



DON MARIANO MARCOS MEMORIAL
STATE UNIVERSITY

CITIZEN'S CHARTER
2022



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STATE UNIVERSITY

CITIZEN'S CHARTER



I. Mandate:

The university shall provide advanced instruction in the arts, agriculture, fisheries, engineering and natural sciences, as well as in other technological fields; promote research, and engage in extension work.

II. Philosophy:

Total human development with appropriate competencies.

III. Vision:

A globally competitive university.

IV. Mission:

Provides high quality instruction, research and extension.

V. Goal:

To lead in transforming human resources into productive self-reliant citizens and responsible leaders.

VI. Service Pledge:

We, the officials and employees of the Don Mariano Marcos Memorial State University, hereby pledge to:

Deliver our respective duties and responsibilities with utmost efficiency, integrity, and professionalism.

Make every working hour of our service truly satisfying, fruitful, and stimulating;

Mobilize resources of the University for optimum productivity and effectiveness;

Mediate judiciously every problem or conflict of our client that may arise in the course of duty;

Strengthen our bond of camaraderie, synergy, and dynamism as one organic entity; and

Use every opportunity as a stepping stone towards a higher level of commitment to public service.



VII. Core Values

The university has the following core values:

- SERVICE** : Service to our stakeholders
- PRODUCTIVITY** : Productivity with passion for work
- EXCELLENCE** : Excellence in our programs through scholarly undertakings
- COMMITMENT** : Commitment in delivering our mandates
- INNOVATIVENESS** : Innovation towards attaining operative systems, breakthroughs and milestones
- ADVOCACY** : Advocacy in transforming lives
- LEADERSHIP** : Leadership for transformation, empowerment and sustainable development



LIST OF SERVICES

Offices under the Vice President for Academic Affairs

Office of the Head of Instruction 1

External Services 1

Application for Final Defense 2

Application for Thesis Proposal 3

Enrolment Procedure 4

Practice Teaching / On-The-Job Training/ Capstone 7

Office of the Registrar 8

Internal Services 8

Adding/Dropping of Subjects 9

Admission, Registration, and Enrolment 10

Application for Graduation 13

Certification, Authentication, and Verification of School

Credentials/Documents 14

Completion of Grades 15

Issuance of Application form for Shiftee/Re-enrollee 16

Issuance of Certificate of Enrolment/Grades/

Graduation/Units Earned 17

Issuance of Official Transcript of Records/Diploma of Graduates 18

Issuance of Permit to Cross-enroll 20



<u>Issuance of Second Copy of Official Transcript of Records/ Diploma of Graduates</u>	21
<u>Request for Certificate of Transfer Credentials (CTC)</u>	22
Student Affairs and Services Office	24
Internal Services	24
<u>Accreditation of Student Organizations</u>	25
<u>Issuance of Permits for Student In-Campus Activities</u>	26
<u>Issuance of Permits for Student Local Off-Campus Activities</u>	27
<u>Management of Student Discipline</u>	29
Guidance and Counseling Unit	31
Internal Services	31
<u>Application for College Admission Test</u>	32
<u>Counseling Services</u>	33
<u>Information Services</u>	34
<u>Testing Services- Administration of Psychological Test</u>	35
Library	37
Internal Services	37
<u>Circulation of Books and Other Library Materials</u>	38
<u>Multimedia/Internet Services</u>	41
<u>Referral Service</u>	42
<u>Signing of Clearances</u>	43



College of Graduate Studies	45
Internal Services	45
<u>Admission of New Students</u>	46
<u>Application for Comprehensive Examination</u>	47
<u>Application for Final Oral Presentation</u>	48
<u>Application for Proposal Presentation</u>	50
<u>Application for Qualifying Examination</u>	51
<u>Completion of Grades</u>	53
<u>Enrolment</u>	54
<u>Issuance of Certificate of Grades</u>	55
<u>Issuance of Transcript of Records (TOR)</u>	56
Offices under the Office of the Vice President for Research and Extension	
Research Unit	57
Internal Services	
<u>Approval of External Research Training Participants</u>	58
<u>Approval of Request for Presentation in a Regional, National,</u> <u>or International Scientific Forum</u>	59
<u>Approval of Research Proposal</u>	60
<u>Approval of Terminal Reports</u>	63
<u>Dissemination of Policy Papers</u>	64



<u>Publication in DMMMSU Research and Extension (R&E) Journal</u>	65
<u>Request for Assistance on Intellectual Property Registration</u>	67
<u>Request for Assistance on Publication in Scientific Journals</u> <u>(WOS and SCOPUS Indexed)</u>	69

Offices under the Vice President for Administration

Administrative Support Services Unit 71

Internal Services 71

Issuance of Office Clearance and/or Certifications 72

Legal Office 74

External Services 74

Responses to Notices and Decisions of the Commission on Audit 75

Internal Services 77

Application for a Certificate of No Pending Administrative Case 78

Filing of Administrative Complaints 79

Legal Consultation and Referral 81

Review of Memoranda of Understanding, Contracts, and Other Agreements 82

Human Resource Management Office 84

Internal Services 84

Assistance to Retiring / Resigning / Transferring Employees 85



<u>Leave Administration</u>	86
<u>Recruitment</u>	87
<u>Request for Certificate of Employment / Service Record</u>	91
Bids and Awards Office	92
External Services	92
<u>Procurement of Civil Works/Supplies/Consultancy using</u>	
<u>Alternative Mode of Procurement</u>	93
<u>Sale of Bidding Documents</u>	94
Internal Services	96
<u>Preparation and Submission of Annual Procurement Plan (APP)</u>	97
<u>Processing of Purchase Request / Job Order</u>	99
Accounting Office	104
External/Internal Services	104
<u>Assessment of Fees for Other Payors</u>	105
<u>Pre-audit of Payroll/ Disbursement Vouchers</u>	106
External Services	108
<u>Verification and Adjustment of Student Fees/Account Balances</u>	109
Internal Services	110
<u>Pre-audit of Liquidation Reports</u>	111



Budget Office	112
External/Internal Services	112
<u>Allocation of Fund</u>	113
<u>Processing of Payroll/Vouchers</u>	114
Cashier's Office	115
External/Internal Services	115
<u>Collection of Fees from Other Payors</u>	116
<u>Payment of Payroll/ Disbursement Vouchers</u>	117
Health Services Unit	120
Internal Services	120
<u>Dental Procedure</u>	121
<u>Dental Procedure- Covid</u>	123
<u>Management of Emergency Cases</u>	125
<u>Management of Infectious or Contagious Disease</u>	127
<u>Medical and Dental Consultation and Treatment</u>	128
<u>Medical and Dental Consultation and Treatment – Covid</u>	130
<u>Medical and Dental Clearance for School-Related Activities</u>	132
<u>Medical and Dental Clearance for School-Related Activities-Covid</u>	134
<u>Medical Clearance of New Employees</u>	136



External Services	137
<u>Medical Clearance of New Entrants and Transferees</u>	138
<u>Medical Clearance of New Entrants and Transferees – Covid</u>	140
Internal Quality Assurance System Office	143
External/Internal Services	143
<u>Client Satisfaction Survey</u>	144
Records Office	146
External/Internal Services	146
<u>Authentication of Records / Documents</u>	147
<u>Receiving and Control of Internal Communications</u>	149
<u>Receiving Externally Generated Documents</u>	151
Supply and Property Management Office	153
External Services	153
<u>Receipt of Deliveries of Supplies, Materials and Equipment</u>	154
Internal Services	155
<u>Issuance of Supplies, Materials and Equipment</u>	156



Offices under the Vice President for Planning and Resource Development	157
Office of the Document Control Custodian	157
Internal Services	157
<u>Control of new and revised documented information</u>	158
<u>Request for Documented Information</u>	159
Management Information Systems Office	161
Internal Services	161
<u>Request for IT Services</u>	162
DMMMSU Open University System	163
Internal Services	163
<u>Admission Procedure for Continuing, Returning and Cross-enrollee Students</u> <u>under Baccalaureate Programs (Group, Self and Online Paced)</u>	164
<u>Admission Procedure for Continuing, Returning and Cross-enrollee Students</u> <u>under Post-Baccalaureate and Graduate Programs</u> <u>(Group, Self and Online Paced)</u>	165
<u>Admission Procedure for New Students under Baccalaureate Programs</u> <u>(Group, Self and Online Paced)</u>	167
<u>Admission Procedure for New Students under Post-Baccalaureate and</u> <u>Graduate Programs (Group, Self and Online Paced)</u>	169
<u>Admission and Enrolment Procedure for Students under CPED Programs</u> <u>(Customized)</u>	171



<u>Admission and Enrolment Procedure for Students under CPED Programs</u> <u>(Walk-in)</u>	173
<u>Application for Comprehensive Exam/ Qualifying Exam, Thesis Defense,</u> <u>Official Transcript of Records, Diploma, Certificate of Grades</u> <u>and Transfer Credentials</u>	174
<u>Application for Graduation</u>	175
<u>Enrolment Procedure for New, Continuing, Returning</u> <u>and Cross-enrollees in all Programs</u>	177
 <u>APPENDIX A CLIENT FEEDBACK FORM</u>	 180



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish our Feedback Form available in the offices and put it in the drop box at the Public Assistance and Complaints Desk. (Appendix A) There is also an online form available via: http://tinyurl.com/dmmsufeedbackform
How feedbacks are processed	Feedback forms are collected from the drop box per office by the staff from the respective Vice President supervising the office.
How to file a complaint	Pursuant to Rule 3, Section 10 of the 2017 Rules on Administrative Cases in the Civil Services, such must be in writing, subscribed and sworn by the complainant and may be filed at the Legal Office. (You may check the citizen's charter of the Legal Office for further details)
How complaints are processed	(You may check the citizen's charter of the Legal Office for further details)
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Office of the President	DMMMSU, Bacnotan, La Union	+63 917 773 8884 president@dmmsu.edu.ph
Office of the Vice President for Academic Affairs	DMMMSU, Bacnotan, La Union	vpaa@dmmsu.edu.ph
Office of the Vice President for Research and Extension	DMMMSU, Bacnotan, La Union	vpres@dmmsu.edu.ph
Office of the Vice President for Administration	DMMMSU, Bacnotan, La Union	vpa@dmmsu.edu.ph
Office of the Vice President for Planning and Resource Development	DMMMSU, Bacnotan, La Union	vpprd@dmmsu.edu.ph
DMMMSU Open University System	City of San Fernando, La Union	(072 242 3608)



OFFICES UNDER THE VICE PRESIDENT FOR ACADEMIC AFFAIRS
OFFICE OF THE HEAD OF INSTRUCTION
INTERNAL SERVICES



1. APPLICATION FOR FINAL DEFENSE

This service aims to provide assistance to students applying for final defense.

