



BENGUET STATE UNIVERSITY

CITIZEN'S CHARTER

FRONTLINE SERVICES

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Accounting Office

Service: **ISSUANCE OF STATEMENT OF ACCOUNTS**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers: **Students, parents/guardian, scholarship sponsors**

Requirements: **Valid BSU ID, Official Receipt, proof of identification (for representative only)**

Processing time: **12 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|---|---|---|---|--------------------------------|
| 1 | Fill out request form. | Instruct client to pay certification fee at the Cashier's office. | 4 minutes | Php 50.00/ copy of Statement of Account (Succeeding Copy) | Carolyn Gano-Window 1 Shannon Vina Alipda-Window 2 | Request form |
| 2 | Present request form, valid BSU ID and Official Receipt. | Print and release statement of account. | 4 minutes | None | | Valid BSU ID, Official receipt |
| 3 | Receive statement of account. | Instruct client to sign in the logbook. | 2 minutes | None | | Statement of account |
| 4 | Sign in the log-book. | | 2 minutes | None | | |
| Total Duration | | | 12 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Accounting Office

Service: **ISSUANCE OF BSU EXAMINATION PERMIT**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers: **Students**

Requirements: **For Midterms - BSU ID**

For Finals - BSU ID and College Clearance

(Statement of account and official receipt in case of brown out)

Processing time: **8 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|--|---|-----------------|---|---------------------------|
| 1 | Present: BSU ID (for midterm only); BSU ID and college clearance (for finals). | Check client's account at SIAS (Student Information and Accounting System) and release examination permit. | 4 minutes | None | Carolyn Gano-Window 1 Shannon Vina Alipda-Window 2 | BSU ID, College clearance |
| 2 | Receive examination permit | Instruct client to sign in the logbook. | 2 minutes | None | | Examination permit |
| 3 | Sign in the logbook. | | 2 minutes | None | | |
| Total Duration | | | 8 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Accounting Office

Service: **APPLICATION FOR REFUND OF SCHOOL FEES**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday** (No noon break)

Clients/Customers: **Students, Parents/Guardians**

Requirements: **a. For Total Withdrawal of Enrolment- Validated enrolment/registration form, Official Receipt, and withdrawal form** (1 set original and 1 set photocopy)
b. For Overpayment (due to dropping of subjects made by the students/dissolved subjects /re-assessment), **Institutional Scholars with overpayment- photocopy of validated enrolment/registration form, Official Receipt, dropping form** (for dropping students only), **and statement of account** (2 sets)

Processing time: **12 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|--|---|-----------------|---|--|
| 1 | Fill out request form for refund and present required documents*. | Receive request form and check completeness of documents submitted. IF INCOMPLETE: Advise client to submit any lacking document. IF COMPLETE: - Accept request form and issue acknowledgement slip - Advise client to follow up after 7 working days (for total withdrawal of enrolment) and 1 month (for overpayment of school fees). | 8 minutes | None | Carolyn Gano- Window 1 Shannon Vina Alipda- Window 2 | Request form for refund, required documents* |
| 2 | Receive acknowledgement slip. | Instruct client to sign in the logbook. | 2 minutes | None | | Acknowledgement slip |
| 3 | Sign in the logbook. | | 2 minutes | None | | |
| Total Duration | | | 8 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Cashier's Office

Service: **CASH DISBURSEMENT**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:15 AM to 12:00 PM 1:15 – 5:00 PM; Monday to Friday except holidays. The service may not be available when disbursing officer in charge of cash is on leave or with official transaction with the bank.**

Clients/Customers: **Employees, Students, Parents/Guardians, Graduates, General Public**

Requirements: **Valid ID (Any government issued ID, ex: PRC ID, Postal ID; Company/ employer ID; School ID; Major Credit Card with picture)**
Authorization (If claiming cash in behalf of a company or another person)
Official Receipt (Required to suppliers and other creditors)

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|--------------------|------------------|
| 1 | Inform the disbursing officer on nature of claim and present Valid ID/ Authorization/ Official Receipt. | Verify if the cash being claimed is available. If it is available, let the client sign on the "received" portion of the Payroll. If it is not yet available, inform the client. | 4 minutes | None | Disbursing officer | Valid ID |
| 2 | Sign the "received" portion of the Payroll presented by the disbursing officer. | Verify the signature of the client on the Payroll against the client's Valid ID. | 4 minutes | None | Disbursing officer | Payroll Valid ID |
| 3 | Receive the cash and count to check accuracy before leaving the table of the disbursing officer. | File the payroll. | 2 minutes | None | Disbursing officer | None |
| Total Duration | | | 10 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Cashier's Office

