total bid	2 days, 3 hours and 11 minutes	



4. Submission and Evaluation of Approved Purchase Request

The approved PR is submitted to Procurement Service Management Office. The receiving personnel evaluate the PR's according to the following: a) completeness of the specifications, b) accuracy of the unit cost and c) determine if requested items are within the APP and if total cost or the Approved Budget of the Contract (ABC) is within the threshold for Alternative Method. If found in order, assigns PR number as reference for monitoring.

Office or Division:		Procurement Service Management Office		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government		
Who may avail:		Departments/Centers/Offices/Units - End users		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		End users (Departments/Centers/Offices/Units)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits approved Purchase Request	1. Receives approved Purchase Request 1.1 Evaluate Purchase Request 1.2 Stamp received 1.3 Assign control number	None	5 minutes	Procurement & Supply Management Office personnel Administrative Aide III
	TOTAL	None	5 minutes	



University Library



1. Checking-in of Borrowed Books

Checking-in of books is the process of charging-in or receiving of borrowed library material from a borrower who is a bona fide student, faculty and staff of Visayas State University. It is the responsibility of the Circulation Librarian/Staff to check whether a book is overdue or damaged. Policy on fines stated in the Library Handbook maybe applied for overdue/damaged material. If the book is returned on or before the due date, the borrower's responsibility ends and the BC should be updated. After a book is returned to the library, it is "checked in" by library staff. This means that the book is no longer on a borrower's account and is once more accessible to other library users.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU Borrower's Card (Original)		VSU Main Campus Library - Circulation Unit		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed books and Borrower's card to the librarian/staff on duty	1.1 Receives book/s from library user	None	30 seconds/book	College Librarian Library or Administrative Aide Library
	1.2 Verifies written call number and accession number on the Borrower's Card against that of the returned book/s.	None	2 minutes	College Librarian Library or Administrative Aide Library
	1.3 Checks the returned materials and applies policies on damages or overdue if any	P5/day/ book including weekend s and holidays	2 minutes	College Librarian Library or Administrative Aide Library

	1.4 Stamps "Returned" on the Borrower's Card with countersign and Date Due Slip	None	1 minute	College Librarian Library or Administrative Aide Library
2. Pays overdue fines	2.1 Receives payment, issue a receipt and returns the Borrower's Card of the student	P5/day/ book including weekend s and holidays	2 minutes	College Librarian Library or Administrative Aide Library
	2.2 Searches and pulls book card(s) from file	None	2 minutes	College Librarian Library or Administrative Aide Library
	2.3 Verifies that book card matches book, place in pocket, and places on book truck for shelving	None	1 minute	College Librarian Library or Administrative Aide Library
	TOTAL:	P5/day/ book including weekends and holidays	10 minutes and 30 seconds	



2. Checking-out of Books

Checking- out of books is the process of charging- out book/s to a borrower who is a bona fide student, faculty and staff of Visayas State University. It is the responsibility of the Circulation Librarian/Staff to check whether the book is put on Reserve or from the regular Circulation. Books on Reserve can be borrowed per hour or overnight using VSU validated ID while Circulation books can be borrowed for a week (7 days) using the personal validated Borrower's Card (BC) of the borrower.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU Borrower's Card (Original)		VSU Main Campus Library - Circulation Unit		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes the book information on the appropriate space on the BC and complete name and course on the book card.	Counterchecks book information against BC and book card	None	2 minutes/book	College Librarian Library or Administrative Aide Library
2. Presents book/s and BC to the librarian/staff on duty	2.1 Stamps due date on the book card, BC and date due slip. 2.2 Signs date due slip. 2.3 Releases borrowed book/s.	None	1 minute/book	College Librarian Library or Administrative Aide Library



3.Presents borrowed book/s to the in-charge of Control Area	3. Checks the date due slip of the borrowed book/s if properly checked out.	None	1 minute/book	College Librarian Library or Administrative Aide Library
	TOTAL:	None	4 minutes/book	



3. ID and Borrower's Card Validation

The validation of Borrower's Card (BC) and VSU ID is done at the Circulation Unit of the VSU Library by a Librarian or Staff on duty. Once VSU ID and BC are validated, a client can then enjoy privileges such as borrowing of library materials, free Wi-Fi and other research-related services.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated Certificate of Registration or COR (Original)		VSU Main Campus Registrar - Registrar		
VSU ID		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Certificate of Registration marked registered from the registrar, Borrowers' Card and ID card	1.1 Receives the requirements 1.2 Checks the ID card if it is still in good condition 1.3 Checks C.O.R if marked registered and if the COR is recent 1.4 Validates the Borrowers' Card and ID with signature 1.5 Pastes a special transparent tape on the ID to preserve the librarian's signature	None	3 minutes/ ID and borrowers card	College Librarian Librarian y or Administrative Aide Library
2. Fills-out the logbook and receives COR and validated ID	2. Returns the COR and validated Borrowers' Card and ID	None	1 minutes/ ID and borrowers card	College Librarian Librarian y or Administrative Aide Library
	TOTAL:	None	4 minutes/ ID and borrowers card	



4. Issuance of Borrower's Card

Issuance of a Borrower's Card (BC) is a requirement for borrowing book/s from VSU Library. A Borrower's Card is issued only to a bonafide student, faculty and staff of the Visayas State University entitling them to borrow book/s from the Library. This BC contains personal information of a borrower and blank spaces for the call number, accession number and signature of the librarian/staff facilitating the specific circulation processes.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration - students (Original)			VSU Main Campus Registrar	
Copy of appointment papers (Certification)				
Validated VSU ID (Original)			VSU Main Campus Registrar	
1x1 recent ID Picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Certificate of Registration (for students) or copy of appointment papers (for members of the faculty, and administrative staff), VSU ID and 1x1 ID picture	1.1 Check and verify accuracy of information indicated in the documents presented. 1.1 Compares the Borrower's Card number against Borrower's Card application logbook	None	1 minute	College Librarian Librarian y or Administrative Aide Library
2. Writes name in the logbook and Fills-out the Borrowers Card and application form	2.1 Verifies the information on the application form and Borrower's card 2.2 Pastes 1x1 ID in the provided in BC 2.3 Validates Borrower's Card 2.4 Releases Borrower's Card and Files the Borrower's Card Registration Form	None	4 minutes	College Librarian Librarian y or Administrative Aide Library
	TOTAL:	None	5 minutes	



5. Photocopying of Research Materials

Photocopying of library materials at VSU library applies to bona fide students, faculty and staff only. This service strictly adheres to the Intellectual Property Code of the Philippines (RA 8293). Hence, only some parts or a chapter of books, journals, and other library materials can be photocopied. Theses, dissertations, case studies, and narrative reports cannot be photocopied except for the abstracts.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the library materials to be photocopied	1. Checks library materials to be photocopied	None	1 minute/library material	Administrative Aide Library or Student Assistant Library
2. Writes in the logbook designated information	2. Photocopies library materials	None	30 seconds/page	Administrative Aide Library or Student Assistant Library
3. Pays for the photocopied library material/s	3. Receives payment of photocopied library materials	Php2.00/page short bond paper Php2.50/page long bond paper	1 minute	College Librarian Library or Administrative Aide Library
	TOTAL:	Php2.00/page short bond paper Php2.50/page long bond paper	2 minutes and 30 seconds	



6. Printing of Students' Research Outputs

The library printing service only applies to bona fide students, faculty and staff of the Visayas State University. Only the research outputs done within the Computer Literature Services Unit (CLS) of the library are accommodated.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar – Admin. Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Saves research outputs into designated hard drive	1. Assists the researcher when needed	None	30 seconds	College Librarian Library or Administrative Aide Library
2.Requests assistance for printing from library staff	Saves file into designated flash drive Prints the document	None	1 minute/page	College Librarian Library or Administrative Aide Library
3.Writes in the logbook the needed information	3. Directs researcher to write in the logbook	None	30 seconds	College Librarian Library or Administrative Aide Library
4.Writes name and amount in a receipt slip	4. Directs researcher to the Circulation Unit for payment	None	30 seconds	College Librarian Library or Administrative Aide Library
5. Pays corresponding printing fees	5.Receives payment from researcher Writes OR number in the receipt slip Directs researcher to CLS to get the printed document	Php2.00/page -textual black and white Php5.00/page -colored text Php7.00/page -with illustrations, black and white Php10.00/page-colored graphics from small to medium sized Php15.00/pag	3 minutes	College Librarian Library or Administrative Aide Library



		e-large-sized graphics		
6.Claims printed document	6. Gets and keeps receipt slip Releases the printed document	None	30 seconds	College Librarian Library or Administrative Aide Library
	TOTAL:	Php2.00/page -textual black and white Php5.00/page -colored text Php7.00/page -with illustrations, black and white Php10.00/page -colored graphics from small to medium sized Php15.00/pag e-large-sized graphics	6 minutes	



7. Reference and Information Services

The role of reference services, and of the librarians, is to make information available to library customers. Librarians do this by delivering personal service in requests for information. Requesters are sometimes unclear what information they want. Sometimes it is because they have problem in expressing themselves.

Office or Division:	LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Asks query or reference question/s	Receive query from client	None	1 minute	College Librarian Library
2.Clarifies and conveys query with Librarian	Conduct reference interview (to clarify and negotiate query)	None	5 minutes	College Librarian Library
3.Wait for the reference query to be processed and information source to be determined	3.1 Analyzes query and determine possible information source	None	5 minutes	College Librarian Library
	3.2 Identifies information source to find answer to the query	None	5 minutes	College Librarian Library

4. Receives answer/s to query/queries	4.1 If answer/s to query is found, provide answer to client's query/queries or provide the information resource/s where the answer is found	None	5 minutes	College Librarian Library
	4.2 If answer/s to query is not found from available library resource, try to find it in an open access online resource like DOAJ. If not, refer to other libraries	None	4 minutes	College Librarian Library
	TOTAL:	NONE	25 minutes	



8. Signing of Clearance

Signing of clearance is done at the Circulation Unit of the VSU Library. It is the responsibility of the Librarian or Staff on duty to verify the accountabilities and requirements pertinent to the person being cleared to. If the client is cleared from any responsibilities, then the clearance is ready for signature of the Chief Librarian.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
Clearance Form (1 original)				
Borrower's Card (if availed)			VSU Main Campus Library – Circulation Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Clearance Form duly signed by Owner and College Dean or Office Head	1.1 Verify information indicated in the Clearance Form 1.2 Checks and verifies from the Delinquent Database for any library accountability 1.3 Checks and verifies from the Borrowers Card database if he/ she has a Borrowers Card	None	4 minutes	College Librarian Library or Administrative Aide Library
2. Surrenders his/her Borrowers' Card	2. Clears records from Borrowers' Card Database	None	1 minute	College Librarian Library or Administrative Aide Library
3. Fills-out and signs the logbook	3. Signs the clearance form	None	1 minute	Chief Librarian Library
	TOTAL:	None	6 minutes	



9. Submitting E-Copy of Theses Manuscripts

The VSU Library, as a repository of VSU students' theses and dissertations, has been accepting research manuscripts from students since 1970s. The practice of accepting e-copy of theses from graduating students started last School Year 2009 with the purpose to mitigate one of the then library's perennial problems which was the diminishing research manuscripts due to termite infestations. E-theses and e- dissertations are very good back up if there is something happen to the hard copy. These completed theses can provide "sneak previews" of ideas and findings that have yet to reach the public via other publication formats.