Office or Division:	College / Institute / Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled in Thesis Writing			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manuscript		The student will provide.		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the manuscript to the adviser.	1.1 Evaluate the quality of student's work.	Php500.00	30 minutes	Thesis Adviser
	1.2 Check the incorporation of comments and suggestions.		3 hours	Thesis Adviser
	1.3 Indorse the manuscript for oral defense.		10 minutes	Thesis Adviser
2. Fill out the tentative schedule for the final defense.	2. Schedule date of defense.	None	15 minutes	Dean/ Director/ Program Chair
3. Distribute copies to the Oral Review Committee (OReC).	3. Evaluate the manuscript scheduled.	None	5 days	OReC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Final Defense.	4. Evaluate the thesis.	None	30 minutes	OReC
5. Incorporate suggestions and recommendations.	5. Review the incorporated suggestions and recommendations.	None	30 minutes	OReC
6. Submission of hard bound and soft copies.	6. Check the completeness of the submitted thesis.	None	10 minutes	Adviser
	TOTAL:	Php 500.00	5 days 5 hours 5 minutes	

2. APPLICATION FOR THESIS PROPOSAL

This service aims to provide assistance to students applying for thesis proposal.

Office or Division:	College / Institute / Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled in Thesis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manuscript		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the manuscript to the adviser.	1.1 Evaluate the quality of student's work 1.2 Indorse the manuscript for oral defense	None	30 minutes	Thesis Adviser



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the tentative schedule of the defense.	2.1 Determine the Oral Examination Committee (OReC); and 2.2 Schedule date of defense	None	15 minutes	Dean/ Director/ Program Chair
3. Distribute copies to the OReC.	3. Evaluate the thesis proposal as scheduled	None	5 days	OReC
4. Oral Proposal Defense.	4. Evaluate the manuscript	None	2 hours	OReC
	TOTAL:	None	5 days 2 hours 45 minutes	

3. ENROLMENT PROCEDURE

This service aims to guide students as they enroll under their specific degree programs.

Office or Division:	College / Institute / Department	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Incoming College students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Students:		
a. Senior High School Graduate		
1. Enrolment Permit signed by the / Institute Director/ College Dean and Medical Officer	College/ Institute	
2. Registration Form	College/ Institute	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Senior High School Card/ SF-9	The applicant will provide.
4. Certificate of Good Moral Character	The applicant will provide.
5. Birth Certificate from PSA	The applicant will provide.
6. 2 copies of Applicant's Photo (2"x2" with nametag)	The applicant will provide.
b. College Graduates (Second Courser)	
1. Enrolment Permit signed by the Program Chair/ Institute Director/ College Dean and Medical Officer	College/ Institute
2. Registration Form	College/ Institute
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Official Transcript of Records	The applicant will provide.
4. Certificate of Good Moral Character	The applicant will provide.
5. Birth Certificate from PSA	The applicant will provide.
6. 2 copies of Applicant's Photo (2"x2" with nametag)	The applicant will provide.
c. Transferees	
1. Enrolment Permit signed by the Program Chair/ Institute Director/ College Dean and Medical Officer	College/ Institute
2. Registration Form	College/ Institute
3. Certificate of Transfer Credential/ Honorable Dismissal	The applicant will provide.
4. Certificate of Good Moral Character	The applicant will provide.
5. Birth Certificate from PSA	The applicant will provide.
6. 2 copies of Applicant's Photo (2"x2" with nametag)	The applicant will provide.
d. Alternative Learning System Passer	
1. Enrolment Permit signed by the Program Chair/ Institute Director/ College Dean and Medical Officer	College/ Institute
2. Registration Form	College/ Institute
3. ALS Rating	The applicant will provide.
4. Certified True Copy of List of Passer	The applicant will provide.
5. Birth Certificate from PSA	The applicant will provide.
6. 2 copies of Applicant's Photo (2"x2" with nametag)	The applicant will provide.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
e. Foreign Student				
1. Enrolment Permit signed by the Program Chair/ Institute Director/ College Dean and Medical Officer		College/ Institute		
2. Registration Form		College/ Institute		
3. Letter of Intent		The applicant will provide.		
5. Original Transcript of Record		The applicant will provide.		
6. Personal Data		The applicant will provide.		
7. Affidavit of Support		The applicant will provide.		
8. Alien Registration		The applicant will provide.		
9. Alien Fee		The applicant will provide.		
10. Result of TOEFL/ IELTS (for non-native speakers of English)		The applicant will provide.		
11. Student Visa		The applicant will provide.		
12. Security Clearance from his Embassy		The applicant will provide.		
13. Resident Guarantor of his character		The applicant will provide.		
14. CHED Permit		The applicant will provide.		
15. 2 copies of Applicant's Photo (2"x2" with nametag)		The applicant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out enrolment permit and registration form	1. Issuance of Enrolment Permit and Registration Form	None	5 minutes	Dean/ Institute Director/ Program Chair/ Faculty Representative
2. Proceed to the College/ Institute for subject loading	2.1 Provision of subject load 2.2 Enlistment and assessment of fees	None	5 minutes 10 minutes	Dean/ Institute Director/ Program Chair/ Faculty Representative
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	21 minutes	



4. PRACTICE TEACHING / ON-THE-JOB TRAINING/ CAPSTONE

This service allows students to have experiential learning in coordination with public and private institutions.

Office or Division:	College / Institute / Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Students enrolled in Practice teaching/ On-the-Job Training/ Capstone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement/ Understanding		OJT/ Capstone Coordinator/ PT Supervisor		
Waiver		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrolment in Student Practicum/ OJT/ Capstone	1.1 Coordinate with Cooperating Agencies 1.2 MOA Signing	None	2 days	OJT/ Capstone Coordinator PT Supervisor Chancellor President
2. Preparation for deployment	a. Practice Teaching 2.1 Orientation (in-house) 2.2 Deployment	None	5 days 1 day	PT Supervisor
	b. On-the-Job/ Capstone 2.1 Orientation 2.2Deployment		½ day 1 day	
3. Training/ Practicum Proper	a. Practice Teaching 3.1 Monitoring 3.2 Evaluation	None	2-3 months	PT Supervisor
	b. On-the-Job/ Capstone 3.1 Monitoring 3.2 Evaluation		180 -250 hours	
TOTAL:		None	3 months 20 days	



OFFICE OF THE REGISTRAR

INTERNAL SERVICES



1. ADDING/DROPPING OF SUBJECTS

This service allows students to fix conflicting class schedules, add subjects if under loaded, and drop subjects if overloaded.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The student will provide.		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish adding/dropping form.	1. Issue adding/dropping form.	None	2 minutes	Staff, Registrar's Office
2. Proceed to Program Chair/Institute Director	2. Sign the adding/dropping form	None	2 minutes	Program Chair/Institute Director
3. Return to the RO to submit the approved adding/dropping form	3. Sign and assess the form.	None	2 minutes	Staff, Registrar's Office
4. Pay the required fees	4. Issue Official Receipt	P50.00/subject	5 minutes	Staff, Cashier's Office
5. Submit a copy of the form to the RO	5. Receive and file the form	None	5 minutes	Staff, Registrar's Office
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		P50.00/subject	17 minutes	



2. ADMISSION, REGISTRATION AND ENROLMENT

This service permits students to apply and enroll in any particular course.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	New Students (Freshmen, Transferees, Second Courser, Foreign Students)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR FRESHMEN (Senior High School Graduate)	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Form 138 / SF-9 (Original Copy)	The student will submit.
Certification of Good Moral Character (Original)	The student will submit.
PSA Birth Certificate (Original)	The student will submit.
College Admission Test Result (Original)	The student will submit.
2x2 Picture with name tag and in white background (1pc)	The student will submit.
FOR TRANSFEREES/COLLEGE GRADUATES	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Certificate of Transfer Credentials	The student will submit.
Certified True Copy of Grades	The student will submit.
Certificate of Good Moral Character	The student will submit.
PSA Birth Certificate (Original)	The student will submit.
College Admission Test Result (Original, for transferees only)	The student will submit.
2x2 Picture with name tag and in white background (1pc)	The student will submit.
FOR FOREIGN STUDENTS	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Letter of Intent	The student will submit.
Certificate of Completion of a Secondary Curriculum	The student will submit.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Transcript of Record		The student will submit.		
Personal Data		The student will submit.		
Affidavit of Support		The student will submit.		
Alien Certificate of Registration		The student will submit.		
Alien Fee				
Result of TOEFL/IELTS (for non-native Speakers of English)		The student will submit.		
Student Visa		The student will submit.		
Security Clearance from his Embassy		The student will submit.		
Resident Guarantor of his character		The student will submit.		
CHED Permit		The student will submit.		
2x2 Picture with name tag and in white background (1pc)		The student will submit.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the staff.	1. Receive and check submitted documents	None	5 minutes	Staff, Registrar's Office
2. Register new students in the Student Registration and Information System	2. Encode personal profile of the student.	None	10 minutes	Staff, Registrar's Office
3. Issue Admission Slip indicating the Student ID Number.	3. Release Admission Slip with Student ID Number	None	10 minutes	Staff, Registrar's Office
4. The student will proceed to the Program Chair/Institute Director for the subject loading	4. Assign subject load	None	20 minutes	Program Chair/Institute Director
5. The student will accomplish Scholarship Form from the Scholarship Office.	5. Evaluate and Confirm scholarship	None	5 minutes	Scholarship Head