Service: **CHECK DISBURSEMENT**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, General Public**

Requirements: **Valid ID** (Any government issued ID, ex: PRC ID, Postal ID; Company/employer ID; School ID; Major Credit Card with picture)

Authorization (If claiming cash in behalf of a company or another person)

Official Receipt (Required to suppliers and other creditors)

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|--------------------|--|
| 1 | Inform the disbursing officer on nature of claim and present Valid ID and Authorization if claiming in behalf of a company or another person. | Verify if the check being claimed is available. If it is available, let the client sign on the "received" portion of the Disbursement Voucher. If it is not yet available, inform the client. | 4 minutes | None | Disbursing officer | Valid ID Authorization |
| 2 | Sign the "received" portion of the Payroll presented by the disbursing officer. Issue Official Receipt (for suppliers and other creditors). | Verify the signature of the client on the Disbursement Voucher against the client's Valid ID. Require Official Receipt if client is a supplier/creditor. Release check. | 4 minutes | None | Disbursing officer | Disbursement Voucher/ Official Receipt of client |
| 3 | Receive the check. | File Disbursement Voucher. | 2 minutes | None | Disbursing officer | Disbursement Voucher |
| Total Duration | | | 10 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Cashier's Office

Service: **COLLECTION OF FEES**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Students, Parents/Guardians, Leasees, Graduates, Admission Applicants, General Public**

Requirements: **Valid ID** (Any government issued ID, ex: PRC ID, Postal ID; Company/employer ID; School ID; Major Credit Card with picture)

Statement of Account and Assessment Form

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|--------------------|---------------------------------------|
| 1 | Present Valid ID and Assessment Form or Statement of Account to the collecting officer. | Compare the amount indicated on the client's Assessment Form or Statement of Account to the amount indicated in the SIAS. If the amount matches, proceed to step 2, if the amount does not match, advise client to update account at the Accounting Office. | 1 minute | None | Collecting officer | Assessment Form/ Statement of Account |
| 2 | Pay amount indicated in the Statement of Account/ Assessment Form | Receive and record payment at the collection system. | 7 minutes | None | Collecting officer | |
| 3 | Receive the Official Receipt and change if any. Count change for accuracy before leaving the counter. | Hand client's copy of the Official Receipt. Segregate the duplicate and triplicate. | 2 minutes | None | Collecting officer | Official Receipt |
| Total Duration | | | 10 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | 9 |

Human Resource Management Office

Service: **Issuance of Certification (Employment, Service Record, Leave Credits)**

Service Provider: **HRMO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **BSU Personnel, Employees who were separated from service, Job Order/Contract of Service Personnel**

Requirements: **Accomplished Request Form**

If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.

Processing time: **24 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|-------|--|--|---|-----------------|--------------------|---|
| 1 | Accomplish and submit Request Form | | | | | |
| 2 | Accomplish and submit requisition slip | <p>Receives request form and determine if the purpose is official or personal. Check records of concerned employee.</p> <p>For personal purposes: Issue order of payment and advise client to pay fees</p> <p>For official purposes: Proceed to Step 4</p> | <p>5 minutes</p> <p>2 minutes</p> | None | HRMO staff | Request form for issuance of personnel record and other documents |

Human Resource Management Office

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|---|---|--|------------------------------|------|
| 3 | Pay to the Cashier's Office | | 3 minutes | 75.00 for 2 copies (certification); 100.00 for 2 copies (Service Record) | Charlie HRMO Staff | |
| 4 | | While client pays at the Cashier's Office, certificate/service record is being prepared | 10 minutes | | Charlie** Franz** HRMO Staff | |
| | | Process signing of certificate/ service record | 2 minutes | | | |
| 5 | Present Official Receipt (OR) | Verifies OR | 1 minute | | HRMO Staff | |
| 6 | Sign in the logbook and receives certificate | Logs and issue certificate/ service record | 1 minute | | HRMO Staff | |
| Total Duration | | | 24 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

** - May be authorized to sign in the absence of the Supervising Administrative Officer

Research and Extension

Service: **Arrangement of Extension Services (training request; visit to Research Stations and demo farms)**

Service Provider: **Office of Extension Services (OES)**

Schedule of Availability of Service: **8:00 AM to 5:00 PM**

Clients/Customers: **Students, Farmers, technicians, Researchers, Entrepreneurs, Extension workers**

Requirements:

Processing time: **4 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|--|---|-----------------|--|-------------------------------------|
| 1 | Submit accomplished request form: a. Training requests b. Request on visit to research stations and demo farms | Indicate date of follow up and other appropriate action on the request | 2 minutes | None | Gerry Anne W. Calabis/ Melody Wacay Gerry Anne W. Calabis/ Casmir Ligat | Request Form for Extension Services |
| 2 | Receive copy or request form acted upon: a. Training requests b. Request on visit to research stations | Log in action indicated in the accomplished form | 2 minutes | None | Gerry Anne W. Calabis/ Melody Wacay Gerry Anne W. Calabis/ Casmir Ligat | Log book |
| Total Duration | | | 4 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Service: **PRE-ENROLLMENT PHYSICAL EXAMINATION**

Service Provider: **Medical and Dental Clinics**

Schedule of Availability of Service: **8:00 AM to 5:00 PM**

Clients/Customers: **Incoming College and Graduate Freshmen and Transferees**

Requirements: **Notice of Admission, Chest X-ray reading, Long Folder and (1) 2 x 2 ID picture**

Processing time: **50 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|--|----------------------------|
| 1 | Submit Notice of Admission, Chest X-ray reading, Long Folder and (1) 2x2 ID picture | Instruct students with complete documents to fill out Medical and Dental Record Forms | 15 minutes | None | Jane S. Baliag Melody P. Marchewka | Medical and Dental records |
| 2 | Submit yourself for procedures | Take the height, weight, blood pressure and pulse rate | 5 minutes | None | Jane S. Baliag Melody P. Marchewka | None |
| 3 | Proceed to the Dental Clinic for examination | Conduct dental examination | 10 minutes | None | Dr. Freddie L. Sayucop Pedro T. Dayao | Dental clearance slip |
| 4 | Proceed to the Medical Clinic for examination | Trace medical history, and conduct physical examination | 20 minutes | None | Dr. Florence V. Poltic Dr. Maria Alice P. Torres Jane S. Baliag Melody P. Marchewka | Medical certificate |
| Total Duration | | | 50 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

University Health Services

Service: **MEDICAL CONSULTATION**

Service Provider: **Medical Clinic**

Schedule of Availability of Service: **8:00 AM to 5:00 PM**

Clients/Customers: **Students, Employees, Dependents**

Requirements: **Validated Student ID, Employee's ID**

Processing time: **35 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|--|---|-----------------|---|--|
| 1 | Present your validated ID Tell your chief complaints | Retrieve patient's record Take vital signs and trace history of illness | 15 minutes | None | Jane S. Baliag Melody P. Marchewka | Medical record |
| 2 | Have yourself examined | Examine the patient Prescribe medicine as needed | 15 minutes | None | Dr. Florence V. Poltic Dr. Maria Alice P. Torres | Pre-scription / referral form / letter to parent or guardian |
| 3 | Receive your medicine Affix signature on the Treatment Logbook | Issue medicine Record issued medicine on the medicine logbook | 5 minutes | None | Jane S. Baliag Melody P. Marchewka | None |
| Total Duration | | | 35 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

University Library and Information Services

Service: **VALIDATION OF IDs**

Service Provider: **Librarians/Secretary / Library director**

Schedule of Availability of Service: **8:00 AM to 5:00 PM**

Clients/Customers: **Students**

Requirements: **Enrolment Form; ID Card; Photocopy of ID card**

Processing time: **9 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|---|---|-----------------|---|---|
| 1 | Present enrolment form marked registered from the registrar, together with photocopy of ID and the ID card | Receive the enrolment form, photocopy of ID Card and the ID card. | 4 minutes | None | Perlita B. Mandon Marjorie C. Ricardo Library Staff on duty | Enrolment Form ID Card Photocopy of ID Card |
| 2 | | Check the ID card if it is still in good condition | | None | | |
| 3 | | Check enrolment for if marked registered from the OUR | | None | | |
| 4 | Return to the Registrar if the Form was not registered | | | None | OUR | |
| 5 | Return to Registrar for ID replacement if ID card is not in good condition | Give ID replacement form to be presented to the registrar | | None | | Request for ID replacement form |
| 6 | | Attach validation sticker in the ID | 5 minutes | None | Library Staff | Validated ID Card |
| Total Duration | | | 9 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

University Library and Information Services

Service: **ISSUING OF REFERRAL LETTERS**

Service Provider: **Secretary / Library director**

Schedule of Availability of Service: **8:00 am – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid BSU ID**

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|---|---|
| 1 | Fill out the Form for Referral Letter. | Receive the Form for Referral Letter. Prepare the Referral Letter and have it signed by authorized personnel then give to client. | 10 minutes | None | Perlita B. Mandon Marjorie C. Ricardo Library Staff on duty | Enrolment Form ID Card Photocopy of ID Card |
| 2 | Log in name and affix signature on the record book to acknowledge receipt | Check the ID card if it is still in good condition | | | Client | |
| Total Duration | | | 10 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