Office or Division:		LIBRARY		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen and G2G – Government to Government		
Who may avail:		VSU main campus bona fide students, faculty and staff		
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
Manuscript Hard Copy (with fly leaf), Soft Copy in one File				
Scanned copy of Duly Signed Approval Sheet, Transmittal, Soft copy 2x2 Photo			VSU Main Campus Library – Chief Librarian's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents hardcopy of manuscript, soft copy in computer storage device such as flash drive, cd, etc., together with necessary requirements such as duly signed Approval Sheet, Transmittal and soft copy of 1 2x2 Photo	1.1 Checks and verifies the completeness of signatures in the Approval Sheet and Transmittal	None	2 minutes /book	College Librarian Library or Administrative Aide Library
	1.2 Asks filename and locate e-copy of manuscript, e- copy of photo, scanned copy of transmittal and Approval Sheet in the storage device. Then copy temporarily the aforementioned files to the workstation desktop	None	1 minutes /book	
2. Receives the storage device from the library staff	2. Ejects storage device and returns to the owner	None	1 minutes	College Librarian Library or Administrative Aide Library

3. Answers and response to the clarifications made by the library staff and wait until the checking is done	3.1 Checks the hard copy of the manuscript page by page in random and sees to it that the content of the soft copy is similar to the content of the hard copy.	None	1 minute	College Librarian Library or Administrative Aide Library
	3.2 Makes necessary minor corrections, ie. attach scanned Transmittal and/or Approval Sheet (If major revision needed, the hard copy of manuscript should be returned to its owner for him to make major revision and goes back to step one).	None	7 minutes	College Librarian Library or Administrative Aide Library
	3.3 Renames e-copy of manuscript file and e-copy of photo using the author full name (Family name first followed by a comma and Given Name). Creates folder in the designated folder using the same name. Cut and paste the files to the said folder.	None	2 minutes	College Librarian Library or Administrative Aide Library
4. Receives OK slip	4. Fills-up the OK slip with the name of the customer, countersigns and gives it to him/her. Instructing him to proceed to the designated cashier for another process	None	1 minute	College Librarian Library or Administrative Aide Library
	TOTAL:	NONE	15 minutes	



10. Use of Audio-Visual Room

Use of Audio-Visual Room at the VSU Library is one of the University's facilities primarily used for educational and other related school activities. It is equipped with an LCD projector and screen, desktop computer, sound system, microphones and other AV equipment.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Room Reservation Form		VSU Main Campus Library – Chief Librarian's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the availability of AV Room on its desired date and time schedule at the Chief Librarians Office	Checks availability of date and time schedule on AVR reservations calendar Confirms availability of schedule and hands-in AVR Reservation Form to the client	NONE	2 minutes	College Librarian Library or Administrative Aide Library
2. Fills-out and submits Audio- Visual Room Reservation Form	2. Verifies and signs AVR Reservation Form	NONE	3 minutes	College Librarian Library or Administrative Aide Library
	TOTAL:	NONE	5 minutes	



11. Use of Computer to Access Internet and E-Library Resources

The use of the Computer Literature Services (CLS) workstation is open to all students, faculty and staff of the university for the purpose to access Internet and E-library Resources for free.

Office or Division:		LIBRARY		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen and G2G – Government to Government		
Who may avail:		VSU main campus bona fide students, faculty and staff		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters Computer Literature Services Unit, Presents validated ID and log-in at Free Internet Use Log	1. Checks validated ID and instructs client to log in	None	1 minute	Administrative Aide Library or Volunteer Librarian Library
2. Looks for vacant Workstation (PC), take s notice of workstation number and informs the number to library staff on duty	2. Using the centralized monitor server activates the log-in time of the said workstation	None	1 minute	Administrative Aide Library or Volunteer Librarian Library
3. Performs activity	3. Sees to it that policies have been followed	None	1 minute	Administrative Aide Library or Volunteer Librarian Library
4. Logs out	4. Checks computer	None	30 seconds	Administrative Aide Library or Volunteer Librarian Library
	TOTAL:	NONE	2 minutes and 30 Seconds minutes	



12. Use of Journals/Magazines

Use of Journals/Magazines at the Serials Unit for VSU main campus bona fide students/faculty/staff is a service to ensure equal access to journals/magazines.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
Validated VSU ID (Original)			VSU Main Campus Library - Circulation Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Validated VSU ID and requests for use of journal/magazine at the Serials Unit counter	Checks the validity of VSU ID Gets requested journal/magazine from the shelves and hand it over to the client	NONE	2 minutes	College Librarian Library or Administrative Aide Library
2. Receives journal/magazine requested	2.1 Requires client to log into the Journals/Magazine Borrower's Log Sheet	NONE	1 minute	College Librarian Library or Administrative Aide Library
3. Logs in name and details of Journals/Magazine on the Borrower's Log Sheet	3. Counterchecks log in details on the Log Sheet. Files VSU ID on the file box	NONE	3 minutes	College Librarian Library or Administrative Aide Library
	TOTAL:	NONE	6 minutes	



13. Use of Locker

The VSU Library provides free use of locker/s for students, faculty, staff and researchers for their bag/s and other personal things which are not allowed to be brought inside the library.

Office or Division:	LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty, staff and researchers			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar – Admin. Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents validated VSU ID to the Control Area Personnel	1. Checks validity of ID	NONE	30 seconds	Administrative Aide Library Or Student Assistant Library
2.Writes in the logbook designated information	2 Guides client in writing the logbook	NONE	1 minute	Administrative Aide Library or Student Assistant Library
3. Gives VSU ID to the Control Area Personnel	Receives VSU ID and puts on its designated number Gives locker key to the client	NONE	30 seconds	Administrative Aide Library or Student Assistant Library
4. Opens locker to put things and returns key to Control Area Personnel	4.1 Receives key from client 4.2 Gives claim card to client.	NONE	1 minute	Administrative Aide Library or Student Assistant Library
5. Gives Claim Card to Control Area Personnel	5.1 Gives locker key	NONE	30 seconds	Administrative Aide Library or Student Assistant Library
6.Opens locker to get things and returns key to Control Area Personnel	6. Receives locker key Returns ID to client	NONE	1 minute	Administrative Aide Library or Student Assistant Library
	TOTAL:	NONE	4 minutes and 30 seconds	



14. Wi-Fi Access

The Wi-Fi access is open to all students, faculty and staff of the university for the purpose of fair and equal access of WI-FI.

Office or Division:	LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	VSU main campus bona fide students, faculty and staff			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Validated VSU ID (Original)		VSU Main Campus Registrar - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requests for Wi-Fi voucher and presents validated ID at the Circulation Unit	Checks validated ID and instructs client to log in	NONE	1 minute	College Librarian Library or Administrative Aide Library
2.Log-in at Wi-Fi voucher log sheet and receives the Wi-Fi voucher	2.Gives the Wi-Fi voucher corresponds to the clients' log-in number and instructs the client on what Network Name to choose and how to enter the voucher code	NONE	2 minutes	College Librarian Library or Administrative Aide Library
TOTAL:		NONE	3 minutes	



University Student Services Office



1. Admission of New Students Service

The Certificate of Good Moral Character (CGMC) or Certificate of Good Character (CGC) is issued to undergraduate and graduate students as well as to VSU alumni needing the document for whatever purpose such as scholarship application, employment, further studies or as attachment to the Transcript of Records (TOR). The CGMC is issued to individual student who has no pending administrative case or has already completed the imposed administrative sanction for any violations or infraction of VSU rules and regulations. On the other hand, the CGC is issued to student who have not served or completely served the imposed administrative sanction or opted to transfer out from the university with still administrative sanction.

Office or Division	University Student Services Office (USSO)			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	Passers of the VSU-CAT who wants to enroll in the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Freshmen student applicants Medical Certificate (original copy) Form 138 (original copy) Certificate of Good Moral Character (1 original) Philippine Statistics Authority (PSA) Birth Certificate (1 original) 1"x1" ID picture, colored with white background (4 copies)		VSU Infirmary High School Section Adviser/Registrar High School Principal Philippine Statistics Authority (PSA)		
For transfer or second courser Medical Certificate (original copy) Transfer credentials or Honorable dismissal (1 photocopy) TOR or informative copy of grades signed by the Registrar (certified true copy) Certificate of Good Moral (original) PSA Birth Certificate (1 original) 1"x1" ID picture, colored with white background (4 copies)		VSU Infirmary Previous Tertiary School attended Previous Tertiary School attended Previous Tertiary School attended Philippine Statistics Authority		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submits all the required documents for admission	1.Checks all documents submitted for veracity and completeness. If original PSA birth certificate is not available yet, requests the student applicant to fill up Promissory Form	None	3 minutes	Admission Officer (University Student Services Office)
	1.1.Issues Application for Admission form in 2 copies	None	1 minute	Admission Officer (University Student Services Office)
2.Fills up Application for Admission form legibly and accurately and submits the form	2.1. Receives and checks the filled-up Application Form in 2 copies	None	5 minutes	Admission Officer (University Student Services Office)
	2.2. Issues Certificate of Admission	None	1 minute	Admission Officer (University Student Services Office)
	2.3.Returns all relevant documents with the Certificate of Admission to the student applicant	None	1 minute	Admission Officer (University Student Services Office)
	2.4. Instructs the student applicant to submit all documents together with the Certificate of Admission to the Registrar	None	1 minute	Admission Officer (University Student Services Office)
3.Receives all relevant documents for admission	3.Compiles the 1 copy of filled-up Application for Admission	None	1 minute	Admission Officer (University Student Services Office)
TOTAL:		None	13 minutes	



2. Counselling Services

Considered as the “heart and soul” of the Guidance Program, this service aims to assist students in attaining deeper self-understanding and awareness of one’s problems and the effective use of decision methods by putting together options and foreseeing consequences of each decision.

Office/Division:	University Student Services Office, Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who can avail:	Students, faculty, staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Counseling Request From (1, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Referral Note/Letter (1, original) *only for those referred students		From the significant person making the referral		
Pre-Counseling Data Sheet (1, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Copy of Grades (1, photo copy) *only when necessary		From the Office of the University Registrar		
Psychological Test Results (1, original) *only when necessary		From Room 6, USSO		
Medical or Psychiatric Records (1, photo copy) *only when necessary		From the student’s attending doctor or psychiatrist		
Post-Counseling Data Sheet (1, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Counseling Evaluation Form (1, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Post Session Form (Pink Slip) (2, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Referral Acknowledgement Form (Green Slip) (2, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out Counselling Request From	1. Accommodate student and give the Counseling Request From	None	2 Minutes	Guidance Counselor University Student Services Office
2.Give the referral note/letter *for referred students only	2. Receive the referral note/letter and take appropriate action	None	5 Seconds	Guidance Counselor University Student Services Office
3.Fill-out the Pre-Counseling Data Sheet	3. Give and assist student in filling-out the Pre-Counseling Data Sheet and make assessment	None	3 Minutes	Guidance Counselor University Student Services Office



4. Listen, talk and share about his/her problem or issue	4. Give counseling	None	45 Minutes *for typical session 2 Hours *for atypical session	Guidance Counselor University Student Services Office
5. Agree on the schedule for follow- up sessions or counseling termination	5. Guide and agree with the student- counselee re schedule of follow- up session or termination	None	5 Minutes	Guidance Counselor University Student Services Office
6. Provide the Counselor with the relevant records being requested *only when necessary	6. Request or require counselee copy of relevant documents *only when necessary	None	1 day	Guidance Counselor University Student Services Office
7. Fill-out Post-Counseling Data Sheet	7. Give and assist counselee in filling-out the Post-Counseling Data Sheet and process the result	None	10 Minutes	Guidance Counselor University Student Services Office
8. Fill-out the Counseling Evaluation Form	8. Give Counseling Evaluation Form and explain to counselee the mechanics and its importance	None	3 Minutes	Guidance Counselor University Student Services Office
9. Ask for the issuance of the Pink Slip	9. Issue Pink Slips in 2 copies, one for the student and the other copy to be retained for filing.	None	2 Minutes	Guidance Counselor University Student Services Office
10. Ask for the issuance of the Green Slip	10. Issue Green Slips in 2 copies, one for the significant person making the referral and the other copy to be retained for filing.	None	2 Minutes	Guidance Counselor University Student Services Office
	TOTAL:	None	1 day 1 Hour, 12 Minutes and 5 Seconds *for typical session 1 day 3 Hours, 27 minutes and 5 seconds	



3. Individual Inventory Services

Pertains to the gathering of pertinent information of all students, stored in a cumulative folder where data accumulated will help the counselor to identify characteristics and potentials in order to facilitate student's self-understanding in making their life meaningful and productive.