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. The student will go back to the Program Chair/Institute Director or assigned faculty member for the Enlistment and Assessment of Fees	6. Enlist approved subject load and assess fees.	None	20 minutes	The Program Chair/Institute Director
7. The student will pay Enrolment fees not covered by FHE (if scholar). Otherwise the student will pay all required fees	7. Collect fees and issue Official Receipt	C/O Finance Unit	5 minutes	Cashier
8. The student will proceed to the Registrar's office for validation of enrolment.	8. The Student Copy of Assessment Form will be Stamped "ENROLLED".	None	2 minutes	Staff, Registrar's Office
9. Application and processing of Library Card	9. Issue Library Card	Php 100.00	20 minutes	Library Staff
10. Registration in the Student Portal	10. Assist student in the registration	None	15 minutes	Library Staff
11. Application and processing of Student ID card	11. Issue Student ID Card	Php 50.00	20 minutes	MIS Staff
12. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	Php 150.00	2 hours 13 minutes	



3. APPLICATION FOR GRADUATION

This service allows the student to request for evaluation of academic record and apply for graduation if the student satisfactorily completed all the academic requirements leading to a certain degree program.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application for graduation.	1. Issue application for graduation.	None	2 minutes	Staff, Registrar's Office
2. Submit accomplished application form for review.	2. Evaluate the completeness of the Academic record of the student.	None	10 minutes	Campus Registrar and Staff in-charge.
3. Pay graduation fees	3. Issue Official Receipt	None	2 minutes	Staff, Cashier's Office
4. Submit the Official Receipt and the Application form.	4. File the application for graduation form	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	17 minutes	



4. CERTIFICATION, AUTHENTICATION, AND VERIFICATION OF SCHOOL CREDENTIALS/ DOCUMENTS

This service provides the client necessary documents needed for employment, promotion or for any other legal purpose it may serve.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students who are officially enrolled in the University or have graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID		The client will provide.		
Photocopy of Credentials		The client will provide.		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Payment slip.	1. Issue Payment slip.	None	2 minutes	Staff, Registrar's Office
2. Pay the required fees.	2. Issue Official Receipt	Php 20.00/ document – Local Php 30.00/ document – National Php 50.00/ document – International	10 minutes	Staff, Cashier's Office
3. Return to the RO to submit the photocopy of credentials.	3. Certify, authenticate and verify submitted documents	None	2 minutes	Staff, Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the documents and sign in the logbook.	4. Release the requested documents	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	Pnp 20.00/ document – Local Php 30.00/ document – National Php 50.00/ document – International	17 minutes	

5. COMPLETION OF GRADES

This service allows students to be given a Completion Grade within a specified time.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The student will provide.		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure payment slip	1. Issue payment slip	None	2 minutes	Staff, Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Issue Official Receipt	Php 25.00- Completion Fee	5 minutes	Staff, Cashier's Office
3. Submit the OR to the RO Staff	3. Issue Completion Form	None	2 minutes	Staff, Registrar's Office
4. Accomplish completion form	4. Sign the completion form	None	5 minutes	Subject Teacher/ Program Chair/Institute Director
5. Submit completion form and sign in the logbook.	5. Receive and file the accomplished completion form.	None	2 minutes	Subject Teacher/ Program Chair/Institute Director; Staff, Registrar's Office
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php 25.00	17 minutes	

6. ISSUANCE OF APPLICATION FORM FOR SHIFTEE/RE-ENROLEE

This service allows students to apply for a change of course or for purposes of continuing the course.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Students who are officially enrolled in the University
CHECKLIST OF REQUIREMENTS	
Student ID	The student will provide.
Copy of Grades	Student Portal
WHERE TO SECURE	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Shiftee/Re-enrollee Form	1. Issue Shiftee/Re-enrollee Form	None	2 minutes	Staff, Registrar's Office
2. Proceed to the Program Chair/Institute Director and College Dean	2. Sign the shifting / returnee form	None	5 minutes	Program Chair/Institute Director, College Dean
3. Return to the RO to submit the approved shifting / returnee form	3. Change the course in the system and issue admission slip. <ul style="list-style-type: none"> Present Admission slip at the Enrolment area 	None	5 minutes	Staff, Registrar's Office
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	13 minutes	

7. ISSUANCE OF CERTIFICATE OF ENROLMENT/GRADES/GRADUATION/UNITS EARNED

This service allows retrieval or acquisition of student academic records for any purpose it may be used.

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Students who are officially enrolled in the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Form		Registrar's office
Official Receipt		Cashier
Student ID (for printing of COE / COG)		The student will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to RO staff for printing of Certification requested	1. Search the student records and issue payment slip	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees at the Cashier's Office by presenting the payment slip	2. Process payment of the required fees and issue official receipt	Php 20.00 – certification fee	5 minutes	Staff, Cashier's Office
3. Return to the RO and present official receipt	3. Cancel the OR and release the certificate requested	None	2 minutes	Staff, Registrar's Office
4. Record and sign in the logbook	4. Provide Logbook	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php 20.00	15 minutes	

8. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS/DIPLOMA OF GRADUATES

This service permits the acquisition of student's credentials for any purpose it may serve.

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Student Clearance	Registrar's office	
Student ID	The student will provide.	
Latest 2x2 ID picture with collar and white background (1pc) (for OTR only)	The student will provide.	
2 pcs. Documentary stamps	Registrar's Office	



Official Receipt		Cashier's Office		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished student clearance, request form and other requirements	1. Receive the student clearance, request form, and other requirements	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees	2. Issue Official Receipt	Php 50.00 – first page Php 25.00 – succeeding pages Php 150.00 - Diploma	5 minutes	Staff, Cashier's Office
3. Submit the OR to the RO Staff	3. Process the OTR	None	5 days	Staff, Registrar's Office
4. Receive the OTR and sign in the logbook	4. Release the OTR	None	5 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	Php 50.00 – first page Php 25.00 – succeeding pages Php 150.00 - Diploma	5 days 16 minutes	



9. ISSUANCE OF PERMIT TO CROSS-ENROLL

This service permits the student to enroll to another school if the subject is not offered in the university for a particular semester or term.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit to cross-enroll form.	1. Issue permit to cross-enroll form.	None	2 minutes	Staff, Registrar's Office
2. Proceed to the Program Chair/Institute Director and Dean.	2. Sign the form if approved.	None	10 minutes	Program Chair/Institute Director, Dean
3. Return to the RO to submit the approved permit.	3. Sign the permit	None	2 minutes	Campus Registrar
4. Receive the original copy of the permit.	4. Release the original copy and file the duplicate copy.	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter		None	1 minute	
TOTAL:		None	17 minutes	



10. ISSUANCE OF SECOND COPY OF OFFICIAL TRANSCRIPT OF RECORDS/DIPLOMA OF GRADUATES

This service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned students or for any purposes it may serve.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		The graduate will provide.		
1 pc 2x2 picture with collar and white background (for OTR)		The graduate will provide.		
Affidavit Of Loss (For Lost/Damage Diploma)		Law Office		
Official Receipt		Cashier's Office		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		The graduate will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and other requirements	1. Receive the request form, and other requirements	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees	2. Issue Official Receipt	Php 50.00 – first page Php 25.00 – succeeding pages P150.00 - Diploma	5 minutes	Staff, Cashier's Office
3. Submit the OR to the RO Staff	3. Process the OTR/Diploma	None	5 days	Staff, Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the OTR and sign in the logbook	4. Release the OTR/Diploma	None	5 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter		None	1 minute	
	TOTAL:	Php 50.00 – first page Php 25.00 – succeeding pages P150.00 - Diploma	5 days 16 minutes	

11. REQUEST FOR CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

This service permits the acquisition of students' records for purposes of transferring to other schools.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Students who are officially enrolled in the University
CHECKLIST OF REQUIREMENTS	
Student Clearance	Registrar's office
Student ID	The student will provide.
Documentary stamps (2 pieces)	Registrar's Office
Official Receipt	Cashier's Office
Form 137A / Transcript of Records (if transferees)	The student will provide.
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)	The student will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to RO, In-charge of Request	1.1 Receive and review all the documents submitted 1.2 Issue request form and claim stub	None	5 minutes	Staff, Registrar's Office
2. Accomplish the request form	2.1 Submit the accomplished request form 2.2 Advise the student to go to the Cashier's for the payment of required fees	None	5 minutes	Staff, Registrar's Office
3. Pay the required fees	3. Issue Official Receipt	Php 50.00 – Certificate fee	2 minutes	Staff, Cashier's Office
4.1. Submit the OR to the RO Staff 4.2. Receive the Certificate of Transfer Credentials 4.3. Record and Sign in the logbook	4.1. RO, Staff In-charge will process the Certificate of Transfer Credentials • Cancel the OR 4.2. Release of certificate of Transfer Credentials	None	10 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.	6.	None	1 minute	
TOTAL:		Php 50.00	23 minutes	