University Library and Information Services

Service: **LOANING OUT OF LIBRARY MATERIALS (FILIPINIANA SECTION)**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid BSU ID**

Processing time: **10 minutes**

| S T E P S | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|--|---|-----------------|--------------------|------------------------|
| 1 | Search the OPAC for the book or material needed. | | | None | Librarian/SA | Valid BSU ID |
| 2 | Write the call number, title and author of the book or material on the Call Slip. | | | | Client | |
| 3 | Present Call Slip and Valid BSU ID to the in-charge at the counter. | Receive the Call Slip and retrieve the book or material needed from the shelves. Allow the client to check the book or material. | 5 minutes | | Florida D. Calias | Call Slip |
| 4 | | Check Valid ID then let the client sign the Book Card. | 1 minute | | | Valid BSU ID Book Card |
| 5 | Sign the Book Card. | Process the book or material in the Destiny library manager for circulation. Indicate the due date of the book or material then hand it to the client. Return client's ID. | 3 minutes | | | |
| 6 | Receive properly recorded book or material. | | | | Client | |
| 7 | When leaving the BSU Library premises, present the properly loaned out book or material to the in-charge at the Control Desk. | Check if the book or material has been properly recorded, if not, advise client to loan out book at the Filipiniana Section Counter. | 1 minute | | Cristita B. Aquino | |
| Total Duration | | | 10 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

University Library and Information Services

Service: **LOANING OUT OF LIBRARY MATERIALS (GENERAL CIRCULATION SECTION)**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid BSU ID**

Processing time: **8 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------|---|--|---|-----------------|--------------------|------------------------|
| 1 | Search the OPAC for the book or material needed. | | | None | Librarian/SA | Valid BSU ID |
| 2 | Write the call number, title and author of the book or material on the Call Slip. | | | | Client | |
| 3 | Locate the book or material from the shelves. Request for assistance if necessary. | | | | Florida D. Calias | Call Slip |
| 4 | After locating the book or material, present it together with Valid BSU ID at the General Circulation Charging Desk. | Check Valid ID then let the client sign the Book Card. | 2 minutes | | | Valid BSU ID Book Card |
| 5 | Sign the Book Card. | Process the book or material in the Destiny library manager for circulation. Indicate the due date of the book or material then hand it to the client. Return client's ID. | 5 minutes | | | |
| 6 | Receive properly recorded book or material. | | | | Client | |
| 7 | When leaving the BSU Library premises, present the properly loaned out book or material to the in-charge at the Control Desk. | Check if the book or material has been properly recorded; if not, advise client to loan out book at the Filipiniana Section Counter. | 1 minute | | Cristita B. Aquino | |
| Total Duration | | | 8 minutes | | | |

--- END OF TRANSACTION ---

University Library and Information Services

Service: **RECEIVING OF LOANED OUT MATERIALS WITH OVERDUE FINES**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **7:30 am – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid ID, Borrowed Book or Material**

Processing time: **7 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-------------------|--------------------|------------------------------------|
| 1 | Return the borrowed book or material at the Control Desk. | Check-in the book or material in the Destiny Library Manager | 3 minutes | none | Cristita B. Aquino | Book Borrowed Overdue Payment Form |
| 2 | | Check if the book or material is returned within its due date. | | | | |
| 3 | | If the book or material is not returned within due date, inform the client of the overdue fine. Then give Overdue Payment Form. | | | | |
| 4 | If book or material is overdue, fill out and sign the Overdue Payment Form then pay corresponding fees to the designated staff. | Receive the overdue fee then record the payment in the system | 3 minutes | Php. 15/ book/day | Perlita B. Manodon | Receipt |
| 5 | Sign the fines logbook. | | 1 minute | none | | |
| Total Duration | | | 7 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: APPLICATION FOR CERTIFICATION OF ENROLLMENT/FINAL GRADES/UNITS EARNED/GENERAL WEIGHTED AVERAGE/MEDIUM OF INSTRUCTION/ CERTIFICATE OF GRADUATION, CERTIFICATION AS HONOR GRADUATE/NO SPECIAL ORDER REQUIRED

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday “NO NOON-BREAK”**

Clients/Customers: **Students/Parents/Guardians/Scholarship or Grantee Sponsors/ Verifying Agencies/Duly Authorized Representative**

Requirements: **One (1) Valid ID, Present Authorization Letter if Representative**