Office/Division:	University Student Services Office, Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who can avail?	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Individual Inventory Sheet (1, original)		University Student Services Office (USSO), Guidance and Counseling Unit		
Latest ID picture (not computer printed; size: 2x2)		From student applicant		
Paste		University Student Services Office (USSO), Guidance and Counseling Unit		
Folder (long size)		University Student Services Office (USSO), Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Give the attendance sheet to the student	None	1 Minute	Guidance Counselor University Student Services Office
2. Receive the Student Individual Inventory Sheet	2. Distribute the Student Individual Inventory Sheet	None	3 Minutes	Guidance Counselor University Student Services Office
3. Fill-out legibly the Student Individual Inventory Sheet *Use black or blue ballpen.	3. Assist the student in filling-out correct entries of the Student Individual Inventory Sheet	None	5 Minutes	Guidance Counselor University Student Services Office
4. Paste his/her latest ID picture in the filled-out Student Individual Inventory Sheet.	4. Provide paste for the student to use in attaching their ID picture into the form	None	3 Minutes	Guidance Counselor University Student Services Office
5. Submit the filled-out form to the USSO in-charge.	5. Collect the fill-out Student Individual Inventory Sheet	None	1 Minutes	Guidance Counselor University Student Services Office
	TOTAL:	None	13 minutes	



4. Issuance of Certificate of Good Moral Character (CGMC) or Certificate of Good Character (CGC)

The Certificate of Good Moral Character (CGMC) or Certificate of Good Character (CGC) is issued to undergraduate and graduate students as well as to VSU alumni needing the document for whatever purpose such as scholarship application, employment, further studies or as attachment to the Transcript of Records (TOR). The CGMC is issued to individual student who has no pending administrative case or has already completed the imposed administrative sanction for any violations or infraction of VSU rules and regulations. On the other hand, the CGC is issued to student who have not served or completely served the imposed administrative sanction or opted to transfer out from the university with still administrative sanction.

Office or Division	University Student Services Office			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	Enrolled, dropped-out, on-leave or transferred-out graduate and undergraduate students and VSU alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays at the Cash Division for the CGMC/CGC	1.Receives payment and issues OR	P10.00	2 minutes	Cashier Cash Division
2. Presents OR of payment for the CGMC/CGC	2.1.Verifies the name of the requesting party from the record of VSU students with disciplinary cases	None	3 minutes	Clerk University Student Services Office
	2.2.Encodes the name of the requesting party and OR number	None	2 minutes	Clerk University Student Services Office
	2.3.Prints CGMC or CGC	None	3 minutes	Clerk University Student Services Office
	2.4.Signs the CGMC or CGC	None	2 minutes	Clerk University Student Services Office Dean University Student Services Office
3.Receives the CGMC or CGC	3.0 Releases the CGMC or CGC to requesting party	None	1 minute	Clerk University Student Services Office
TOTAL:		P 10.00	13 minutes	



5. Other Agency-funded Scholarship and Grants Application Service

The university continuously solicits and/or receives scholarship or grants from its partner government agencies, private institution or benevolent person. However, selection and awarding of scholarship or grants to students is in accordance to the terms of agreement stipulated in a memorandum signed between the University and the Donor.

Office or Division	University Student Services Office			
Classification	Complex			
Type of Transactions:	G2C: Government to Citizen			
Who may avail:	Bona fide undergraduate students of the VSU Main Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For New Applicants Duly accomplished application form Certified photocopy of High School Card for Freshmen/Report of grades for continuing students Certified photocopy of Birth Certificate Certified photocopy of validated Certificate of Registration (COR) Proof of income (BIR-ITR or Certificate of Exemption or Indigency may be required by the donor Other documents that the sponsor may require such as recommendation letter or membership in 4Ps family, IPs, PWD's or solo parents and other marginalized sector)		USSO Student Financial and Assistance Section Office of the University Registrar Office of the University Registrar Office of the University Registrar Barangay Office or BIR near the applicant's residence DSWD, NCIP, and other designated agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the Client Logbook	1.1 Gives the Client Logbook and instruct student to sign	None	2 minutes	Student Financial Assistance Services In-charge University Student Services Office
	1.2 Interviews the applicant to determine if he/she is qualified	None	5 minutes	

	1.3 Release the appropriate Application Form for scholarship or grant to presumed qualified applicant	None	1 minute	Director Institute of Human Kinetics or Head Culture & Arts Center
2. Fills up the Application Form for Scholarship or Grant and submits the filled-up form together with all other required supporting documents	2.1 Receives the filled-up form and checks that entries are properly written or signed	None	1 minute	Student Financial Assistance Services In-charge University Student Services Office
	2.2 Examines all the supporting documents submitted in terms of authenticity and completeness. Else, returns to the applicant all the submitted documents if not authentic and/or complete	None	3 minutes	Student Financial Assistance Services In-charge University Student Services Office
	2.3 Instructs the applicants to sign out in the Client Logbook and to wait for the call for interview, examination or other means of screening required by the donor	None	1 minute	Student Financial Assistance Services In-charge University Student Services Office
3. Signs the Client Logbook and waits for the	3.1 Encodes the names and other required	None	Within 15 days after the set deadline	Student Financial Assistance Services In-charge University Student Services Office



scheduled screening	information of the applicants 3.2 Submits the list of applicants to the sponsor, donor or agency	None		Student Financial Assistance Services In-charge University Student Services Office
4. Reports for interview or examination as scheduled	4. Notifies the applicant(s) for interview or examination on the schedule agreed between the university and sponsor	None	2 days	Student Financial Assistance Services In-charge University Student Services Office
5. Checks if application is approved or not	5. Publishes the list approved applicant(s)	None	3 minutes	Student Financial Assistance Services In-charge University Student Services Office
6. Receives Scholarship Certificate and Benefit endorsement	6. Issues Scholarship Certificate and Endorsement for processing of scholarship/ grant benefits	None	5 minutes	Dean University Student Services Office & Student Financial Assistance Services In-charge University Student Services Office
TOTAL		None	17 days and 21 minutes	



6. Processing of In- Campus Activity Permit Application

Getting involved in activities outside of school classroom can help promote and develop the talents, knowledge, and skills of the students. To facilitate the smooth conduct and monitoring of such events and activities a permit will be processed by the students/faculty. This is must be approved one (1) day prior to the planned activity.

Office or Division	University Student Services Office			
Classification	Simple			
Type of Transaction	G2C: Government to citizen			
Who may Avail?	Students Members of Recognized Campus Organizations Occupants in Dormitories/Cottages			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Activity Form 2. Budget Allocation (for activities that require contribution from its members)		Student Organizations and Activities Section (SOAS) Student Organizations and Activities Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Activity Permit form	1. Releases forms	None	2 Minutes	Student Organizations and Activities Section In-Charge
2. Fills up form and secures necessary signatures of the president and adviser of the organization, department chairman, person in- charge of the building and others concerned in the activity	2. Facilitates the filling up of forms	None	1 hour	Student Organizations and Activities Section In-Charge
3. Submits accomplished forms for evaluation to the Student Organizations & Activities Section at least one day (one day) before the activity	3. Checks and evaluates documents and recommends for approval to the Dean of Students	None	7 minutes	Student Organizations and Activities Section In-Charge



4. Proceeds to the Dean of Students for final approval	4.0 Approves or disapproves activity permit	None	3 minutes	Dean of Students University Student Services Office
5. Leaves one copy of the approved activity at the USSO and distributes the other copies to the following as applicable: Security Office, Person in-charge of the building, secretary of the organization, etc	5.0 Accepts and files copy of the approved activity permit	None	3 minutes	Student Organizations and Activities Section In-Charge
	TOTAL:	None	1hr and 15 min	



7. Processing of Permit to Hold Class/Exam Service

The university allows faculty to conduct classes or examination outside of the regular class time due various reasons such as to conduct make-up or catch-up classes due to declared holidays or suspension of classes, official travel of the faculty, or due to unavoidable circumstances. In case of examination, reasons vary from common time or to departmental conduct of examination. However, faculty must secure permit approved through channel to make the schedule official.

Office or Division		University Student Services Office		
Classification		Simple		
Type of Transactions:		G2C: Government to Citizen		
Who may avail?		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the appropriate form completing all the required information and signs the form	1. Releases the Permit to Hold Class/ Exam form	None	1 minutes	Admin Staff College or Department
2. Proceed to the Academic Department Head	2. Signs the form	None	3 minutes	Dept. Head
3. Submits the form at the University Student Services Office	3.1 Receives the form and checks for any conflict of schedule	None	5 minutes	Student Organizations and Activities Section In-Charge
	3.2. If no conflict, endorses the Permit to the Dean of Student	None	1 minute	Student Organizations and Activities Section In-Charge
	3.3. Signifies that the schedule has no conflict	None	3 minutes	Dean of Students University Student Services Office
	3.4. Releases the signed Permit	None	1 minute	Student Organizations and Activities Section In-Charge
4. Receives and submits the Permit to the College Dean	4.0 Approves the Permit to Hold Class/Exam	None	3 minutes	College Dean
TOTAL		None	17 minutes	



8. Processing Service for Off-Campus Activity

The university encourages students to attend/participate activities outside the campus either by invitation or organized by campus organization. These activities include the following conventions, seminars, conferences, symposia, trainings, team building, interschool competition or tournaments, sports competition, culture and arts performances and competition and other related activities. The reference for processing such activity is the CHED Memorandum 63, series of 2017 Policies on Off- Campus Activities.

Office or Division	University Student Services Office
Classification	Simple
Type of Transactions:	G2C: Government to Citizen
Who may avail:	Students Members of Recognized Campus Organizations Occupants in Dormitories/Cottages
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Compliance and Report of Compliance (4 copies each with original signature); Letter of request to the President through proper channel (3copies); Minutes and attendance of the meeting of the briefing and consultation with students, faculty and other stakeholders involved in the proposed off-campus activity	Student Organizations and Activities Section, University Student Services Office Proponent entity Proponent entity Proponent entity



<p>Copy of a letter to the parents or guardians explaining the relevance of the off- campus activity;</p> <p>Notarized or subscribed Parents' consent (for single student) or Family consent (for married student)</p> <p>Emergency preparedness plan (Annex D);</p> <p>Medical Certificate, if necessary, issued by the VSU Physician;</p> <p>Recommendation for additional chaperon (with skills on first-aid) if the group size exceeded the staff-student ratio of 1:40;</p> <p>Schedule of fees to be collected with itemized breakdown of expenses and fund sources, if any;</p> <p>Certificate of Student Insurance;</p> <p>Means of Student mobility</p> <p>For VSU vehicle:</p> <p>Trip ticket</p> <p>Valid driver's license</p> <p>For direct hiring (franchised) vehicle</p> <p>LTFRB valid certificate of franchise of the operator</p> <p>Special permit from LTFRB if transportation is out-of-line</p> <p>Vehicle valid registration</p> <p>Valid driver's license</p> <p>Certificate of road worthiness</p> <p>For subcontracting travel and tour operator</p> <p>Travel and Tour Operator Accreditation Certificate by the DOT</p> <p>Plan of Itinerary of Travel</p> <p>Certification from the LTFRB for the validity of the franchise of the proposed operator, if applicable</p> <p>Vehicles' updated/valid documents of registration, insurance coverage, driver's license, assurance of roadworthiness</p> <p>d. For motorboat MARINA/PPA/COAST GUARD of motorboat's operator valid registration and license to ferry passengers with specified capacity</p> <p>Licenses of the motorboat crew</p> <p>Certificate of sea travel worthiness</p>	<p>Participant(s)</p> <p>Proponent entity VSU Hospital</p> <p>Proponent entity Proponent entity University Student Services Office General Service Division</p> <p>Tour/Travel Contractor</p> <p>Tour/Travel Contractor</p> <p>MARINA</p> <p>Proponent entity</p>
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<p>Additional requirements for curricular activity: Course Syllabus which reflects the relevance of requiring an off-campus activity Laboratory Exercises/Field Work Guide (for field work and laboratory exercise only) Copy of approved letter request for the use of the venue or places outside the VSU campus including coordination with LGUs/NGOs</p> <p>Additional requirements for extra-curricular activity: 1. Letter of Invitation, Letter of Award, CHED endorsement, etc.</p> <p>Additional requirement for organization-initiated activity: Copy of approved letter request for the use of the venue or places outside the VSU campus including coordination with LGUs/NGOs Copy of Commitment of Adviser or Faculty to accompany the group throughout the duration of the activity</p>					Proponent entity Proponent entity
					Organizer
					Proponent entity
					Personnel In-charge (PIC)
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Writes a letter request to the president through the Dean of Students and the Office of the Vice President for Instruction	1.0 Endorses the letter request to the OVPI	None	1 minute	Activity Proponent	
2.Submits approved letter request along with necessary documents to USSO at least 15 working days prior to the conduct of activity.	2.1.Verifies documents submitted for completeness and endorses to the Dean of Students if complete and sufficient. Else, returns all documents if not	None	15 minutes	Student Organizations and Activities Section In-Charge University Student Services Office	



	complete and sufficient.			
	2.2.Peruses the documents submitted. If all documents are in order, transmit it to the OVPI	None	15 minutes	Dean University Student Services Office
	2.3.Reviews and recommends to the President if satisfied	None	10 minutes	Vice President for Instruction
	2.4.Reviews and approves the Certificate of Compliance and the Report of Compliance	None	5 minutes	Office of the President
3.Secures copies of approved documents and other attachments	3.5.Segregate approved documents and other attachments to files for requesting party, USSO and CHED accordingly	None	5 minutes	Student Organizations and Activities Section In-Charge University Student Services Office
	3.6.Compiles all files for USSO	None	5 minutes	Student Organizations and Activities Section In-Charge University Student Services Office
	3.7.Submit original copy of approved Certificate of Compliance and Report of Compliance to CHED	None	Within 1 day after approval	Dean University Student Services Office