STUDENT AFFAIRS AND SERVICES UNIT

INTERNAL SERVICES



1. ACCREDITATION OF STUDENT ORGANIZATION (SO)

This services aims to provide procedures for the accreditation/recognition of new student organizations and renewal of accreditation/recognition of old SOs.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for SO		SAS Office		
List of Officers and Members		Concerned Student Organization		
Financial Statement		Concerned Student Organization		
Pledge of Commitment of Advisers and Officers		Concerned Student Organization		
Operational Plan		Concerned Student Organization		
Constitution and By-Laws		Concerned Student Organization		
Accomplishment Report of Preceding School Year (for old SOs)		Concerned Student Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the SAS Office	1. Check completeness of documents	None	15 Minutes	Head, SAS Adviser, Campus SBO
2. Wait for the status of application.	2. Review and screen application	None	3 Days	Head, SAS Adviser, Campus SBO, Chancellor
3. Follow-up result of application.	3. Approve/Deny request	None	5 Minutes	SAS Head
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	3 days 21 minutes	



2. ISSUANCE OF PERMITS FOR STUDENT IN-CAMPUS ACTIVITIES

This service provides assistance to students to conduct in-campus activities.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Parents/Guardian's Waiver (If activity is after 5PM)		Parents/Guardian		
Budget Plan		Concerned Student Organization		
Approved Letter of Intent		Chancellor/President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Departmental, College, and Campus Activities				
1. Submit a letter of intent and submit supporting documents addressed to the Chancellor, to the Program Chairperson	1. Check and verify documents	None	5 Minutes	Program Chairperson
2. Forward the verified documents for recommendation of approval to the College Dean and SAS Head	2. Check and verify documents	None	5 minutes	College Dean SAS Head
3. Submit documents to the Chancellor's Office for approval.	3. Approve/ Deny request	None	5 Minutes	Chancellor
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	16 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. For University Level Activities				
4. Forward the verified documents for recommendation of approval to the Central Administration	4. Check and verify documents	None	5 Minutes	Director, SAS VP, Academic Affairs
5. Submit documents to the Office of the President for Approval.	5. Approve/ Deny request	None	5 Minutes	University President
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.			1 minute	
	TOTAL:	None	27 minutes	

3. ISSUANCE OF PERMITS FOR STUDENT LOCAL OFF-CAMPUS ACTIVITIES

This service provides assistance to students to conduct Student Local Off-Campus activities

Office or Division:	Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	Government to client		
Who may avail:	Bonafide students/learners of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent		Concerned Student Organization	
Application for Field Trip / Educational Trip		Campus SAS Office	
Certificate of Compliance		Office of the College Dean	
CHED Checklist of Requirements <ul style="list-style-type: none"> Operational Plan Travel Itinerary 		Concerned Student Organization Travel and Tour Operator	



<ul style="list-style-type: none"> • Student Handbook or Manual • Consent of Parents or Guardian • Medical Clearance • Travel Order of Personnel/Faculty In-Charge • Pictures of First Aid Kit • Breakdown of Fees • List of Insured Students • Copy of Travel and Tour operator Accreditation Certificate and Other Documents • Letters to LGUs/NGOs 		<p>SAS Office Parents Campus Clinic College Concerned/SAS/CSBO</p> <p>Medical Clinic Concerned Student Organization Accounting Office/CSBO/SAS/Insurance Provider Travel and Tour Operator</p> <p>Concerned Student Organization / Travel and Tour Operator</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent and supporting documents to participate in a local off-campus activity addressed to the President through Channels	1. Check and verify documents	None	1 Day	Dean, Head, SAS Chancellor
2. Forward all documents to the Office of the Vice President for Academic Affairs for Indorsement.	2. Make necessary indorsements	None	1 Day	VP, Academic Affairs
3. Submit all documents to the Office of the President for Approval	3. Issuance of indorsement	None	30 Minutes	President
4. Submit documents to CHED	4. Receive and check application	None	30 Minutes	Student Organization President and Adviser
5. Follow-up status of application to CHED	5. Issue Certificate of Compliance	None	14 Days	CHED



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Provide a copy of the Certificate of Compliance to SAS.	6. Receive copy of document.	None	5 Minutes	SAS Personnel
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	16 days 1 hour 6 minutes	

4. MANAGEMENT OF STUDENT DISCIPLINE

This service aims to provide procedures for the filing of complaints and investigation of cases filed.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	GTC			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint		Concerned complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint addressed to the Chancellor	1.1. Receive document	None	5 Minutes	Staff, Office of the Chancellor Chancellor
	1.2. Forward result of review to SAS.		5 Minutes	
2. Attend hearings of the case, if the complaint is meritorious.	2. Notify all parties concerned.	None	2 Days	SAS Head, Discipline Committee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive copy of the result of the decision	3. Provide a copy of the decision.	None	5 minutes	SAS
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	4. If case is meritorious, the respondent will be formally charged.		1 day	Chancellor
	TOTAL:	None	3 days 16 minutes	



GUIDANCE AND COUNSELING UNIT

INTERNAL SERVICES



1. APPLICATION FOR COLLEGE ADMISSION TEST

This service aims to check and validate students' application for college admission.

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Application Form		Guidance office DMMMSU-Website		
Form 137/138 (Original Copy)		The applicant will provide.		
2x2 ID Picture with white background and name tag (2 copies)		The applicant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request College Admission Application Form	1. Issue College Admission Application Form	None	2 minutes	Client/Applicant
2. Fillout College Admission Application Form and submit complete requirements	2. Review entry in the College Admission Application Form and receives complete requirements	None	15 minutes	Guidance Counselor/ Examiner
3. Receive test permit	3. Schedule applicant for admission test and issues test permit	None	5 minutes	Guidance Counselor
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	23 minutes	
Note: The process does not include the administration of the admission test, scoring, interpretation, and generation of results.				



2. COUNSELING SERVICES

This service covers counseling (individual and group) interventions in terms of educational, vocational/placement and personal-social concerns to students enrolled in the university including those with special needs and diverse cultural backgrounds to ensure students' welfare and development in a timely manner.

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Identification Card		The student will provide.		
Referral Slip		Dean's Office, Principal's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out counseling logbook.	1. Welcome client/s	None	3 minutes	Guidance Staff
2. Undergo initial interview.	2.1. Establish rapport	None	10 minutes	Guidance Counselor
	2.2. Conduct initial interview.			
3. Disclose concern/s	3.1. Provide counseling and appropriate interventions to the clients.	None	45 minutes to 3 hours (depending upon the need of the client) 5 minutes	Guidance Counselor
	3.2. Prepare letter or referral slips (if necessary).			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Feedback slip (if referred)	4.1. Instruct client to give the feedback slip to the referring person 4.2. Schedule the follow-up sessions as needed. Terminate the counseling sessions when completed.	None	7 minutes	Guidance Counselor
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 Minute	
	TOTAL:	None	1 hour 10 minutes to 3 hrs. 26 minutes	

3. INFORMATION SERVICES

This service aims to provide a venue for students to be better informed about the services of the University, current issues and relevant topics pertaining to personal-social, academics/educational and vocational-occupational necessary for their adjustment in life.

This service covers all freshmen and transferee students from Kindergarten to Graduate Studies students enrolled in the university.

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit
Classification:	G2C- Government to Citizen
Type of Transaction:	Simple
Who may avail:	All (if any citizen is eligible)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Student's Identification Card	The student will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Assist student to a seat	None	15 minutes	Guidance Staff
2. Listen and participate in the seminar or workshop	2. Conduct seminar or workshop	None	6 hours	Guidance Counselor Guidance Staff Resource Person/s
3. Evaluate the seminar or workshop	3. Distribute evaluation form	None	15 minutes	Guidance Staff/ Counselor
4. Receive Certificates of Participation	4. Release Certificates of Participation	None	15 minutes	Guidance Staff/ Counselor
	TOTAL:	None	6 hours 45 minutes	

4. TESTING SERVICES- ADMINISTRATION OF PSYCHOLOGICAL TEST

This service aims to assess students objectively and systematically, facilitates self-discovery, self-knowledge and curricular and grade development; with the use of appropriate psychological test for guidance and counseling, monitoring, referral and for research purposes.

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit	
Classification:	G2C- Government to Citizen	
Type of Transaction:	Simple	
Who may avail:	All (if any citizen is eligible)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Student's Identification Card		The student will provide.
Referral Slip		Dean's Office, Principal's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Guidance office as scheduled.	1. Welcome client	None	1 minute	Guidance Staff
2. Fill out Guidance Services logbook.	2. Assist client to the testing area.	None	3 minutes	Guidance Staff
2.1. Take test/s	3.1 Administer test/s.	None	4 hours	Guidance Counselor
	3.2 Schedule release of test result/s	None	2 minutes	Guidance Counselor
4. Receive test result/s as scheduled.	4. Release test result/s as scheduled.	None	5 minutes	Guidance Counselor
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL	None	4 hours 12 minutes	

Note:

1. This service includes admission test; however, processing and releasing may take months depending on the number of examinees.
2. The process does not include the processing time for scoring, interpretation, and generation of results.