Processing time: **10 minutes for graduates/non-scholars/grantees;
33 minutes for scholars/grantees and clients that needs to accomplish clearance**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|--|---|---|---|--|--------------------|----------------|
| 1 | Present school/valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form. For scholar/grantee: proceed to Office of Student Services (OSS) to have the form be signed. | Assist in filling up of the request form. Assess the fee/s. Issues University Clearance, if applicable. | 3 minutes | 50.00/1 copy (Undergraduate program) 100.00/1 copy (Graduate program) | Victoria S. Dona | Medical record |
| 2 | Submit accomplished Request Form & Clearance, and Official Receipt | Receive and Check completeness of Request Form and University Clearance. Receive Official Receipt and schedule the date of release (within 5 working days). Issue claim stub. | 7 minutes 30 minutes for scholars/grantees 25 minutes for clients that needs to accomplish clearance: | None | | None |
| Total Duration | | | 10 or 33 minutes | | | |
| Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form I38, Form I37 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices. | | | | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: **APPLICATION FOR DIPLOMA (1ST APPLICATION-AFTER GRADUATION AND REPLACEMENT)**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Duly Authorized Representatives**

Requirements: **Two (2) Valid IDs, Student's Clearance, Present Authorization Letter if Representative**

Processing time: **8 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|--|---|---|---|-----------------|--------------------|-----------------------------------|
| 1 | Present school/valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form. | Issue Request Form and University Clearance, if applicable Assess fees | 3 minutes | None | Victoria S. Dona | BSU-SOP 04-F05; BSU-SOP 04-F03 |
| 2 | Submits accomplished Request Form & Clearance, and Official Receipt and Affidavit if the request is Replacement of Diploma) | Check completeness of request form Check completeness of credentials Receive official receipt, Affidavit and schedules the date of release (within 10 working days) Issue claim stub | 5 minutes | 200.00 | | BSU-SOP 04-F05; BSU-SOP 04-F03 |
| Total Duration | | | 8 minutes | | | |
| Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices. | | | | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: APPLICATION FOR OFFICIAL TRANSCRIPT OF RECORDS (OTR), TRUE COPY OF GRADES (TCG), AND CERTIFICATE OF TRANSFER CREDENTIALS (CTC) (ACTIVE, INACTIVE, GRADUATES -1ST APPLICATION AFTER GRADUATION and GRADUATES-SUCCEEDING APPLICATION

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday “NO NOON-BREAK”**

Clients/Customers: **Students/Parents/Guardians/Duly Authorized Representatives**

Requirements: **Two (2) Valid IDs, Present Authorization Letter if Representative**

Processing time: **13 minutes for Active and Graduates with succeeding application for OTR and 33 minutes for Inactive and new graduates**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|--|---|--|--|-----------------|--------------------|--------------------------------|
| 1 | Present school/valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form. | Issue Request Form and University Clearance if applicable. Assess fees. | 3 minutes Clearance will be accomplished by Inactive and new Graduates who will request for OTR after their graduation. | none | Victoria S. Dona | BSU-SOP 04-F05; BSU-SOP 04-F03 |
| 2 | Submit accomplished Request Form & Clearance, and Official Receipt. | Check completeness of request form and University Clearance, if applicable. Locate the student's file. Check completeness of credentials, if not, informs the student of lacking credentials. Receive Official Receipt and schedules the date of release (within 10 working days). Issue claim stub. | 10 minutes 30 minutes for inactive and new graduates and other clients who needs to accomplish University Clearance | 50.00/page | | BSU-SOP 04-F05; BSU-SOP 04-F03 |
| Total Duration | | | 13 or 33 minutes | | | |
| Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices. | | | | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: **AUTHENTICATION /CERTIFIED TRUE COPY OF STUDENT DOCUMENT**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Scholarship or Grantee Sponsors/
Verifying Agencies/Duly Authorized Representative**

Requirements: **One (1) Valid ID, Original and photocopy/ies of document/s or student,
Authorization Letter if a Representative**

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|--|--|---|---|--|--------------------|----------------|
| 1 | Present school/valid ID Card, Authorization letter (in the case of a representative). Presents the original and photocopied student document/ record. | Assist in filling up the request form. Verify/confirm the authenticity of the original document/ student record/s. Assess the fee/s. | 3 minutes | 50.00/set (set is 1 of each of two kinds of document/ student record, ex. 1 photocopy of Diploma and 1 photocopy of OTR or two copies of one document) | Victoria S. Dona | OUR FORM 03-01 |
| 2 | Submit accomplished Form and Official Receipt. | Receive accomplished form, original and photocopies of document and official receipt. Request client to wait for the authenticated document/s. | 5 minutes | None | | None |
| 3 | Receive the authenticated document. Sign in the log book. | Issue the authenticated document/s. | 2 minutes | None | | Claim stub |
| Total Duration | | | 10 minutes | | | |
| Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices. | | | | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: **APPLICATION FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians//Duly Authorized Representative**