4.Submits after-activity report	4.0 Complies after-activity report	None	5 minutes	Student Organizations and Activities Section In-Charge University Student Services Office
TOTAL		None	1 day & 1 hour	

9. Processing Service for Recognition of Student Organization

A student organization is an organization composed of and run by students. Student organizations widely vary in their size, mission, and purpose. The purpose of recognizing student organizations at the Visayas State University is to provide an opportunity for students to exercise their right to freely associate for a common purpose. Student organizations offer benefits that one can avail of in and out of the classroom. These benefits include establishing a network of contacts in a student's chosen field, to hone ones' talents, skills, abilities, communication, leadership and teamwork.

Office or Division	University Student Services Office			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	All interested student groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter of Intent to Organized by the Dean of Students (for new organization only)		Organization applicant		
2. Police Clearance (for new fraternity or sorority organization only)		Organization applicant		
3. Application Form (2copies each)		Student Organizations and Activities Section (SOAS)		
4. Constitution and By-Laws		Organization Applicant Organization Applicant		
5. Organization Report (previous year)-1 copy each		Student Organizations and Activities Section		
•Accomplishment Report				
•Financial Report				
6. Certificate of Endorsement- Organization Advisorship (1 copy)		Organization President Cash Division		
7. Officers' Data (1 copy each)				
8. List/Roster of Members (2 copies)				
9. Work Plan for the school year (2 copies)				
10. 2x2 ID Picture of Organization President (11 copy)				
11. Receipt of Registration Fee				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures appropriate forms	1.0 Releases forms	None	1 minute	Student Organizations and Activities Section



2. Fills up forms properly and submit to SOAS together with other necessary documents	2.1 Checks submitted filled up forms for veracity of data	None	5 minutes	Student Organizations and Activities Section
	2.2 Reviews submitted documents for completeness and if all documents are in order, instruct the applicant to pay the registration fee at the Cashier. Else, if not complete, returns all submitted documents	None	15 minutes	
3. Pays the registration fee to the Cashier and secures Official Receipt (OR)	3. Receives payment and issues Official Receipt (OR)	P150.00	2 minutes	Cashier Cash Division
4. Submits OR	4.1 Receives the OR and append it to the other submitted documents	None	1 minute	Student Organizations and Activities Section
	3.2 Evaluates and rates previous year's accomplishments		Within 15 days after deadline of submission	Screening Committee University Student Services Office
	4.3 For organization that meets minimum required points for renewal of accreditation, documents will be endorsed to the Dean of Students. However, for organizations that rates below the minimum points, a conference will be conducted		5 minutes	Dean University Student Services Office
	Approves the accreditation of organization if all requirements are meet			
5. Receives Certificate of Accreditation	22.0 Issues Certificate of Accreditation	None	1 minute	Dean University Student Services Office
TOTAL		P 150.00	15 days and 30 minutes	



10. Psychological Testing Service

The service is designed to measure the aptitude, intellectual ability and personality of referred clients necessary in matching his/her the capacity in handling academic and non-academic demands expected. It can also be used as an aid in making decision whether in terms of career or employment.

Office or Division	University Student Services Office			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	All students Job applicant Applicant for promotion			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students Referral slip		Guidance Counselor, Dean of Students, Admission Officer, VSU Medical Staff		
For job applicant or applicant for promotion Letter request to conduct Psychological Tests		Interested agency, office or private company		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral Slip or Letter Requests for Psychological Testing	1.1. Receives Referral Slip or Letter Request	None	1 minute	Psychometrician University Student Services Office
	1.2. Issues Personal Information Sheet (PIS)	None	1 minute	Psychometrician University Student Services Office
2. Fills up the (PIS) properly and legibly and submits the form	2.1 Checks the filled-up PIS	None	3 minutes	Psychometrician University Student Services Office
	1.2 Sets schedule of examination with the examinee and indicates the date, time and venue of examination in the PIS and returns the PIS to the examinee	None	5 minutes	Psychometrician University Student Services Office



	Issues order of payment and instructs the examinee to the proceed to the Cash Division	None	1 minute	Psychometrician University Student Services Office
3. Pays the Testing Fee at the Cash Division and secures Official Receipt (OR)	3.1.Receives payment and issues Official Receipt	P 100.00 for the VSU requesting party or P 200.00 for private requesting party	12 minutes	Cashier Cash Division
4.Submits the PIS and OR on the scheduled examination day and time	4.1.Receives the PIS and OR and assigned the seat for the examinee	None	2 minutes	Psychometrician University Student Services Office
	4.2. Administers the set of examination according to the standard procedure	None	4 hours	Psychometrician University Student Services Office
	4.3. Checks and interprets the examination results	None	4 hours after the examination conducted	Psychometrician University Student Services Office
	4.4.Summarizes and transmits the results to the requesting party referring for the tests	None	2 hours	Psychometrician University Student Services Office
	TOTAL	P 100 or P200	1 day, 2 hours and 25 minutes	



11. Student Assistantship Application Service

The university maintains a program of financial support for economically disadvantaged students who cannot qualify for any scholarships or grants but are willing to render work during their vacant time in different offices or units in the university. Working student, termed as student assistant, are paid P25.00 per hour but not to exceed 4 hours per day and 80 hours per month. However, due to limited resources, selection of student assistant passes through a process.

Office or Division	University Student Services Office			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	Qualified and bona fide undergraduate students of the VSU Main Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Certificate of Registration (COR)		Registrar's Office		
Original Copy of Grades of the Previous Semester attended		Registrar's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated COR and original copy of grades of the previous semester attended	1.1 Checks validated COR and copy of grades	None	10 minutes	Student Financial Assistance Services In-charge University Student Services Office
	1.2 Checks which Office/Unit in the university with approved student assistant during the manpower review	None	5 minutes	University Student Services Office
	1.3 If qualified, issues Application Form for Student Assistantship	None	2 minutes	University Student Services Office



2. Fills up the Application Form properly and legibly	2.0 Checks the filled-up Dorm Application Form	None	2 minutes	Student Financial Assistance Services In-charge University Student Services Office
3. Proceeds to the Registrar	3.0 Certifies grades of the previous Semester attended and the current subjects enrolled	None	30 minutes	Course In-charge Registrar's Office
4. Proceeds to the Office/Unit applied for	4.0 Certifies the description of work and the source of fund to which the wage of the student assistant be charged	None	20 minutes	Office/Unit Head or designated Supervisor Concerned Office or Unit
5. Proceeds to USSO	5.1 Certifies the effectivity of the work	None	2 minutes	Student Financial Assistance Services In-charge University Student Services Office
	5.2 Approves student assistantship application	None	2 minutes	Dean of Students University Student Services Office



6. Presents the approve Application Form to the Office/Unit Head or Supervisor	17.0 Receives the approved Application Form	None	1 minute	Office/Unit Head or Supervisor Concerned Office/Unit
	17.1 Finalizes schedule of reporting	None	10 minutes	Office/Unit Head or Supervisor Concerned Office/Unit
TOTAL		None	1 hour and 24 min	

12. Student Housing Application Service

The university has a corporate responsibility in providing its students an abode for total experiences that would help develop into a well-rounded personalities/individuals. Student housing is self-liquidating in nature, thus, fees are determined after taking into consideration the University's capability to fully maintain all its facilities and pay all personnel services.

Nevertheless, dormitory combine capacity is limited only to 1,800. Thus, not all students can be accommodated. Only bona fide graduate, undergraduate and high school students of the University who met the criteria of selection are qualified to reside in the designated residence halls in a given semester or school year.

Office or Division		University Student Services Office		
Classification		Simple		
Type of Transactions:		G2C: Government to Citizen		
Who may avail?		Qualified and bona fide graduate, undergraduate and HS students of the VSU Main Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Admission for Freshmen and Transferees Original Dormitory Clearance for continuing and returning students Validated Certificate of Registration (COR)		Admission's Office Previous VSU-dorm occupant from Advisers or Assistant Advisers Private boarding houses resident from the Landlord or Landlady Registrar's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents requirements of	1.1.Checks the Application for	None	2 minutes	Dorm In-charge University



	Admission Form in terms of completeness of entry; or Checks the Clearance for any back account and/or favorable recommendation			Student Services Office
Application for Admission for the Freshmen and Transferees or Dormitory Clearance for Continuing and Returning students				
	from private boarding house landlord or landlady			
	1.2. Verifies from the guideline on qualification of the student applicant in terms of 12-km radius policy and/or evaluation rating	None	3 minutes	Dorm In-charge University Student Services Office
	1.3. Issues Dorm Application Form to qualified student applicant	None	2 minutes	Dorm In-charge University Student Services Office
2. Fills up the Dorm Application form properly and legibly	2.0 Checks the filled-up Dorm Application Form	None	2 minutes	Dorm In-charge University Student Services Office



3.Selects the dorm of his or her choice if slots are still available	3.0 Assigns the student to a particular dorm	None	10 minutes	Dorm In-charge University Student Services Office
	3.1 Instructs the student applicant to proceed to the Registrar encoder for encoding the dorm residence and then to the Cashier for payment	None	5 minutes	Dorm In-charge University Student Services Office
4.Proceeds to the Registrar encoder for dorm encoding	4.0 Encodes the assigned dorm	None	3 minutes	Encoder Office of the University Registrar
5.Proceeds to Cashier for dorm	5.0 Receives dorm payment	At least 50% to	2 minutes	Cashier Cash Division
payment in accordance to the dorm chosen and receives the issued OR	and issues Official Receipt (OR) of payment	full payment equivalent to one semester		
6.Presents the Dorm Application Form, OR of dormitory fee and the validated COR to the USSO	6.0 Receives and checks the validated COR and indicates the OR number of dorm payment in the Dorm Application Form	None	10 minutes	Dorm In-charge University Student Services Office



	7.Issues Dorm Admission Slip and the checklist of requirements on what to bring in the dormitory/cottage at the start	None	10 minutes	Dorm In-charge University Student Services Office
	8.Instructs qualified student to proceed to the dorm and submits the Dorm Admission Slip	None	3 minutes	Dorm In-charge University Student Services Office
7.Proceeds to dormitory and submits the Dorm Admission Slip for Room assignment	7.0 Receives Dorm Admission Slip from student and assigns a room	None	10 min	Advisers and/or Assistant Advisers
TOTAL		At least 50% to full payment equivalent to one semester	1 hour & 2 minutes	



13. Student Housing Job Request Application Service

The university maintains personnel to maintain the good condition of the VSU- operated student residence hall. Services and program of work of these personnel is scheduled through filing up of a job request through the USSO, by the dormitory or cottage Advisers or Assistant Advisers.