LIBRARY

INTERNAL SERVICES



1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

This service allows clients to borrow and use books and other library materials.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students DMMMSU faculty and staff Non-DMMMSU clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING				
1. Register in the library electronic logbook using ID number. • Use the logbook if the e-log is not available.	1. Monitor clients' attendance	None	20 seconds	Library Staff Library Users
2. Search for the book(s) and other library materials needed using the OPAC (Online Public Access Catalog).	2. Assist the users in using the OPAC	None	1 minute	Library Staff
3. Copy the call number of the book/s needed and present to the library staff.	3. Locate books and other materials requested	None	1 minute	Library Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present borrower's card or valid I.D. and fill-out the book card with the borrower's name and the date of borrowing.	4. Verify the validity of I.D.	None	30 seconds	Library Staff
5. Surrender the borrower's card together with the book card	5. Check out the book(s) and other materials under the client's name and informs the client on its due date.	None	30 seconds.	Library Staff
6. Receive material	6. File the book card with the client's borrower's card.	None	30 seconds	Library Staff
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	4 minutes 50 seconds	
RETURNING				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the library electronic logbook using their ID number. • Use the logbook if the e-log is not available.	1. Monitor client's attendance	None	20 seconds	Library Staff
2. Present book(s) and other materials for check-in at the Circulation Area.	2.1 Receive and scans book in the OPAC for check-in. Pull-out book card and borrower's card from the file box.	None	3 minutes	Library Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> If overdue, library staff computes the fines and informs the client of the total amount to be paid at the Cashier's Office (based on Library Manual). <p>2.2 Mark book card(s) with "returned" and insert in the book pocket.</p>			
3. Pay overdue fines	3. Receive overdue fine	P30.00 /book/ day	1 min	Cashier's Office
4. Present Official Receipt	4. Return borrower's card	None	10 seconds	Library Staff
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	4 minutes 30 seconds	



2. MULTIMEDIA / INTERNET SERVICES

This service allows DMMMSU students and employees to access the computer units and free WiFi.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid DMMMSU I.D.		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the library electronic logbook using ID number. • Use the logbook if the e-log is not available.	1.1. Validate client's I.D. 1.2 Assist client to the computer workstation • Clients with personal gadgets are allowed to access the DMMMSU Free WiFi. • Clients are only allowed to stay for 30 minutes.	None	20 seconds 1 minute	Library Staff
2. Log out after using the library facility		None		
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 minute s 30 seconds	



3. REFERRAL SERVICE

This service allows students and faculty to have access to other libraries/partner agencies through the issuance of referral letter.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid DMMMSU I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for referral	1. Provide the request form for referral letter. • Advise client to fill out the form and seek adviser's signature for approval	None	1 minute	Librarian
2. Submit the duly signed referral letter request form to the librarian	2. Receive approved referral letter request form and prepare the referral letter.	None	10 minutes	Librarian
3. Receive duly signed referral letter and sign logbook	3. Release the referral letter.	None	30 secs	Librarian
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	12 minutes 30 seconds	



4. SIGNING OF CLEARANCES

This service allows students and employees to secure library clearance.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Accounting Office; HRMO		
Borrower's Card		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure for clearance	1. Check the OPAC for any unreturned books and other library materials or overdue fines. 1.1. If client has no library accountabilities, sign the clearance form and release it to the client. 1.2. If client has existing library accountabilities, advise the client to settle accountabilities.	None	1 minute	Librarian
2. Settle library accountabilities				
2.1 Cashier's Office (overdue fines)	2.1 Receive payment	See Library Manual	1 minute	Cashier
2.2 Library (unreturned books).	2.2 Receive book replacement		1 minute	Librarian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt of payment	3. Sign clearance form	None	1 minute	Librarian
4. Receive duly signed clearance form and log on the clearance logbook	4. Release signed clearance form	None	30 seconds	Librarian
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	5 minutes 30 seconds	



COLLEGE OF GRADUATE STUDIES

INTERNAL SERVICES



1. ADMISSION OF NEW STUDENTS

This service allows students to apply for enrolment in any particular course.

Office or Division:	College Of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government To Citizen			
Who may avail:	Any bonafidestudent applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Office Of The Student Records		
Registration Form		Office Of The Student Records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Admission and Registration Form	1.1. Provide the student with admission form and provide the client with short briefing on admission procedures and documents to submit	None	5 minutes	In Charge – Student Records
	1.2. Review the qualification documents and conduct interview.	None	20 minutes	Program Chair
	1.3. Recommend the applicant for admission to the Dean	None	5 minutes	Program Chair
	1.4. Review the recommendation; subsequently approve the application for admission.	None	10 minutes	College Dean
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	41 minutes	



2. APPLICATION FOR COMPREHENSIVE EXAMINATION

This service allows qualified students to apply for comprehensive examination.

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any bonafidestudent of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Comprehensive Exam	1.1. Provide the student with Application for Comprehensive Examination and provide the student with short briefing on the process of Comprehensive Examination	None	10 minutes	In Charge – Student Records
	1.2. Review/Assess the grades of the applicant	None	20 minutes	Program Chair
	1.3. Endorse the applicant for Approval by the Dean	None	5 minutes	Program Chair
	1.4. Review the endorsement; subsequently approves the application to take the Comprehensive Exam.	None	10 minutes	College Dean
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.				
TOTAL:		None	46 minutes	



3. APPLICATION FOR FINAL ORAL PRESENTATION

This service allows qualified students to apply for final oral presentation.

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any bonafidestudent of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Grades		In Charge – Student Records		
Endorsement from the Adviser and Program Chair		Research Adviser / Program Chair		
Manuscript		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for final oral presentation	1. Issue endorsement and certifies the completeness of the manuscript; including certificate of plagiarism check; Certification from the Statistician	None	10 minutes	Research Adviser
2. Secure Application form for Final Oral Presentation	2.1. Provide the student with Application form for Final Oral Presentation	None	10 minutes	In Charge – Student Records
	2.2. Review the Grades of the applicant and the manuscript	None	10 minutes	Program Chair
	2.3. Endorse the applicant for Approval by the Dean	None	5 minutes	Program Chair



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Review the endorsement ; subsequently approves the application to take the Final Oral Presentation ; and setthe date for the Final Oral Presentation	None	10 minutes	College Dean
	2.5 Issue the invitation to the OReC	None	10 minutes	College Dean
3. Payment of Fees	3. Receive the payment for Final Oral Presentation and subsequently issues OR	Final Oral Presentation Fee Php7,500 – Dissertation Php5,000- Thesis	10 minutes	Campus Cashier
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	Php7,500 – Dissertation Php5,000- Thesis	1 hour 6 minutes	



4. APPLICATION FOR PROPOSAL PRESENTATION

This service allows qualified students to apply for proposal presentation.

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students who finished Academic Requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Grades		In Charge – Student Records		
Endorsement from the Adviser and Program Chair		Research Advisor / Program Chair		
Manuscript		The student will provide		
Official Receipt		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permission for proposal defense	1. Issue endorsement and certifies the completeness of the manuscript; including certificate of plagiarism check	None	10 minutes	Research Adviser
2. Secure Application form for Proposal Defense	2.1 Provide the student with Application form for Proposal Defense	None	10 minutes	In Charge – Student Records
	2.2 Assess the Grades of the applicant and review the manuscript	None	10 minutes	Program Chair
	2.3 Endorse the application for Approval by the Dean	None	5 minutes	Program Chair
	2.4 Review the endorsement ; subsequently approves the application to take the proposal defense ; and sets the date for the proposal	None	10 minutes	College Dean
	2.5 Issue the invitation to the members of the Oral Examination Committee (OREC)	None	10 minutes	College Dean



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Fees	3. Receive the payment for proposal defense and subsequently issues OR	Proposal Defense Fee Php7,500- Dissertation Php 5,000- Thesis	10 minutes	Campus Cashier
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	Php 7,500- Dissertation Php 5,000- Thesis	1 hour 6 minutes	

5. APPLICATION FOR QUALIFYING EXAMINATION

This service allows qualified students to apply for qualifying examination.

Office or Division:	College of Graduate Studies (CGS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CGS Students with 18 units earned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Qualifying Exam Application Form		Campus – CGS Office		
Official Receipts		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	1. Evaluate Application Form and advise for payment	None	2 minutes	CGS In-charge of Students Records
2. Fill out Application Form and submit required documents	2. Evaluate the document and advise for payment	None	5 minutes	CGS In-charge of Students Records Dean College Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished form with receipts of payment	3. Check documents	PhP 1,500.00	5 minutes	CGS In-charge of Students Records Dean College Secretary
4. Take the Qualifying Examination	4. Administer the Qualifying Examination	None	1 hour	Graduate Program Committee (GPC)
5. Wait for the examination result	5. Submit the result of the Qualifying Examination to the CGS In-Charge of Students records	None	1 hour	CGS In-charge of Students Records Dean College Secretary
6. Get qualifying Examination result	6. Issue the result of the Qualifying Exam	None		CGS In-charge of Students Records
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	PhP 1,500.00	2 hours 13 minutes	



6. COMPLETION OF GRADES

This service allows students to complete their grades.

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any bonafidestudents of the College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Completion Form	1. Provide the student with Completion Form and provide the student with short briefing on the process of completing an incomplete grade	None	5 minutes	In Charge – Student Records
2. Payment of Fees	2. Receive the payment for Grade Completion and subsequently issues OR	Php150/subject	5 minutes	Campus Cashier
3. Request for completion of the Grade	3.1. Complete the grade of the student	None	10 minutes	Professor Concerned
	3.2. Approve the completed grade	None	3 minutes	College Dean
	3.3. Submit the approved completion form to the Registrar		2 minutes	Subject Professor
	3.4. Receive the completion form and records the completed grade	None	10 minutes	In Charge – Student Records
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php150/subject	36 minutes	



7. ENROLMENT

This service aims to provide procedures for enrolment in any program of the college.