Requirements: **Original copies of Diploma and Official Transcript of Records, in case of graduates of Bachelor of Science in Nursing (BSN)-original copy of Clinical Practice (RLE), Authorization Letter if a Representative**

Processing time: **10 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|--|--|--|---|---|--------------------|----------------|
| 1 | Present school/valid ID Card, Authorization letter (in the case of a representative) and original and photocopies of document/s. | Assist in filling up of the request form. Verifies/confirms the authenticity of the original document/student record/s. Assesses the fees. | 3 minutes | 50.00/CAV 50.00/set; 20.00/additional set (set is 1 of each of two kinds of document/student record, ex. 1 photocopy of Diploma and 1 photocopy of OTR or two copies of same document) | Victoria S. Dona | OUR FORM 03-01 |
| 2 | Submit accomplished Form and Official Receipt. | Receive and Checks completeness of Request Form. Receive Official Receipt and schedules date of release (within 5 working days). Issue claim stub. | 7 minutes | None | | None |
| Total Duration | | | 10 minutes | | | |
| Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices. | | | | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: **IDENTIFICATION CARD (NEW ID AND REPLACEMENT OF ID)**

Service Provider: **Technical and Archiving Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students**

Requirements: **One (1) Valid ID, Enrollment Form, Official Receipt, Affidavit of Loss/ Explanation (if replacement of ID)**

Processing time: **28 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|---|----------------|
| 1 | Present school/valid ID. | Issue request form Assesses fees | 3 minutes | None | Jeric Amor D. Mabale Germaine C. Lutong Elsie S. Maammo | OUR Form 02-01 |
| 2 | Submit accomplished Request Form and Official Receipt and Affidavit (In case of Replacement) | Check enrollment form if stamped with "Registered", completeness of Request Form (For new student). Receive Official Receipt. Receive Affidavit. Encode all entries. Take picture of student. | 10 minutes | 186.00 | | OUR Form 02-01 |
| 3 | Check correctness of all entries in the ID Card. Sign on the signature pad. Sign in the Log book. | Print and issue Identification Card, Lace and Case. | 15 minutes | None | | |
| Total Duration | | | 28 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of the University Registrar

Service: OFFICIAL TRANSCRIPT OF RECORDS (OTR)
 TRUE COPY OF GRADES (TCG)
 CERTIFICATE OF TRANSFER CREDENTIALS (CTC)
 CERTIFICATE OF GRADUATION
 CERTIFICATION AS HONOR GRADUATE/NO SPECIAL ORDER REQUIRED
 CERTIFICATION OF ENROLLMENT/FINAL GRADES/UNITS EARNED/GENERAL WEIGHTED
 AVERAGE/MEDIUM OF INSTRUCTION
 OTHER RELATED REQUESTS FOR CERTIFICATION
 DIPLOMA
 CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)
 COURSE DESCRIPTION
 Service Provider: **Student Records and Appraisal Section**
 Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**
 Clients/Customers: **Students**
 Requirements: **Two (2) Valid IDs, Present Authorization Letter if Representative**
 Processing time: **5 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---------------------|---|---|-----------------|--------------------|------------|
| 1 | Present claim stub. | Receive claim stub. | 1 minute | None | Victoria S. Dona | Claim stub |
| 2 | Sign in log book. | Retrieve from the file of requests and Release the requested document | 4 minutes | | | |
| Total Duration | | | 5 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of Student Services

Service: **ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC)**

Service Provider: **STUDENT DEVELOPMENT SERVICES – STUDENT DISCIPLINE UNIT (SDS-SDU)**

Schedule of Availability of Service: **Monday to Friday; 8:00 AM to 12:00 NN; 1:00 PM to 5:00 PM**

Clients/Customers: **BSU Alumni and Students, Parents and Guardians**

Requirements: **Official Receipt (OR) of Payment with endorsement of OSS-SDS-SSGU**

Processing time: **40 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|--|---|---|-----------------|--------------------|---|
| 1 | Present the Official Receipt of Payment | Check record of requesting client on the Master list of Dispensed Cases | 10 minutes | None | Editha A. Grande | Official Receipt (OR) of Payment of Certification |
| 2 | Write the pertinent information at the back of the Official Receipt: a. Course of requesting student b. School year and semester the student was last enrolled in the University c. The specific purpose for the certificate being requested d. The office where the certificate will be submitted | Prepare the certification Stamp the University dry on the CGMC | 20 minutes | None | | |
| 3 | Log in the date, your name, course and year, purpose and nature of transaction, time-in and time-out and signature on the OSS-SDS-SDU Transaction Log Sheets | Issue the certificate | 10 minutes | None | | OSS-SDS-SDU Transaction Log Sheets |
| Total Duration | | | 40 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of Student Services