Office or Division	University Student Services Office (USSO)			
Classification	Simple			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	Advisers/Assistant Advisers of VSU-operated student residence halls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures from USSO and fills up a Job Request form	1.0 Receives filled up Job Request form and indicates control number	None	1 minute	Dorm In-charge University Student Services Office
	1.1 Verifies description of work and classify either Major or Minor Task.	None	10 minutes	Dean University Student Services Office
	1.2 Approves the Job Request form	None	5 minutes	Dean University Student Services Office
	1.3 Schedules the implementation of job request	None	10 minutes	Foreman University Student Services Office Dorm Maintenance
2. Signs as acceptance when the job request is completed	2.0 Complies the completed job request	None	2 minutes	Dorm In-charge University Student Services Office
TOTAL		None	27 minutes	



14. VSU-funded Scholarship and Grants Application Service

The university continuously allocated budget to support deserving students who qualify for scholarships and grants offered. Applicants are required to submit the necessary documents within two weeks from the start of classes for scholarships and one month for grants and non-academic financial privileges. The scholarships or grants are renewable every semester subject to the qualifications stipulated in the BOR approved guidelines. Qualifiers are given certificates or endorsement for the processing of their scholarship/grant benefits.

Office or Division	University Student Services Office			
Classification	Highly Technical			
Type of Transactions:	G2C: Government to Citizen			
Who may avail?	Bona fide undergraduate students of the VSU Main Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For New Applicants Duly accomplished application form Certified photocopy of High School Card for Freshmen/Report of grades for continuing students Certified photocopy of Birth Certificate Certified photocopy of validated Certificate of Registration (COR) Original copy of High School Certificate of Honors received for Honorific scholarship applicants B. For continuing scholars/grantees Certified photocopy of Report of Grades Certified photocopy of validated Certificate of Registration (COR)		USSO Student Financial and Assistance Section for Academic scholarship and grants or from Institute of Human Kinetics for Varsity Grants or from Culture and the Arts Center for Chorale and Dance Troupe Grants Office of the University Registrar Office of the University Registrar High School Principal Office of the University Registrar Office of the University Registrar		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the Client Logbook	1.1.Gives the Client Logbook and instruct student to sign 1.2.Interview the applicant to determine if	None	2 minutes	Student Financial Assistance Services In-charge University Student Services Office Director IHK



	he/she is qualified and if qualified, what category of scholarship or grant 1.3. Release the appropriate Application Form for scholarship or grant to presumed qualified applicant			or Head CAC
2. Fills up the Application Form for Scholarship or Grant and submits the filled-up form together with all other required supporting documents	2.1. Receives the filled-up form and checks that entries are properly written 2.2. Examines all the supporting documents submitted in terms of authenticity and completeness. Else, returns to the applicant all the submitted documents if not authentic and/or complete 2.3. Instructs the applicants to sign out in the Client Logbook	None	10 minutes	Student Financial Assistance Services In-charge University Student Services Office Student Financial Assistance Services In-charge University Student Services Office Student Financial Assistance Services In-charge University Student Services Office
3. Signs the Client Logbook and waits for the publication of results	3.1. Encodes the names of the applicants in the Tentative List of Scholars and Grantees 3.2. Verifies the grades of the applicants for the continuing students	None	30 days after the set deadline	Student Financial Assistance Services In-charge University Student Services Office Course In-charge Office of the University Registrar



	<p>Reviews the verified List of Applicants for scholarship or grant</p> <p>Endorses the Final List of Scholars and Grantees to the Office of the President</p> <p>Approves or disapproves the Final List of Scholars and Grantees</p>			<p>Undergraduate Scholarship Committee</p> <p>Undergraduate Scholarship Committee</p> <p>President OP</p>
4.Checks if application is approved or not	4.0 Publishes the approved Final List of Scholars and Grantees in conspicuous places	None	3 minutes	Student Financial Assistance Services In-charge University Student Services Office
5.Receives Scholarship Certificate and Benefit endorsement	5.0 Issues Scholarship Certificate and Endorsement for processing of scholarship/ grant benefits	None	5 minutes	Dean University Student Services Office & Student Financial Assistance Services In-charge University Student Services Office
TOTAL		None	30 days and 20 minutes	



RESEARCH AND EXTENSION



ECOLOGICAL FARM & RESOURCES MANAGEMENT INSTITUTE

INTERNAL SERVICES

1. Farm Visit and Briefing of Its Components

The Institute gives lecture/briefing on Integrated-Diversified Organic Farming Systems (IDOFs), natural farming inputs, and erosion control to visiting clients and tours them to the demo farm for actual observation.

Office or Division:		Ecological Farm & Resources Management Institute		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (2 copies)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the administrative office, signs in the clients' logbook	1. Gives the logbook and the feedback form to the client	None	3 Minutes	Frontline staff Ecological Farm & Resources Management Institute
2. Submits the request letter for farm visit	Receives the letter and hands it to the unit head for approval 2.2 If head approves the request, confirms the schedule	None	5 Minutes	Frontline staff and unit head Ecological Farm & Resources Management Institute
3. After the meeting, fills-up the feedback form and drops it to the designated drop box	3. Shows the drop box and thanks the clients for the visit	None	1 Minute	Frontline staff Ecological Farm & Resources Management Institute
	TOTAL:	None	9 Minute	



2. Request for Training

The Institute gives training on Integrated-Diversified Organic Farming Systems, natural farming inputs, and soil erosion control.

Office or Division:		Ecological Farm & Resources Management Institute		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (2 copies)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceeds to the administrative office and signs in the clients' logbook	1. Gives the logbook and the feedback form to the client	None	3 Minutes	Frontline staff Ecological Farm & Resources Management Institute
2. Submits request letter for training	2.Receives the request letter and hands it to the unit head for approval and confirmation	None	5 Minutes	Frontline staff and unit head
	Refers client to technical staff for pre-training assessment	None	10 Minutes	Technical staff Ecological Farm & Resources Management Institute
3. After the meeting, fills-up and drops the feedback form to the designated drop box	3. Shows the drop box and thanks the clients for the visit	None	1 Minute	Frontline staff Ecological Farm & Resources Management Institute
	Total	None	19 Minutes	



3. Sale of Organic Fertilizers and Concoctions

The Institute produces and sells organic fertilizers and concoctions which helps ameliorate depleted soils.

Office or Division:		Ecological Farm & Resources Management Institute		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order form (2 copies)		Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceeds to the administrative office, signs in the clients' logbook	1. Gives the logbook, feedback form, and the price list to the client Prices of organic fertilizers: IMO6 - PHP 7.00/kg Vermicompost - PHP 8.00/kg Prices of concoctions: IMO2-PHP 130.00/li FPJ - PHP130.00/li FFJ - PHP 130.00/li FAA – PHP 150.00/li Lactate Bacteria Serum- PHP 200.00/li OHN – PHP 180.00/li	None	3 Minutes	Frontline staff
2.Fills-up and submits Order Form	2. Receives order form and issue Order of Payment	None	3 Minutes	Frontline staff
3. Pays for the requested fertilizer/s or concoction/s	3. Gives direction to the client where to pay	None	30 Minutes	Cashier
4. Presents the official receipt	4. Checks and records the official receipt	None	2 Minutes	Frontline staff
	Gives direction to the demo farm from where the paid items can be collected	None	2 Minutes	Frontline staff
5. Before leaving, fills-up and drops the feedback form to the designated drop box	5. Shows the drop box and thanks the client for transacting with the office	None	1 Minute	Frontline staff

	Total:	None	41 Minute	
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4. Technology Consultation

The Institute gives information on Integrated-Diversified Organic Farming Systems (IDOFS) to client through consultation.

Office or Division:		Ecological Farm & Resources Management Institute		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the administrative office, signs in the clients' logbook and states the subject for consultation.	1. Gives the logbook and the feedback form to the client and refers the client either to the unit head or to the technical staff	None	3 Minutes	Frontline staff
2. Asks information about the technology	2. Gives information on the technology	None	15 Minutes	Unit head or technical staff
3. After the meeting, fills- up and drops the feedback form to the designated drop box	3. Shows the drop box and thanks the clients for the visit	None	1 Minute	Frontline staff
	TOTAL:		19 minuets	



National Coconut Research Center - Visayas



1. Availment of Coconut Planting Materials and Young Buko

This refers to the procedure in buying coconut seednut and seedling.

Office or Division:	National Coconut Research Center - Visayas
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any interested clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

PRODUCT	Document Requirements	Rate/Price*
1. Coconut Seednut	None	20.00/pc
2. Coconut Seedling	None	30.00/pc

*May change subject to increase of cost of production.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts Nursery In-charge and arranges for the purchase of needed product(s)	1. Determines availability of needed product(s) and prepares it/then for release	None	10 minutes	Production Section Head/ Science Research Assistant (National Coconut Research Center)
2. Pays the product(s) when available	2. Prepares/issues the official receipt and permit to carry	Please see above products and price	15 minutes	Production Section Head/ Science Research Assistant (National Coconut Research Center)
3. Withdraw/Obtain s the purchased product(s), official receipt and permit to carry	3. Releases purchased product(s) together with official receipt and permit to carry	None	1 hour	Production Section Head/ Science Research Assistant (National Coconut Research Center)
4. Makes reservation when product(s) is/are not yet available	4. Lists the reservation	none	5 minutes	Production Section Head/ Science Research Assistant (National Coconut Research Center)
	Total:	Please see above products and price	1 hour and 30 minutes	

2. Availment of Coconut Food Products

This refers to the procedure in buying various coco food products of NCRC-Visayas.

Office or Division:	National Coconut Research Center - Visayas	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Any interested customer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		N/A
Product	Document Requirements	Rate/Price*
1. Cocofresh (330 ml)	none	25.00/bottle
2. Coco Vinegar (330 ml)	none	20.00/bottle
3. Coco Vinegar (1500 ml)	none	50.00/bottle
4. Coco Vinegar (1750 ml)	none	60.00/bottle
5. Makapuno Balls (250 g)	none	90.00/bottle
6. Makapuno Balls (350 g)	none	120.00/bottle
7. Makapuno Biscotti (100 g)	none	40.00/pack
8. Makapuno Biscotti (200 g)	none	80.00/pack
9. Makapuno Ice Cream (1 cup)	none	15.00/cup
10. Makapuno Ice Cream (1/2 gal)	none	250.00/half-gal
11. Makapuno Ice Cream (1 gal)	none	400.00/gal
12. Makapuno Macaroons (85 g)	none	40.00/pack
13. Makapuno Macaroons (170 g)	none	70.00/pack
14. Makapuno Mango Jam (250 g)	none	70.00/bottle
15. Makapuno Mango Jam (350 g)	none	90.00/bottle
16. Makapuno Strips (250 g)	none	70.00/bottle
17. Makapuno Strips (350 g)	none	90.00/bottle
18. Virgin Coconut Oil (330 ml)	none	180.00/bottle

*May change subject to increase of cost of production.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts In-charge and arranges for the purchase of needed product(s)	1. Determines availability of needed food product(s) and prepares it/then for release	none	5 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
2. Pays the product(s) when available	2. Prepares/issues the official receipt	Please see above products and price	5 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
3. Obtains the purchased food product(s) and official receipt	3. Releases purchased product(s) together with official receipt	none	5 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
4. Makes reservation when product(s) is/are not yet available	4. Takes down the reservation	none	5 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
	Total:	Please see above products and price	20 minutes	



3. Availment of Intercrop Planting Materials

This refers to the procedure in buying banana, pineapple suckers, and potted black pepper cuttings.

Office or Division:	National Coconut Research Center - Visayas
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any interested clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

Product	Document Requirements	Rate/Price*
1. Banana sucker	None	25.00/pc
2. Pineapple sucker	None	5.00/kilo
3. Potted black pepper cutting	None	30.00/kilo

*May change subject to increase of cost of production.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts In- charge and arranges for the purchase of needed product(s)	1. Determines availability of needed product(s) and prepares it/then for release	none	15 minutes	Cultural Management Section Head/ Science Research Assistant (National Coconut Research Center)
2. Pays the product(s) when available	2. Prepares/issues the official receipt and permit to carry	Please see above products and price	5 minutes	Cultural Management Section Head/ Science Research Assistant (National Coconut Research Center)
3. Obtains the purchased product(s), official receipt and permit to carry	3. Releases purchased product(s) together with official receipt and permit to carry	none	5 minutes	Cultural Management Section Head/ Science Research Assistant (National Coconut Research Center)
4. Makes reservation when product(s) is/are not yet available	4. Lists the reservation	none	5 minutes	Cultural Management Section Head/ Science Research Assistant (National Coconut Research Center)
	Total:	Please see above products and price	30 minutes	

4. Availment of Makapuno Seedlings/Seednuts/Meat

This refers to the procedure in buying Makapuno seedling, nut, and meat.