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any bonafidestudents of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades		College Office Of Student Records		
Official Receipts		Campus Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Enrolment Form	1. Provide the student with enrolment form and provide the client with short briefing on enrolment procedure	None	5 minutes	In Charge of Student Records
2. Seek for advise as to course/subject to enroll	2.1 Advise the student on courses/subjects to enroll;	None	30 minutes	Program Chair
	2.2 Approve the enrolment of courses of the student	None	5 minutes	College Dean
3. Secure Class Cards	3. Issue the class card/s to the student upon presentation of the Official Receipt	None	5 minutes	In Charge of Student Records
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	46 minutes	



8. ISSUANCE OF CERTIFICATE OF GRADES

This service provides procedures for the issuance of certificate of grades.

Office or Division:	College of Graduate Studies (CGS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CGS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		CGS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	1. Provide the student with Application Form	None	1 minute	CGS In-charge of Students Records
2. Submit Application form	2.1. Receive accomplished application Form 2.2. Issue Clearance Form	None	2 minutes	CGS In-charge of Students Records
3. Accomplish Clearance form	3. Sign Clearance Form	None	2 hours	Registrar Dean Accountant Cashier Librarian
4. Submit Accomplished clearance form with receipts of payment	4.1. Receive accomplished clearance 4.2. Prepare Certificate of Grades	PhP 50.00 Plus documentary stamp PhP 15.00	2 minutes 7 working days	CGS In-charge of Students Records Registrar
5. Receive Certificate of Grades	5. Release the Certificate of Grades	None	1 minute	Registrar
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php 65.00	7 days 2 hours 6 minutes	



9. ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

This service allows students to acquire a copy of their transcript of records.

Office or Division:	College of Graduate Studies (CGS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	College of Graduate Studies (CGS) Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		CGS Office		
Clearance Form		CGS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	1. Provide the student with Application Form.	None	1 minute	CGS In-charge of Students Records
2. Submit Application Form	2.1 Receive Accomplished application Form 2.2 Issue Clearance form to be signed by the Accounting Office , Cashier and other signatories	PhP 75.00 Documentary stamp PhP 15.00	2 minutes	CGS In-charge of Students Records
3. Submit accomplished clearance form with receipts of payment	3.1 Receive accomplished Clearance Form 3.2 Prepare TOR	None	2 minutes 7 working days	CGS In-charge of Students Records CGS In-charge of Students Records
4. Receive TOR	4. Release the TOR	None	1 minute	Registrar
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php 90.00	7 days 7 minutes	



OFFICES UNDER THE VICE PRESIDENT FOR RESEARCH AND EXTENSION INTERNAL SERVICES



1. APPROVAL OF EXTERNAL RESEARCH TRAINING PARTICIPATION

This covers the identification and approval of external training participants and the submission and evaluation of travel reports relative to the training.

Office or Division:	Office of the Vice President for Research and Extension			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the Call for Training		Operating Unit Research Office University Research Office Office of the Vice President for Research and Extension		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify College Dean / Institute Director of the intention to participate	1. Nominate participants to the training	None	2 hours	College Dean / Institute Director
2. Receive Memorandum	2.1. Finalize and Notifies participants 2.2. Facilitate payment of fees	None	4 hours 2 days	Operating Unit Research Office University Research Office
3. Submit Travel Report	3. Review the completeness of the Travel Report	None	1 hour	Operating Unit Research Office
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	2 days, 7 hours 1 minute	



2. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL, NATIONAL, OR INTERNATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentation in regional, national, or international scientific forum/conference and the submission and evaluation of travel reports relative to the forum/conference.

Office or Division:	Office of the Vice President for Research and Extension			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Endorsement Letter Notice of Acceptance for paper presentation		The client will provide		
Clearance Form		Operating Unit Research and Extension Office University Research and Extension Office Office of the Vice President for Research and Extension		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Evaluate submitted documents	None	30 minutes	Research Head Research Director
	1.2. For local conference or forum, facilitate the financing of the presentation	None	2 days	University Research Office
	1.3. For international conference, secure a Certificate of Legitimacy from the CHED – International Affairs Staff (IAS)	None	30 days	University Research Office CHED-IAS
2. Receive certificate of legitimacy	2. Provide a copy of the certificate of legitimacy and facilitates financing of the presentation	None	2 days	University Research Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepare and submits Travel Report	3. Evaluate completeness of Travel Report	None	1 hour	University Research Office
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 days, 2 hours, 31 minutes	

3. APPROVAL OF RESEARCH PROPOSAL

This covers the process of submission, evaluation, and approval of research proposals.

Office or Division:	University Research Office	
Classification:	G2G	
Type of Transaction:	Highly Technical Transaction	
Who may avail:	Faculty and Staff	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents 	Operating Unit Research Office University Research Office Office of the Vice President for Research and Extension



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research proposal package to the College, Institute or Division	1. Review the completeness of the submitted proposal package for endorsement to Operating Unit Research Office	None	1 day	Research Facilitator College Dean/Institute Director
2. Submit revised research proposal package to the Operating Unit through the Research Office	2. Evaluate and issue the evaluation results to proponents through the College, Institute, or Division and indorses the proposals to the University Research Office	None	5 days	Research Head Operating Unit Review Committee Head of Operating Unit
3. Submit revised research proposal package to the University through the Research Office	3. Evaluate and issue the evaluation results of proposals to the proponents through the Operating Unit Research Office and indorses the proposal to the Office of the President for approval.	None	10 days	Research Director Vice President for Research and Extension University Review Committee (URC)
4. Prepare and submit Annual Plan and Quarterly Operational Plan	4. Review and submit the annual and quarterly plans to the Operating Unit Research Office	None	1 day	Research Facilitator Research Head



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Prepare and submit revised Annual Plan and Quarterly Operational Plan	5. Review the annual and quarterly plans for the President's approval and inclusion to the University Work and Financial Plan and	None	2 days	Research Director Vice President for Research and Extension
6. Receive the Notice to Proceed	6. Issue the Notice to Proceed to the researcher through the Operating Unit Research Office	None	1 day	Vice President for Research and Extension
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	20 days 1 min	



4. APPROVAL OF TERMINAL REPORTS

This covers the process of submission, evaluation, and approval of terminal reports.

Office or Division:	Office of the Vice President for Research and Extension			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Electronic and 1 printed copy of the following:</p> <p>For internally-funded researches: Terminal Report Form (DMMSU-RES-F-018) and Applicable research outputs</p> <p>For externally-funded researches: Prescribed format by funding agency</p>		<p>Operating Unit Research Office University Research Office Office of the Vice President for Research and Extension Funding Agency</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a Terminal Report and corresponding expected research output	1. Review and forward the Terminal Report and corresponding research output to the Operating Unit Research Office	None	2 days	Research Facilitator
2. Prepare and submit a Terminal Report and corresponding expected research output	2. Review and forward the Terminal Report and corresponding research output to the University Research Office	None	3 days	Research Head



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive a Clearance for Approved Terminal Report	3. Review the Terminal Report and corresponding research output, and communicate any additional comment / suggestion to the researcher.	None	5 days	Clearing House
4. Submit final electronic and printed copies of the terminal report and corresponding research output	4. Review integration of comments and suggestions and Issue a Clearance for approved terminal reports and research output.	None	3 days	Research Director
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	13 days 1 minute	

5. DISSEMINATION OF POLICY PAPERS

This covers the submission and evaluation of policy papers and coordination with concerned agencies as regards the adoption and implementation of the recommended policy.

Office or Division:	Office of the Vice President for Research and Extension	
Classification:	G2G	
Type of Transaction:	Complex Transaction	
Who may avail:	Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Electronic and 1 printed copy of the following: Clearance Form Endorsement Letter		Operating Unit Research and Extension Office University Research and Extension Office Office of the Vice President for Research and Extension
Policy Paper Template		University Research Office/ Concerned Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of policy paper	1. Evaluate policy paper	None	2 days	Research Director
2. Present policy paper to concerned agency	2. Facilitate presentation of the policy paper to concerned agency	None	1 day	Research Director
3. Submit revised policy paper according to comments and recommendations	3.1 Review integration of comments and recommendations	None	1 day	Research Director
	3.2 Submit revised policy paper to concerned agency	None	30 minutes	Research Director
4. Receive Notice of approval and/or adoption	4. Coordinate with Concerned Agency on the approval and adoption of the policy paper	None	1 day	Research Director
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	5 days, 31 minutes	

6. PUBLICATION IN DMMMSU RESEARCH AND EXTENSION (R&E) JOURNAL

This covers the submission, evaluation, and approval of articles for publication in the DMMMSU Research and Extension Journal.

Office or Division:	Office of the Vice President for Research and Extension
Classification:	G to G
Type of Transaction:	Complex Transaction
Who may avail:	Faculty and staff of the University
CHECKLIST OF REQUIREMENTS	
Electronic and 1 printed copy of the following:	WHERE TO SECURE
	Operating Unit Research and Extension Office



Journal Publication Form Clearance Form		University Research and Extension Office Office of the Vice President for Research and Extension		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	Editor-in-Chief, DMMMSU R&E Journal
2. Receive Evaluation Results and Notice of Acceptance or Rejection	2. Issue Evaluation Results and Notice of Acceptance or Rejection	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal
3. If accepted, submit revised article considering comments and recommendations	3. Review integration of comments and recommendations	None	4 days	Editor-in-Chief, DMMMSU R&E Journal
4. Receive a Notice of Publication	4. Issue Notice of Publication	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	6 days and 1 hour 1 minute	



7. REQUEST FOR ASSISTANCE ON INTELLECTUAL PROPERTY REGISTRATION

This covers initial submission and renewal of intellectual property registration.