Service: **CASE DISPENSATION**

Service Provider: **Student Discipline Unit (SDU)**

Schedule of Availability of Service: **Monday- Friday; 8:00 - 12:00 AM; 1:00 - 5:00 PM**

Clients/Customers: **Referred Students with their Parents and/or Guardians and Referring Parties**

Requirements: **Accomplished SDU Appointment Slip/s and/or Incident Report/s**

Processing time: **Two (2) Calendar Months Hearing Duration**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|-------|---|--|---|-----------------|---|---|
| 1 | File written complaint to the OSS Director through the SDU Head | Acknowledge receipt of lodged complaint and conduct initial intake interview | 15 minutes | None | Referring Party and Editha A. Grande SDU Head | SDU Appointment Slip or Incident Report |
| 2 | | Determine if report is sufficient to warrant formal investigation using the University Student Code of Conduct and Discipline (USCCD) as the legal basis | 5 minutes | | Editha A. Grande SDU Head | USCCD |
| 3 | | Draw up written formal charge or Notice of Charge | 1-2 days from receipt of written complaint | | Editha A. Grande SDU Head | Notice of Charge/s |
| 4 | Receive Notice of Formal Charge/s with the copy of written complaint attached | Serve the Notice of Formal Charge/s with the copy of written complaint attached | 5 minutes | | Respondent/s and Editha A. Grande | Notice of Formal Charge/s and a copy of the SDU Appointment Slip or Incident Report |
| 5 | Answer in writing case/s lodged | Await for and closely monitor the submission of the respondent/s' written answer | 3 days from receipt of charge/s (subject to extension if any) | | Respondent/s and Editha A. Grande | |
| 6 | Submit signed written answers | Receive signed written answer | 5 minutes | | Respondent/s and Editha A. Grande | Signed Written Answers |
| 7 | | Prepare Notices of Hearing to all concerned | 1 hour | | Editha A. Grande | |

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|-------|--------------------------------------|---|--|-----------------|---|--|
| 8 | Receive respective Notice of Hearing | Serve respective Notice of Hearing | 1-3 days | None | Respondent/s, Parent/Guardian, Complainant/s or Referring Party and SDU Head | Notices of Hearing |
| 9 | Appear during scheduled hearing/s | Facilitate the conduct of the scheduled case hearing/s | 1-4 hours | | Do above, SDS Chief and OSS Director | Attendance Sheet/s and the Complete Record/s of the Case/s |
| 10 | | Prepare Case Hearing Reports and call for meeting for perusal and signature by all members of the OSS Investigative Committee | 1-3day/s after the termination of the hearing/s | | SDU Head, SDS Div. Chief and OSS Director | Minutes of Hearing/s |
| 11 | | Forward a complete record of the case/s with its reports and recommendations to the Office of the University President through the University Legal Office and endorsed by the VPAA, for appropriate action/ involving "minor" offenses | within 1 week after the termination of the hearing/s | | Editha A. Grande | Transmittal Letter (accompanying the case records) |
| 12 | | Prepare Notices of Hearing to convene the Student Arbitration Board (SAB) for grave offenses with decisions entailing expulsion, exclusion or suspension for more than thirty (30) calendar days | 1-2 days | | Editha A. Grande SDU Head | Notices of Hearing |
| 13 | Receive respective Notice of Hearing | Serve respective Notice of Hearing | 5 minutes | | Respondent/s, Parent/Guardian, Complainant/s or Referring Party/ies, OSS Director, Legal Officer, VPAA, Concerned Dean or Director, SDS Chief, SDU Head & SSG President | Notices of Hearing |
| 14 | Appear during scheduled hearing/s | Facilitate the conduct of the scheduled case hearing/s | 1-4 hours | | Do above | Attendance Sheet/s and the Complete Record/s of the Case/s |