Office or Division:	National Coconut Research Center -Visayas
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any interested clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

Product	Document Requirements	Rate/Price*
1. Makapuno seedling	None	400.00/pc
2. Makapuno nut	None	25.00/kilo
3. Makapuno meat	None	60.00/kilo

*May change subject to increase of cost of production.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts Makapuno Project In-charge and arranges for the purchase of needed product(s)	1. Determines availability of needed product(s) and prepares it/then for release	None	30 minutes	Makapuno Lab In-charge/ Science Research Assistant (National Coconut Research Center)
2. Pays the product(s) when available	2. Prepares the official receipt and permit to carry	Please see above products and price	15 minutes	Makapuno Lab In-charge/ Science Research Assistant (National Coconut Research Center)
3. Obtains the purchased product(s), official receipt and permit to carry	3. Releases purchased product(s) together with official receipt and permit to carry	None	5 minutes	Makapuno Lab In-charge/ Science Research Assistant (National Coconut Research Center)
4. Makes reservation when product(s) is/are not yet available	4. Lists the reservations	None	5 minutes	Makapuno Lab In-charge/ Science Research Assistant (National Coconut Research Center)
	Total:	Please see above products and price	55 Minutes	

5. Hands-on Training

This refers to the procedure in the availment of the following hands-on trainings conducted by NCRC-Visayas:

1. Coconut Production Management and coconut-based farming system.
2. Production and selection of good quality coconut planting materials.
3. Establishment and management of coconut seedling nursery.
4. Making quality copra and coco-shell charcoal.
5. Fabrication and use of upland power weeder.
6. Utilization of coco-shell charcoal for palay drying.
7. Makapuno embryo culture.
8. Controlled coconut pollination
9. Processing coconut/makapuno based food products e.g. makapuno strips, makapuno mango jam, makapuno balls, makapuno spread, makapuno macaroons, and makapuno biscotti.
10. Processing of Virgin coconut oil by fermentation.

Production of Biological control agents (Parasitoids) against Coconut leaf beetle (*Brontispa longissima* Gestro)

Office or Division:		National Coconut Research Center - Visayas		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Any interested clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request (1 original)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts In-charge and presents approved letter request	Discusses details of training with clients Notice of meeting Minutes of meeting w/ training team Training needs assessment Training design Schedule of training	None	20 minutes	Training In-charge/ Administrative Staff (National Coconut Research Center)
2. Undergoes training	Training proper Orientation/ Training expectations/Hands-on training	None	5 days	Training In-charge/ Training Team (National Coconut Research Center)
	Total:	None	5 days and 20 minutes	



6. Non-Food Coconut Products Processing Facilities (Copra Dryer, Charcoal-Powered White Copra Dryer and Other Mechanized Equipment. Hands-on Training

This refers to the procedure in the availment of the non-food coconut products hands-on trainings.

Office or Division:	National Coconut Research Center - Visayas			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requests		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact In-charge and present approved letter request	1. Discusses about the equipment	None	10 minutes	Non-food Section Head/ Science Research Assistant (National Coconut Research Center)
2. Actual observation of the products or equipment	2. Demonstrates mechanics and functioning of the equipment and the products	None	30 minutes	Non-food Section Head/ Science Research Assistant (National Coconut Research Center)
	3. Answer and clarifies inquiries and questions	None	5 minutes	Non-food Section Head/ Science Research Assistant (National Coconut Research Center)
	Total:	None	45 minutes	

7. Orientation of Coconut Food Processing Laboratory Service Information

This refers to the procedure in the availment of service on orientation of various coconut food products' general processing flow and the laboratory safety measures observed

Office or Division:	National Coconut Research Center - Visayas			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requests		Clients		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts In-charge and presents approved letter request	1. Discusses house rules, i.e. safety in the laboratory	None	15 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
2. Tours in the laboratory	2. Orients, demonstrates to the visitors the processing flow and other details	none	30 minutes	Coco-food Processing Section Head/Science Research Assistant (National Coconut Research Center)
	Total:	None	45 Minutes	



Extension Office

**Endorsement/Approval of Extension Project
Proposal, Consultancy Services, Availing Trainings
Services, Communication Materials, VSU TVET
Program**



1. Appointment of Project/Study Leaders/Extension Communicators

This refers to the procedure in the appointment of project/study leaders/extension communicators.

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	VSU faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire Appointment Format template	1. Release appointment format template and make necessary clarifications if needed	None	2 minutes	M&E in charge (Office of the Vice-President for Research and Extension)
2. Department/Centers/Institute, recommends/submits the appointment of the project/component/study leaders, using the appointment format template to the director for Extension and VP for RDE.	2. Act/approve the recommendation letter and return it to the client.	None	3 days	Director for Extension (Office of the Vice-President for Research and Extension)
3. Department/Centers/Institute, writes the endorsement letter of the approved project/component/study leader signed by the VP for RDE, addressed to the University President. Attached the approved appointment letter from step 2.	3. VP for RDE signed the endorsement letter and return it to the client for submission to the Office of the President.	None	1 day	Vice President for Research and Extension (Office of the Vice-President for Research and Extension)
	Total:	None	4 days and 2 minutes	



2. Availing Consultancy Services/ Technical Assistance

This refers to the procedure in availing consultancy services/Technical assistance

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business			
Who may avail:	LGU, Business Entities, NGOs, NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant/Client submits Letter of Intent to the Director for Extension	1.1. Acts on request(s) by sending a response thru letter via Email/fax or phone call. 1.2. Route the request to the appropriate expert/department/ research center.	None	3 days	M&E in Charge (Office of the Vice-President for Research and Extension) Director for Extension
2. Check if request is granted.	2.1. Check if the request is accommodated and write/call back the requesting client if request is granted or not. 2.2. If request is approved/granted the M&E in charge will refer the requesting client to the Expert/ Department/ Research Center	None	1 day 5 minutes	M&E In Charge (Office of the Vice-President for Research and Extension) M&E In Charge (Office of the Vice-President for Research and Extension)
	Total:	None	4 days and 5 minutes	



3. Availing the Training Services (Programmed)

This refers to the procedure in availing the training services programmed.

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business, G2G- Government to Government			
Who may avail:	LGUs, NGAs, NGOs, Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Department/ Institute/ Research Center Acquires the template for Training Needs Assessment	1. Release the official template for Training Needs Assessment and make necessary clarifications if needed	None	1 day	M&E in Charge (Office of the Vice-President for Research and Extension)
2. Department/ Institute/ Research Center conducts training needs assessment and submit results and Training design to the Director for Extension	2. 1. Review and evaluate TNA results and Training design and make clarifications, if necessary	None	7 days	Director for Extension (Office of the Vice-President for Research and Extension)
3. Department/ Institute/ Research Center submits training design/activity proposal to the director for extension and other concerned department/centers	3.1. Check the following: a. Proper accomplishment of the form b. Completeness of much needed data i.e. attachment of activity proposal, funding, and MOA/MOU if necessary	None	3 days	Training Coordinator (Office of the Vice-President for Research and Extension)



4. Department/ Institute/ Research Center Acquires the Official Forms used for Conducting a Training (Pre- test/Post-test, Participants Profile, Individual Resource Person Evaluation Form, and the Training Evaluation Form)	4.1. Release the Forms for Training Services and make necessary clarifications if needed.	None	1 day	M&E in Charge (Office of the Vice- President for Research and Extension)
5. Department/ Institute/ Research Center conducts training as scheduled	5.1. Extension staff: -Facilitates Training - Documents Training -Evaluates Training	None	Depends on the days of training to be conducted	Training Coordinator (Office of the Vice- President for Research and Extension)
6.Department/ Institute/ Research Center submits Training Accomplishment Report to the Director for Extension	6.1. Keep/compile the Training accomplishment report	None	7 days after the training	M&E in Charge (Office of the Vice- President for Research and Extension)
	Total:	None	22 days	



4. Availing the Training Services (Requested)

This refers to the procedure in Availing the Training Services (Requested)

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business			
Who may avail:	LGUs, NGAs, NGOs Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/Client submits Training Request to the Director for Extension	1.1. Act on request(s) by sending a response thru letter via Email/fax or phone call. 1.2. Route the request to the appropriate department/institute research center.	None	3 days	M&E in Charge (Office of the Vice-President for Research and Extension) Director for Extension
2. Check if request is granted.	2.1. Check if the request is accommodated and write/call back to the requesting client. 2.2 If request is approved, the M&E in charge will refer the requesting client to the Department/ Institute/ Research Center	None	1 day	M&E In Charge (Office of the Vice-President for Research and Extension)
3. Department/ Institute/ Research Center Acquires the Official Forms used for Conducting a Training (Pre- test/Post-test, Participants Profile, Individual Resource Person Evaluation Form, and the Training Evaluation Form)	3.1. Release the Forms for Training Services and make necessary clarifications, if needed.	None	1 day	M&E in Charge (Office of the Vice-President for Research and Extension)
4. Department/ Institute/ Research Center conducts training as schedule	4.1 Extension staff: -Facilitate Training - Document Training -Evaluate Training	None	18 days	Training Coordinator (Office of the Vice-President for Research and Extension)



5.Department/ Institute/ Research Center submits Training Accomplishment Report to the Director for Extension	5. 1. Keep/compile the Training accomplishment report	None	7 days after the training	M&E in Charge (Office of the Vice-President for Research and Extension)
	Total:	None	20 Days	



5. Communication Materials Production

This refers to the procedure for the production of communication materials

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	VSU faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conducts needs assessment for production of Communication materials.	1.1. Release template for Needs assessment of communication materials	None	7 days	Extension DRC (Office of the Vice-President for Research and Extension)
2. Submits result of needs assessment/ Request for production of communication materials	2.1. Review and evaluate request and make clarifications, if necessary	None	3 day	IEC Specialist (Office of the Vice-President for Research and Extension)
	2.2. Approves production of Communication Materials	None		Director for Extension (Office of the Vice-President for Research and Extension)
3. Submits needed data and information i.e. Name of Technology, process, etc.	3.1. Designs/Create communication material 3.2. Produce prototype	None	18 days	IEC Specialist (Office of the Vice-President for Research and Extension)
4. Pretest communication materials	4.1. Revise communication materials based on the pretest results	None	7 days	IEC Specialist (Office of the Vice-President for Research and Extension)
5. Mass produce communication materials	5.1. Facilitate production of communication materials	None	7 days	IEC Specialist (Office of the Vice-President for Research and Extension)
	Total	None	42 days	



6. Endorsement/Approval of Extension Project Proposal

Call for proposals from VSU come any time during the year. The OVPRE records and blogs receipt of incoming proposals in checks for any duplications. Proposals are reviewed based on thrusts, objectives and priorities of VSU.