Office or Division:	University Research Office			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Approved Work and Financial Plan Approved Terminal Report/Draft Claim Invention Disclosure Form (DMMMSU-RES-F-020), Invention Specification Form for Utility Model (DMMMSU-RES-F-021), Invention Specification Form for Industrial Design (DMMMSU-RES-F-040), Invention Specification Form for Patent (DMMMSU-RES-F-041), Prior Art Search (PAS) Report (DMMMSU-RES-F-022)		Operating Unit Research Office University Research Office Office of the Vice President for Research and Extension		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. New Registration				
1. Submit required forms for IP registration	1.1. Evaluate the submitted forms and endorse the application	None		Research Facilitator, College Dean / Institute Director Operating Unit Research Office, Head of Operating Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Evaluate the submitted IP forms, accomplish additional forms	None		University IP Focal Person, Research Director
	1.3. Prepare PAS (Prior Art Search) Report	None	7 days per application	University IP Focal Person
2. Integrate PAS Result in the Specification	2.1 Check Integrated PAS Report	None	2 days	University IP Focal Person
	2.2 Facilitate payment of the application fee	None	1 day	University IP Focal Person
	2.3 Submit IP Specification to IPOPHIL	None	1 day	University IP Focal Person
3. Revise and resubmit IP Specification based on formality report	3.1 Evaluate revision	None	5 days	University IP Focal Person
	3.2 Resubmit IP Specification to IPOPHIL	None	2 days	University IP Focal Person
4. Receive Certificate of IP registration	4. Release Certificate of IP Registration	None	10 minutes	University IP Focal Person
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	18 days, 4 hours, 11 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Renewal				
1. Submit an application for renewal of IP Registration	1. Facilitate payment of the renewal fee, LRF (Legal Research Fund) and documentary	None	1 day	University Research Office University IP Focal Person
2. Receive Renewed Certificate of IP Registration	2. Release Renewed Certificate of IP Registration	None	10 minutes	University IP Focal Person
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	1 day, 11 minutes	

8. REQUEST FOR ASSISTANCE ON PUBLICATION IN SCIENTIFIC JOURNALS (WOS AND SCOPUS INDEXED)

This covers the submission, evaluation, and approval of articles for publication in Web of Science and Scopus-indexed Journals.

Office or Division:	Office of the Vice President for Research and Extension		
Classification:	G2G		
Type of Transaction:	Highly Technical Transaction		
Who may avail:	Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024)		Operating Unit Research Office University Research Office Office of the Vice President for Research and Extension	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished Journal Article Publication Form and Clearance Form	1. Search for appropriate journals	None	2 days	University Coordinator for Publication
1. Format article based on Author's Guide	2. Assist in formatting article based on Author's Guide	None	5 days per article	University Coordinator for Publication
3. Submit request for publication financing	3. Facilitate payment for publication fee	None	2 days	University Coordinator for Publication
4. Submit revised article based on peer-review results	4. Coordinate with the Journal Publisher on concerns regarding article review, revision, and publication	None	Dependent on the Journal Publication Process (2 weeks or longer)	University Coordinator for Publication
5. Submit electronic copy of published article	5. Validate the publication details of the article	None	1 hour	Researcher, University Coordinator for Publication
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 weeks, 9 days day, 1 hour 1 min	



ADMINISTRATIVE SUPPORT SERVICES UNIT

INTERNAL SERVICES



1. ISSUANCE OF OFFICE CLEARANCE AND/OR CERTIFICATIONS

This service allows the issuance of office clearance and certifications (e.g., clearance for retirement/resignation/transfer, certificate of Employment/Good Moral Character)

Office or Division:	Administrative Support Services Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government , G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> - DMMMSU (Name of Operating Unit)Personnel - DMMMSU Personnel's Authorized Representative/Beneficiary 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		
Letter request (1 original, 1 photocopy)		Client
Personal Appearance		Client
Service Record of employee		Records Office
Personal Data Sheet of employee, if necessary		HRMO
Representative		
Authorization Letter or Special Power of Attorney (1 original, 1 photocopy)		Citizen or client being represented
Personal Appearance		Client representative
Government Issued Identification Card of the person being represented (1 original, 1 photocopy)		Employee ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Valid Photo ID of representative		Employee ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Service Record of person being represented		Records Office
Personal Data Sheet of the person being represented, if necessary		HRMO
Death Certificate of deceased personnel		Local Civil Registrar, PSA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book and submit the required documents for initial assessment and verification	1. Receive the required documents and check for completeness	None	6 Minutes	Office staff, Administrative Services
2. Wait for the processing and release of Clearance or Certification	2. Process the request	None	5 Minutes	Office Staff, Head of Administrative Services
3. Receive the Clearance or Certification	3. Issue the Certificate or Clearance to the Client	None	2 Minutes	Office Staff, Head of Administrative Services
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	14 minutes	



LEGAL OFFICE

EXTERNAL SERVICES



1. RESPONSES TO NOTICES AND DECISIONS OF THE COMMISSION ON AUDIT

This pertains to the filing of Appeal Memorandum, Petition for Review, Motion for Reconsideration, and similar other responsive pleadings before the Commission on Audit by any Operating Unit or employee in relation to any transaction by the University

Office or Division:	Administrative Support Services Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Any person representing DMMMSU - Heads of Operating Units 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the Notice of Disallowance/Notice of Suspension/Decision issued by COA		The client will provide.		
Evidence supporting the claims of the University		The client will provide.		
Filing fee		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the issuance of the COA to the Office of the President	1.1 Receives the agreement.	None	30 minutes	President
	1.2 Inputs recommendations.			
	1.3 Forwards the issuance to the Legal Officer for appropriate action.	None	3 minutes	President
2. Respond to the inquiries of the Legal Officer and submit evidence as may be advised.	1.4 Reviews the issuance. 1.5 Contacts the Persons Liable	None	2 hours	Legal Officer
	2.2 Receives evidence.	None	1 day	Legal Officer
	2.3 Drafts responsive pleading			
	2.4 Sends the responsive pleading to the client, with instructions.	None	1 hour	Legal Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Follow the instructions of the Legal Officer and send back the signed pleading with the filing fee.	3.1 Checks the completeness of the signatures, verify, and make proper attachments.	None	1 day	Legal Officer
	3.2 File the pleading before the COA	None	2 hours	Legal Officer/Staff
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 days 5 hours 36 minutes	



LEGAL OFFICE INTERNAL SERVICES



1. APPLICATION FOR A CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

This service allows the client to be issued a certificate of no pending administrative case to be used for the intended purpose.

Office or Division:	Administrative Support Services Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	- Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Operating Unit Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Certificate of No Pending Administrative Case.	1.1 Receives the request 1.2 Issues a Clearance Form	None	2 minutes	Operating Unit Records Officer
2. Fill in the necessary information and have the clearance signed by the officers concerned.	2.1 Check for any pending complaints.	None	1 hour	Supervisor, HRMO
	2.2 Sign the form.	None	3 minutes	Head of Operating Unit
	2.3 Indorse the request and the form to the Legal Officer	None	1 hour	Head of Operating Unit
	2.4 Issue the Certificate of No Pending Administrative Case	None	5 minutes	Legal Officer
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 hours 11 minutes	



2. FILING OF ADMINISTRATIVE COMPLAINTS

This articulates the steps to be undertaken in the event that an employee becomes the subject of an administrative complaint for any violation of the Civil Service Rules.

Office or Division:	Administrative Support Services Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government , G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Any aggrieved party. - Representative of the aggrieved party. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		The client will provide.		
Supporting Documents		The client will provide.		
Certificate of Non-Forum Shopping (CNFS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS).	1.1 Receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS). 1.2 Checks requirements for completeness and compliance with formalities and notes deficiencies, if any, in the Complaint Checklist Form for the information of the complainant.	None	5 minutes	Records Officer
2. Receive the receiving copy of the complaint.	2.1 Issues the receiving copy to the client.	None	3 minutes	Records Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Forwards the complaint to the University Legal Officer.	None	3 minutes	Records Officer
	2.3 Determines if the complaint is sufficient in form and substance and forwards complaint to the Office of the President.	None	1 hour	Legal Officer
	2.4 Requires the person complained of to submit a Comment/Counter-Affidavit within five (5) days from receipt thereof.	None	1 hour	President
	2.5 Creates an Investigation Committee to conduct preliminary investigation.	None	1 hour	President
	2.6 Conducts preliminary investigation and submits Investigation Report to the Office of the President.	None	20 days	Investigation Committee
	2.7 Issues Formal Charge if prima facie is established; otherwise, dismisses the case.	None	1 day	President
	2.8 Requires Respondent to file answer to the Formal Charge.	None	5 days	President
	2.9 Creates Hearing Committee.	None	30 minutes	President



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.10 Conducts investigation through a formal hearing or submission of position paper, at the election of the respondent.	None	30 days	Investigation Committee
	2.11 Issues a Formal Investigation Report with recommendations	None	5 days	Investigation Committee
	2.12 Renders a Decision	None	5 days	President
	TOTAL:	None	63 days 3 hours 41 minutes	

3. LEGAL CONSULTATION AND REFERRAL

This pertains to general legal inquiries on official matters.

Office or Division:	Administrative Support Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	- Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			The client will provide.	
Pertinent documents			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and communicate purpose, and present pertinent documents when applicable	1.1 Accommodates client	None	1 minute	Legal Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Renders advice	None	15 minutes, or depending on the nature of the concern	Legal Officer
	1.3 Make indorsements, if applicable	None	5 minutes	Legal Officer
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	22 minutes (depending on the nature of the concern)	

4. REVIEW OF MEMORANDA OF UNDERSTANDING, CONTRACTS, AND OTHER AGREEMENTS

This service encompasses agreements entered into by DMMMSU or by any person representing DMMMSU.