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|-------|--|--|--|-----------------|--|--|
| 15 | | Prepare Case Hearing Reports and call a meeting for perusal and signature by all members of the SAB | 1-3 day/s after termination of hearing/s | | SDU Head and SAB Members | Minutes of Hearing/s |
| 16 | | Transmit report to the Office of the University for appropriate action/s and a copy forwarded to the OSS | within 5 days from receipt of the report | | Editha A. Grande SDU Head | Transmittal Letter (accompanying the case records) |
| 17 | May file an appeal with the University President | | within 5 days exclusive of Sundays and official holidays after receipt of decision | | Respondent/s and the University President | Letter of Appeal |
| 18 | | Prepare the Order to exact disciplinary action/s to be meted out | within 10 days exclusive of Sundays and official holidays after receipt of appeal | | University Legal Officer and University President | Complete Record/s of the Case/s |
| 19 | | Transmit the signed Order to the OSS | 15-30 minutes | | Office of the University President | |
| 20 | | Receive signed Order | 5 minutes | | Editha A. Grande SDU Head | |
| 21 | Receive signed Order | Serve signed Order | 5 minutes | | Student respondent, his/her parents and SDU Head | |
| 22 | | May review an appeal decision of the University President when the penalty is expulsion, suspension for more than one (1) academic year, or any other penalty of equivalent severity | | | Board of Regent (BOR) | |
| 23 | Serve the sanction/s meted out | Furnish copies of the Order to Dean or Director concerned, Office of the Vice President for Academic Affairs (OVPA), Office of Student Services (OSS) and the Office of the University Registrar (OUR) | Varying | | Student - Respondent and Editha A. Grande SDU Head | Signed Order |

--- END OF TRANSACTION ---

Office of Student Services

Service: **REQUEST FOR EMPLOYMENT CERTIFICATION**

Service Provider: **VOCATIONAL AND PLACEMENT UNIT**

Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU ALUMNI AND STUDENTS, COMPANY REPRESENTATIVES, PARENTS AND GUARDIANS**

Requirements: **School ID or any valid Identification Card**

Processing time: **32 minutes**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|---|--|--|---|-----------------|--------------------|--------------|
| <i>*Employment Certification is only issued to current and former student assistants who coursed their employment application to the VPU.</i> | | | | | | |
| 1 | Fill-out logbook of employment certification. Presents valid Identification Card | Verifies employment information in Master List of Student Assistants file. | 10 minutes | None | Angeli T. Austria | VPU Log-book |
| 2 | | Prepares Certificate of Employment Presents Certificate of Employment to the Chief- Student Wellnes Services and OSS-Director for signature. Imprints the University Seal to the signed Certificate of Employment Issues signed and imprinted Certificate of Employment | 20 minutes | | | |
| 3 | Receive the requested Certificate of Employment and affix signature in the logbook of employment certification | | 2 minutes | | | |
| Total Duration | | | 32 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |

Office of Student Services

Service: **GUIDANCE AND/OR COUNSELING OR LIFE COACHING OF STUDENTS REFERRED DUE TO ABSENCES AND TARDINESS**

Service Provider: **Office of the Student Services-Student Wellness Services- Guidance and Counseling Unit (OSS-SWS-GCU)**

Schedule of Availability of Service: **Mondays to Fridays; 8:00AM to 5:00PM (NO NOON BREAK)**

Clients/Customers: **Students**

Requirements: **The student obtains and fills-out Referral Slip from the instructor; prepares explanation letter and supporting documents.**

Processing time: **40 minutes except counseling session**

| STEPS | CLIENT | SERVICE PROVIDER | DURATION OF THE ACTIVITY (Under Normal Condition) | FEE/s (In peso) | PERSON RESPONSIBLE | FORM |
|----------------------------|---|---|---|-----------------|--|----------------------|
| 1 | Submit duly accomplished Referral Slip | Check records of absences or tardiness of student in the anecdotal forms | 10 minutes | None | Maricris P. Ladey <i>Guidance Coordinator</i> Irene T. Alcantara <i>Guidance Counselor</i> Julie S. Annaway <i>Guidance Counselor</i> Angeli T. Austria <i>Guidance Counselor</i> Fay Ann P. Farangan <i>Guidance Counselor</i> | Referral Slip |
| 2 | Submit an explanation letter prepared or noted by parent/guardian and bring valid I.D. of the signatory or any valid document/s supporting the cause of absence/s or tardiness (examples: death certificate, medical certificate, certificate of appearance/ attendance/ participation/ recognition, invitation letters/programs with the name of the student indicated, marriage certificate, baptismal certificate, etc.) | Interview the student based on the explanation letter and verify supporting documents | 20 minutes | | | Class Admission Slip |
| 3 | Submit self for counseling (as needed) | Counsel (as needed) | (1 hour) | | | |
| 4 | Registers on the Office's Logbook | Issues Class Admission Slip | 10 minutes | | | |
| Total Duration | | | 40 minutes | | | |
| --- END OF TRANSACTION --- | | | | | | |