Office or Division:		Office of the Vice-President for Research and Extension		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		VSU faculty members and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire Proposal Format template	1. Release proposal format template and make necessary clarifications if needed	None	2 minutes	M&E in charge (Office of the Vice-President for Research and Extension)
2. Submit draft of extension project proposal	2.1 Check/review on the following: Completeness of the proposal Validity of the proposal Acceptability of the proposal	None	7 days	Extension director
	2.2. If proposal is approved, write letter informing the client of the status of their proposal	None		Extension Clerk
	2.3. If with corrections, the proposal is returned to the proponent for revision and must be returned within 7 days upon receipt.	None	7 days	Proponents
3. Approval of Proposal	3.1. Approves proposal and sub-allot funds of project	None	1 day	Director for Extension (Office of the Vice-President for Research and Extension)
	Total:	None	15 days and 2 minutes	



7. VSU-TVET Program

This refers to the procedure VSU-TVET Program

Office or Division:	Office of the Vice-President for Research and Extension			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Community People (youth, OSY, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant inquires on available courses offered by the VSU-TVET	1.1. Brief on the VSU-TVET course offerings 1.2. Provide list of VSU-TVET Training courses offered and its respective requirements	None	5 minutes	TVET Registrar
2. Applicant takes the Career Profiling Examination (YP4SC)	2.1.Administer the YP4SC Examination	None	1 hour	TVET Coordinator
3. Applicant enroll in his/her chosen TVET course	3.Fill up application form.	None	15 minutes	TVET Registrar
	Accept all enrollment requirements		2 days	TVET Registrar
	Medical check-up		1 day	VSU Hospital
	3.4 Pay tuition at the Cashier's office		4 minutes	VSU Cashier
	3.5. Validate enrollment		15 minutes	TVET Registrar
	Total:	None	3 days, 1 hours and 39 minutes	



Philippine Root Crop Research and Training Center

1. Request for Hands-on Trainings

CASL also conducts hands-on trainings for students and researchers on a case- to-case basis.

Office or Division:	Philippine Root Crop Research and Training Center			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business, G2C-Government to Citizen, G2G- Government to Government,			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Request Form (TRF)		Central Analytical Services Laboratory (CASL)		
Visitors' Logbook Customer Satisfaction Form		Administrative Division - PhilRootcrops		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Training Inquiry / Training Request 1.0 Proceeds to the Administrative Office and relays his/her concerns	1. In-charge welcomes the visitor and inquires the client's purpose of the office visit	None	5 minutes	Front Desk Clerk Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)
2.1 Signs in the Visitors Logbook	2.1 In-charge Facilitates the signing of the visitor in the Visitors Logbook 2.2 In-charge calls staff from CASL to entertain the request of the visitor/client	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)
Consults the researcher- faculty / staff regarding his/ her concern Re: training requests / training inquiry Fills-up the training request form	Research chemist / Science Res. Specialist conducts consultation meeting with the requesting client In-charge sees to it that all the necessary details in the form are properly filled-up by the visitor / client	None	30 minutes	CASL Science Research Assistant Science Research Specialist / Research Chemist CASL

4.0 Fills-up the Customer Satisfaction Form	4.0 In- charge sees to it that the form is filled-up and dropped at the designated box	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)
Actual Conduct of the Training 5.1. Client attends the training proper	Training staff prepares necessary materials and logistics for the conduct of the training Training team conducts the training	Training Fee Training fee is at 1,800.00/ day inclusive of food and accommodation, training kits, demo materials, demo materials, others	By arrangement	Cashier CASL Staff CASL Administrative Office Training Team
6.0 Client pays the training fee	6.0 Issues official receipt for the training fee		5 minutes	CASL Staff CASL (Philippine Root Crop Research and Training Center)
7.0. Fills-up the Customer Satisfaction Form	7.0 In-charge sees to it that the form is filled-up and dropped at the designated box	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)
	Total:	None	55 minutes	



2. Request for Laboratory Orientation

ASL accepts laboratory orientation for visitors like students, researchers, staff/ personnel from other SCUS and other government agencies and interested clientele.

Office or Division:	Philippine Root Crop Research and Training Center			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business, G2C- Government to Citizen, G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitors' Logbook Customer Satisfaction Form		Administrative Division - PhilRootcrops		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients</u> 1. Proceed to the Administrative Office and relays his/her concerns	1. In-charge welcomes the visitor and inquires his/her purpose of the office visit	None	2 minutes	Front Desk Clerk Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)
2.1 Signs in the Visitors Logbook	2.1 In-charge facilitates the signing of the visitor in the Visitors Logbook 2.2 In-charge calls staff from CASL to entertain the request of the client	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer Senior Agriculturist (Philippine Root Crop Research and Training Center)
3.0 Clients attends to the laboratory orientation	3.1 In-charge conducts laboratory orientation 3.2 Orient visitors about the functions and facilities of the laboratory	None	30 minutes	CASL Science Research Assistant Science Research Specialist / Research Chemist CASL (Philippine Root Crop Research and Training Center)
	3.3 Demonstrates the operation & use of equipment			

4.0. Fills-up the Customer Satisfaction Form	4.0 In-charge sees to it that the form is filled-up and dropped at the designated box	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer Administrative Office
	TOTAL		42 minutes	

3. Testing & Analysis of Biological & Environmental Samples

The Central Analytical Services Laboratory (CASL) caters to the research needs of the students, researchers from SCUs and other institutions, NGOS, private organizations, entrepreneurs and other interested clientele) through the conduct of soil, water and plant tissue analysis. Cost of the analysis varies depending upon the request.

Parameter	BSW M	FNRI- DOST	ITDI- DOST	SEAFD EC /AQD	CAF S- ASI	DOPAC		CAS L (Old rate)	CASL-APPROVED		
Soil Analysis						Students/ Research ers	Outsid ers		Stude nts	Resear ch	Outsid ers
pH	100.0	-	-	225.00	80.00	110.00	150.00	50.00	110.0	110.00	150.00
Organic	0	-	-	320.00	210.0	-	-	150.0	0	225.00	300.00
Matter	250.0	-	-	-	0	300.00	500.00	0	150.0	300.00	500.00
Total	0				270.0			150.0	0		
Nitrogen	250.0	-	-	-	0	-	-	0	300.0	225.00	400.00
Available P	0	-	-	430.00	-	-	-	0	0	225.00	400.00
(Bray 2)					115.0			150.0			
(Olsen)	250.0	-	-	-	0	500.00*	1000.0	0	150.0	500.00	1000.0
Exchangea	0				-		0*	150.0	0	*	0*
ble	250.0	-	-	425.00(500.00*		0	150.0		
(K, Na, Ca,	0	-	-	Fe	170.0	-	1000.0	0	0	500.00	1000.0
Mg)		-	-	-	0*	-	0*	200.0	0	*	0*
Micronutrie	160.0	-	-	-	-	-	-	0*	500.0	300.00	400.00
nts	0*	-	-	-	280.0	-	-	0*	0*	300.00	400.00
(Fe, Mn,		-	-	400.00	0*	-	-	200.0		300.00	400.00
Cu, Zn)	160.0	-	-	-	-	-	-	0*	500.0	300.00	400.00
Nitrogen	0*	-	-	-	-	100.00	-	100.0	0*	300.00	400.00
(NH3)	250.0			310.00	210.0		-	0	200.0	300.00	400.00
Nitrogen	0				0		300.00	100.0	0	100.00	300.00
(N03-N)	400.0				170.0			0	200.0		
Extractable	0				0			150.0	0		
Al	250.0				375.0			0	200.0		
Extract.	0				0			150.0	0		
Sulfate	250.0				270.0			0	200.0		
CEC	0				0			200.0	0		
Texture	300.0				80.00			0	200.0		
Moisture	0							150.0	0		
	300.0							0	200.0		
	0							75.00	0		
	100.0							0	100.0		
	0							0	0		
Plant/Non Soil/Food Analysis											
Chlorophyll	-	-	-	465.00	-	-	-	150.0	200.0	300.00	400.00
Total	250.0	1000.	1120.0	665.00	270.0	300.00	500.00	0	0	300.00	500.00



Nitrogen	0	00	0	1240.00	0	-	-	150.0	300.0	300.00	400.00
Total	300.0	-	1920.0	835.00(90.00	500.00*	1000.0	0	0	500.00	1000.0
Phosphorus	0	900.0	0	Ca	270.0	500.00*	0*	200.0	200.0	*	0*
Total	250.0	0*	1920.0	only)	0*	-	1000.0	0	0	500.00	1000.0
Minerals	0*	900.0	0*	-	-	-	0*	200.0	500.0	*	0*
Trace	160.0	0*	1920.0	785.00	-	300.00	-	0*	0*	225.00	300.00
elements	0*	-	0*	540.00	-	-	-	200.0	500.0	300.00	400.00
Organic C	250.0	-	-	-	-	200.00	700.00	0*	0*	300.00	700.00
Crude fiber	0	960.0	1380.0	275.00	-	110.00	-	150.0	150.0	300.00	400.00
Crude fat	-	0	0	-	270.0	100.00	300.00	0	0	300.00	300.00
Carbohydrates	-	-	1200.0	310.00	0	-	150.00	150.0	200.0	110.00	150.00
Ash	-	550.0	0	-	-	-	300.00	0	0	100.00	300.00
pH	-	0	1200.0	-	80.00	-	-	100.0	300.0	-	-
Moisture	100.0	325.0	0	-	-	-	-	0	0	-	-
	0	0	550.00	-	-	-	-	200.0	200.0	-	-
	100.0	400.0	325.00	-	-	-	-	0	0	-	-
	0	0	400.00	-	-	-	-	75.00	200.0	-	-
				-	-	-	-	50.00	0	-	-
				-	-	-	-	75.00	110.0	-	-
				-	-	-	-	0	0	-	-
				-	-	-	-	100.0	0	-	-

Office or Division:	Philippine Root Crop Research and Training Center			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business, G2C- Government to Citizen, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for soil, water and plant tissue analysis		Extension and Socioeconomics Division (ESED)-PhilRootcrops		
Visitors' Logbook Customer Satisfaction Form		Administrative Division - PhilRootcrops		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Administrative Office and relays his/her concerns	1. In-charge welcomes the visitor and inquires his/her purpose of the office visit	None	5 minutes	Front Desk Clerk Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center)

2.1 Signs in the Visitors Logbook	2.1 In-charge facilitates the signing of the visitor in the Visitors Logbook 2.2 In-charge calls staff from the CASL to entertain the request of the visitor/client	None	5 minutes	Front Desk Clerk Administrative Staff / Administrative Officer (Philippine Root Crop Research and Training Center) Administrative Office CASL Science Research Assistant Science Research Specialist / Research Chemist CASL
3.1 Fills-up the request form (PRF)	3.1 In-charge sees to it that at the necessary details in the form are properly filled-up by the visitor / client	None	15 minutes	CASL Science Research Assistant Science Research Specialist / Research Chemist CASL (Philippine Root Crop Research and Training Center)
3.2 Submit samples and fills up request form	3.2 In-charge codes samples and record in the logbook 3.3 In-charge issues charge invoice			
4.1 Client waits for the release of the analysis	4.1 Research chemist analyzes the submitted samples	None	Depending upon the agreement of the client and the research chemist	CASL Science Research Assistant Research Chemist CASL
4.1 Processes payment of the samples submitted	4.1 In-charge issues official receipt for the said materials 4.2 payment can be in cash / checks or checks through processed vouchers 4.3 Releases	Please see above products and price	10 minutes	CASL SRA Research Chemist CASL (Philippine Root Crop Research and Training Center)

	the results			
5.0 Fills-up the Customer Satisfaction Form	5.0 In-charge sees to it that the form is filled-up and dropped at the designated box	None	5 minutes	Front Desk Officer Administrative Staff / Administrative Officer Administrative Office (Philippine Root Crop Research and Training Center)
	TOTAL:	Please see above products and price	40 minutes	



Renewable Energy Research Center



1. Borrowing of Accreditation Documents

This service refers to borrowing of accreditation documents.

Office/Division:	Renewable Energy Research Center (RERC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	VSU Faculty, Staff, and Students			
Checklist of Requirements		Where to Secure		
Approved Letter Request		Client's Department/Office/Unit		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of accreditation documents to borrow at the Public Assistance Desk	1. Check availability of accreditation documents and give further instructions	None	3 minutes	Administrative Aide Renewable Energy Research Center
2. Sign in the Documents Log Sheet	2. Provide client the Documents Log Sheet	None	3 minutes	Administrative Aide Renewable Energy Research Center
3. Receive the documents	3. Release documents	None	5 minutes	Administrative Aide Renewable Energy Research Center
4. Return borrowed documents	4. Receive and check the returned documents	None	10 minutes	Administrative Aide Renewable Energy Research Center
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Renewable Energy Research Center
TOTAL		None	26 minutes	



2. Borrowing of Office Equipment/Tools

This service refers to borrowing office equipment and/or tools such LCD projector, sound system, extension wire, microphone among others.

Office/Division:		Renewable Energy Research Center (RERC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		VSU Faculty, Staff, and Students		
Checklist of Requirements		Where to Secure		
None		N.A.		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of equipment/tools to borrow at the Public Assistance Desk	1. Check availability of equipment/tools and give further instructions	None	3 minutes	Administrative Aide Renewable Energy Research Center
2. Sign in the Office Equipment/Tools Borrower's Log Sheet	2. Provide client the Equipment/Tools Borrower's Log Sheet	None	3 minutes	Administrative Aide Renewable Energy Research Center
3. Receive the equipment/tools	3. Release equipment/tools to client	None	5 minutes	Administrative Aide Renewable Energy Research Center
4. Return borrowed equipment/tools	4. Receive and check the returned equipment/tools	None	10 minutes	Administrative Aide Renewable Energy Research Center
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Renewable Energy Research Center
TOTAL		None	26 minutes	



3. Borrowing of Laboratory Instruments/Equipment

This service refers to borrowing of instruments/equipment as part of Instruction such surveying instrument, electrical tools, etc.

Office/Division	Renewable Energy Research Center (RERC)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	VSU Faculty, Staff, and Students			
Checklist of Requirements		Where to Secure		
None		N.A.		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of equipment/tools to borrow at the Public Assistance Desk	1. Check availability of equipment/tools and give further instructions	None	3 minutes	Administrative Aide Renewable Energy Research Center
2. Sign in the Laboratory Equipment/Tools Borrower's Log Sheet	2. Provide client the Equipment/Tools Borrower's Log Sheet	None	3 minutes	Administrative Aide Renewable Energy Research Center
3. Receive the equipment/tools	3. Release equipment/tools to client	None	5 minutes	Administrative Aide Renewable Energy Research Center
4. Return borrowed equipment/tools	4. Receive and check the returned equipment/ tools	None	10 minutes	Administrative Aide Renewable Energy Research Center
5. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	5. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Renewable Energy Research Center
TOTAL		None	26 minutes	



4. Request on the Use of Facilities

This service refers to the use of facilities such as classroom, laboratory room, conference room, and library.

Office/Division:	Renewable Energy Research Center (RERC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	VSU Faculty, Staff, and Students			
Checklist of Requirements		Where to Secure		
Approved Activity Permit for student activities		University Student Services Office (USSO)		
Approved letter request for non-CET personnel		Client's Department/Unit		
Approved Form No. FM-VPI-31		Client's Department/Unit		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire availability of the facility at the Public Assistance Desk	1. Check availability of facility and give further instructions	None	3 minutes	Administrative Aide Renewable Energy Research Center
2. Fill-up Form No. FM-VPI-16	2. Provide client the Form No. FM-VPI-16	None	3 minutes	Administrative Aide Renewable Energy Research Center
3. Submit completed forms and other requirements and wait for further instructions	3. Evaluate form and requirements and process approval of FM- VPI-16 and give instructions on the proper room utilization	None	20 minutes	Administrative Aide Renewable Energy Research Center
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Renewable Energy Research Center
TOTAL		None	31 minutes	



5. Signing of Documents

This service refers to all documents endorsed to the Center that requires the signature of the Director such as clearance (except clearance for graduating students) among others.

Office/Division	Renewable Energy Research Center (RERC)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	All			
Checklist of Requirements		Where to Secure		
None		N.A.		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the document/s to the Public Assistance Desk for initial assessment and verification	1. Evaluate the documents submitted and give further instructions	None	3 minutes	Administrative Aide Renewable Energy Research Center
2. Sign in the Client Logsheet in the office entrance/ counter	2. Instruct the client to fill-up the Client Logsheet	None	3 minutes	Administrative Aide Renewable Energy Research Center
3. Wait for further instruction/s	3. Have the document signed by concerned person and/or give further instruction/s	None	15 minutes	Administrative Aide Renewable Energy Research Center
4. Fill-up the Customer Satisfaction Form and drop the form in the box near the office entrance	4. Instruct the client to fill-up the Customer Satisfaction Form and drop it in the box	None	5 minutes	Administrative Aide Renewable Energy Research Center
TOTAL		None	26 minutes	



**Visayas Consortium for Agriculture, Aquatic
and Natural Resources Program (ViCARP)
Office**

**Review/Evaluation and Endorsement of Project
Proposal, Monitoring and Evaluation of RDE
projects of the ViCARP network, Availing of
Trainings Services, Production and
Distribution of IEC Materials**



1. Availing the Training Services

This service refers to the training services availment.

Office or Division:	Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ViCARP member agency (ies) to send letter request to ViCARP office	1.1. Call for a meeting with concerned faculty/staff to conduct the training	None	2 hours	ViCARP Director/Capability Building Coordinator
2. Inquire on the status	2.1. Training team will develop module specific to the requested training	None	5 days	Training Team
3. Inquire ViCARP on the arrangements	3.1. Finalize schedule of the training depending on the availability of RPs, venue and lodging facilities	None	1 hour	ViCARP Staff
4. Provide counterpart funds if necessary	4.1 Facilitate and document the activities and preparations before and during the conduct of the training	None	Depending on the number of days of the training	ViCARP Staff
	Total	None	5 days and 3 hours	



2. Endorsement of Project Proposals to Funding Agencies

This service refers to the Endorsement of Project Proposals to Funding Agencies

Office or Division:	Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit revised proposal based on RCT	1.1. Review proposal to make sure that the comments and suggestions by the RCT are incorporated	None	1 day	R & D Coordinator/ Consortium Director
	1.2 Prepare endorsement letter to funding agency	None	5 minutes	ViCARP Staff Consortium Director
2. Received a copy of the endorsement letter	2.1 Send proposal to funding agency	None	30 minutes	ViCARP Staff
	TOTAL	None	1 day and 31 minutes	



3. Facilitate in the monitoring and evaluation of RDE projects in the ViCARP network

This service refers to the monitoring and evaluation of RDE projects in the ViCARP network

Office or Division:	Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to ViCARP to assist in the conduct of RDE cluster review	1.1. Meeting with concerned member-agency (ies) for the planning	None	1 day	ViCARP Secretariat
2. Coordinate with the participating agencies	2.1. Contact possible evaluators for the RDE review	None	2 days	ViCARP Secretariat
3. Spearhead/Facilitate in the conduct of the cluster RDE review and RDE Symposia	3.1 Provide evaluators and secretariat during the review proper	None	2 days	ViCARP Director
4. Receive Outputs During the Cluster RDE Review	4.1 Provide the concerned researchers with the evaluators' comments and suggestions	None	1 day	ViCARP Secretariat
	Total	None	6 days	



4. Monitoring and Provision of Technical Assistance to Member- Agencies

This service refers to the Monitoring and Provision of Technical Assistance to Member- Agencies

Office or Division:	Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.ViCARP Member-Agency(ies) to send letter request to ViCARP	1.1 Assess /Check the nature of assistance requested	None	1 hour	ViCARP Director
2. Follow-up status of requests/services	2. 1. Coordinate with technical expert to provide the assistance needed	None	2 hours	ViCARP Director ViCARP Staff
3. Feedbacking mechanisms	3.1. Make a letter reply to the requesting member-agency(ies) regarding the action to be taken	None	30 minutes	ViCARP Director ViCARP Staff
4. Assistance in the provision of logistics	4.1. Actual conduct of assistance by the technical experts	None	Depending on the nature of request	Technical experts
5. Request copy of the output	5.1. Facilitate and document the whole activity	None	Whole duration of the activity	ViCARP Staff
	Total:	None	3 hours and 30minutes	



5. Production and Distribution of IEC (Information, Education & Communication) Materials

This service refers to the Production and Distribution of IEC (Information, Education & Communication) Materials

Office or Division:	Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1.1 Assess/Check the kind of IEC materials requested	None	2 minutes	Region 8 Applied Communication Officer (RACO)
	1.2 Check availability of IEC materials requested	None	5 minutes	Region 8 Applied Communication Officer (RACO)
	1.3 Print/reproduce IEC materials requested	None	10 minutes	Region 8 Applied Communication Officer (RACO)
2. Received the IEC materials requested	2.1. Record the IEC materials distributed	None	10 minutes	Region 8 Applied Communication Officer (RACO)
	Total	None	27 minutes	



6. Project Proposal Review and Evaluation

This service refers to the review and evaluation of a project proposal

Office or Division:		Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire Proposal Format template	1.1 Release proposal format template and make necessary clarifications if needed	None	5 minutes	ViCARP Staff Visayas Consortium for Agriculture, Aquatic and Natural Resources Program
2. Submit draft of project proposal	2.1 Check/review the proposal and refer to the concerned Regional Commodity Team (RCT) for review and evaluation	None	1 hour	R & D Coordinator/ Consortium Director Regional Commodity Team Visayas Consortium for Agriculture, Aquatic and Natural Resources Program
	2.2 Call for a meeting with the concerned RCT	None	1 day	
	2.3. RCT to check the following: -Completeness of the proposal -Acceptability of the proposal	None	1 day	ViCARP Staff
	2.4 Summarize comments and recommendation made by the RCT 2.5 Provide a copy of the comments and recommendations to the proponent		1 day	ViCARP Staff
	TOTAL	None	3 days, 1 hour and 5 minutes	



V. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the USSO Office. Contact info: Dr. Milagros Bales 563-7534 or or send email to qac@vsu.edu.ph
How feedbacks are processed	Every Friday, the Quality Assurance Center opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the USSO and are required to answer within three (3) days of the receipt of the feedback.
How to file a complaint	Answer the client Complaint Form and drop it at any Complaint boxes located different offices in the university campus including the QAC. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: 563-7534
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the USSO for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the University President for appropriate action The Complaints Officer will give the feedback to the client. For inquiries and follow ups, clients may contact the following telephone number: 563-7534
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arte.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0909-881-6565 (SMS)



VI. List of Offices

Office	Address	Contact Information
Department of Agronomy	VSU, Baybay City, Leyte	563-7636
College of Agriculture and Food Science (CAFS)	VSU, Baybay City, Leyte	563-7435
Office of the College of Engineering and Technology (CET)	VSU, Baybay City, Leyte	563-7280
Dept. of Agricultural Education and Extension	VSU, Baybay City, Leyte	09-777-555-229-1016
Department of Business and Management	VSU, Baybay City, Leyte	563-7764
Department of Biological Sciences	VSU, Baybay City, Leyte	563-7536
Department of Computer Science and Technology	VSU, Baybay City, Leyte	563-7068
Department of Liberal Arts and Behavioral Sciences	VSU, Baybay City, Leyte	09-777-555-229-1028
Department of Mechanical Engineering	VSU, Baybay City, Leyte	09-777-555-229-1029
Department of Tourism and Hotel Management	VSU, Baybay City, Leyte	09-777-555-229-1021
Department of Meteorology	VSU, Baybay City, Leyte	09-777-555-229-0
Department of Nursing	VSU, Baybay City, Leyte	563-7226
Office of the Graduate School	VSU, Baybay City, Leyte	09-777-555-229-1062
Accounting Office	VSU, Baybay City, Leyte	525-0140
Budget Office	VSU, Baybay City, Leyte	5637189
Cash Office	VSU, Baybay City, Leyte	563-7274
Legal Office	VSU, Baybay City, Leyte	563-7643
University Library	VSU, Baybay City, Leyte	09-777-555-229-1054



Office of the Director for Administration	VSU, Baybay City, Leyte	563-7643
Office of the Director for Finance	VSU, Baybay City, Leyte	563-7273
Office of the University Registrar	VSU, Baybay City, Leyte	563-7428
Security Services Office	VSU, Baybay City, Leyte	09-777-555-229-911/912
Supply, Procurement and Property Management Office	VSU, Baybay City, Leyte	563-7190
University Student Services Office	VSU, Baybay City, Leyte	09-777-555-229-1070
Ecological Farm & Resources Management Institute National Coconut Research Center – Visayas	VSU, Baybay City, Leyte	563-8264
PhilRootcrops	VSU, Baybay City, Leyte	563-7229
Renewable Energy Research Center	VSU, Baybay City, Leyte	
Visayas Consortium for Agriculture, Aquatic and Natural Resources Program (ViCARP) Office	VSU, Baybay City, Leyte	563-7458