Office or Division:	Administrative Support Services Unit	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government , G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> - Any person representing DMMMSU - Stakeholders 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Copy of the agreement with attachments	The client will provide.	
Comments and Recommendations of the legal officer	Legal Officer	
Revised copy of the agreement, consistent with the recommendations	The client will provide.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the agreement to the Office of the President	1.1 Receives the agreement.	None	30 minutes	President
	1.2 Inputs recommendations for review.			
	1.3 Forwards the agreement to the Legal Officer for comments and recommendations.	None	3 minutes	President
	1.4 Reviews the agreement and makes comments and/or recommendations	None	2 hours	Legal Officer
	1.5 Submits the agreement and the comments and recommendations to the client	None	2 minutes	Legal Officer
2. Incorporate in the agreement the comments and recommendations of the Legal Officer and submit the revised agreement to the Legal Officer	2.1 Review the revised agreement	None	1 hour	Legal Officer
	2.2 Countersign and note that the agreement is in order			
	2.3 Forward the revised agreement to the President	None	2 minutes	Legal Officer
	2.4 Signs the agreement and submits the same for Board approval	None	3 minutes	President
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	3 hours 43 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. ASSISTANCE TO RETIRING / RESIGNING / TRANSFERRING EMPLOYEES

This service aims to provide assistance to retiring/resigning/transferring employees.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C / G2G			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Intent/Request (2 copies)		The client will provide.		
Clearance (8 original copies)		The client will provide.		
Certificate of leave balance (1 original and one photo copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request of retirement/resignation/transfer	1. Issue list of required documents to be accomplished (clearance)	None	1 minute	HRMO
2. Submit accomplished forms	2.1 Receive accomplished forms	None	1 minute	HRMO
	2.2 Forward required documents to the Accounting office for processing of last salary		1 minute	
3. Submit request for Certificate of Leave Balance/ Service Record / Certificate of Employment	3. Prepare/issue requested documents	None	5 minutes	HRMO
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	9 minutes	



2. LEAVE ADMINISTRATION

This service provides awareness on the leave benefits of employees, records their accrued leaves and facilitates the application for leave of absences throughout their stay in the institution.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6: Application for Leave (2 copies)		HRMO		
For Sick Leave: Medical Certificate (1 original copy)		The client will provide.		
For 30 days or more: Clearance (copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished CSC Form 6	1.1 Receive, evaluate completeness of required documents, post and forward CSC Form 6 to the Head of Operating Unit for appropriate action	None	3 minutes	HRMO Immediate Supervisor
	1.2. Approve/disapprove application for leave		1 minute	
2. Receive a copy of the CSC Form 6	2. Furnish a copy of the CSC Form 6	None	3 minutes	HRMO
TOTAL:		None	7 minutes	



3. RECRUITMENT

This service allows qualified applicants to apply for the posted job vacancies/positions

Office or Division:	Human Resource Management Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	All qualified applicant	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application letter with signature (5 original copies)		The applicant or client will provide.
Resume (5 photo copies)		The applicant or client will provide.
Official Transcript of Records for position requiring a bachelor's/ master's degree (5 photo copies)		The applicant or client will provide.
Diploma (5 photo copies)		The applicant or client will provide.
High school diploma for position which does not require a degree (5 photo copies)		The applicant or client will provide.
Certificate of eligibility such as Civil Service Professional, Civil Service Sub-Professional and RA 1080 (License) for position requiring appropriate eligibility and a license. (5 photo copies)		The applicant or client will provide.
Certificate of Trainings, Seminars attended and TESDA related certificate, if any. (5 photo copies)		The applicant or client will provide.
Service Record if previously employed in a government and/ or Certificate of Service if services rendered are in a private entity (5 photo copies)		The applicant or client will provide.
Clearance from previous employer, if previously employed (5 photo copies)		The applicant or client will provide.
Other pertinent documents which may be required (5 photo copies)		The applicant or client will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for Vacant Positions in the DMMMSU Website/ CSC (Civil Service Commission) Bulletin of Vacant Positions/ Operating Unit.	1. Publish/Post/Announce vacant positions in the CSC Bulletin of Vacant Positions, simultaneously in the concerned campus/ operating units of the University.	None	1 hour	Human Resource Management Office (HRMO)
2. Submit application for vacant position.	2. Receive, record and conduct initial evaluation based on criteria (CSC Qualification Standard & University Policy on Recruitment)	None	10 calendar days	HRMO
3. Follow up status of application to the Campus/Operating Unit concerned.	3.1. Inform Applicant re: status of application thru Email, SMS and/or mail.	None	5 minutes	HRMO
	3.2. Evaluate documents based on criteria (CSC Qualification Standard & University Policy on Recruitment) and prepares comparative assessment	None	10 minutes	HRMO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Inform Applicant of the schedule of Assessment (Interview/Written/ Practical Examination/Psychological Test/Demonstration Teaching) thru email and SMS and Bulletin Board	None	2 minutes	HRMO
4. Attend to the (Interview/Written/ Practical Examination/ Psychological Test/Demonstration Teaching)	4.1. Conduct the following: <ul style="list-style-type: none"> • Interview • Written/Practical Examination • Psychological Test • Demonstration Teaching 	None	<ul style="list-style-type: none"> • 10 minutes • 30–45 minutes • ½ hour to 1 hour • 5 to 10 minutes 	Human Resource Merit Promotion and Selection Board (HRMPSB)
	4.2. Final Deliberation	None	½ day	HRMPSB
	4.3. Transmit result of the selection process to the University Review Committee.	None	½ day	HRMPSB
	4.4. Conduct review on the Selection Process conducted by the campus/ operating unit.	None	5 days	University Review Committee (URC)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5. Transmit Reviewed Result of Selection/ Appointment/Selection	None	1 day	URC University President
	4.6. Submit appointment to BOR/CSC for confirmation/ approval.	None	1 day	University President HRMO
5. Follow up the status of application.	5.1. Post results for 15 days after the BOR confirmation / approval of Appointment. 5.2. Inform applicant on the result of application.	None	5 minutes	HRMO
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	19 days 2 hours 38 minutes	



4. REQUEST FOR CERTIFICATE OF EMPLOYMENT / SERVICE RECORD

This service allows the faculty or staff to request for certificate of employment or service record.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form (1 copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form	1.1 Receive and log request (Date, Name, purpose)	None	1 minute	HRMO
	1.2 Prepare Certificate / Service Record	None	3 minutes	HRMO
	1.3 Sign Certificate / Service Record		1 minute	Administrative Officer
	1.4 Forward duly signed certificate/service record to the Records Office			Administrative officer
2. Receive a copy of the requested form	2. Issue signed Certificate / Service record	None	1 minute	Records Officer
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	7 minutes	



BIDS AND AWARDS OFFICE

EXTERNAL SERVICES



1. PROCUREMENT OF CIVIL WORKS/SUPPLIES/CONSULTANCY USING ALTERNATIVE MODE OF PROCUREMENT

This service provides Contractors/Suppliers on the process on how the canvass committee distributes/retrieves Request for Quotation on any eligible contractors/suppliers.

Office or Division:	Office of the Bids and Awards Committee & Canvass Committee			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Quotation.			Procurement/BAC Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse Request for Quotation on PhilGEPS/Agency website.	1. The BAC Secretariat shall post the Request for Quotation at the PhilGEPS and Agency website with ABC above 50,000.00.	None	7 days	BAC Secretariat
2. Receive Request for Quotation with attach supporting documents.	2.1 Distribute RFQ to eligible Contractors/Suppliers	None	1 day	Canvass Committee BAC Secretariat
	2.2 The Canvassing Staff will retrieve all RFQ distributed to eligible Contractors/Suppliers and BAC Secretariat will check emailed RFQ.	None	4 hours	Canvass Committee/Staff BAC Secretariat
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	8 day/s 4 hour/s 1 minute	
Note:				
* All subject items of procurement must be included in the PPMP and APP approved by the Head of Procuring Entity.				



2. SALE OF BIDDING DOCUMENTS

This service provides Contractors/Suppliers on the process on how to acquire Bidding Documents.

Office or Division:	Office of the Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents.		Procurement/BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse Invitation to Bid on PhilGEPS/Agency website.	1.1 The BAC Secretariat will assess the payment.	None	5 minutes	BAC Secretariat
	1.2 The contractor/supplier shall pay the fee at the Cashier's Office	<ul style="list-style-type: none"> • More than 1M up to 5M = Php 5,000 • More than 5M up to 10M = Php 10,000 • More than 10M up to 50M = Php 25,000 • More than 50M up to 500M = Php 50,000 • More than 500M = Php 75,000 	5 minutes	BAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The BAC shall require the prospective bidder/supplier a photocopy of his/her official receipt and issue complete set of bidding documents.	None	5 minutes	BAC Secretariat
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	<i>(Total fees to be paid will depend on the equivalent amount of the approved budget for the contract/project)</i>	0 day/s 0 hour/s 15minutes	
END OF TRANSACTION Note: * All subject items of procurement must be included in the PPMP and APP approved by the Head of Procuring Entity. **Required Documents Durations stated are for particular steps. RA 9184 specifies minimum/maximum periods between steps.				



BIDS AND AWARDS OFFICE

INTERNAL SERVICES



1. PREPARATION AND SUBMISSION OF ANNUAL PROCUREMENT PLAN (APP)

This service as required by the law to all government agencies to submit Project Procurement Management Plan (PPMP) to be included in the Annual Procurement Plan (APP) of the University.

Office or Division:	Office of the Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Employees Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Management Plan (PPMP) Form		Procurement/BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Procurement Management Plan (PPMP).	1.1. The BAC Secretariat will receive and logged the Approved PPMP of each Offices/Units of the University.	None.	2 months	BAC Secretariat Offices/Units
	1.2. The BAC will evaluate the submitted PPMP of the Offices/Units.	None.	5 days	BAC
	1.3. The BAC Secretariat will consolidate the evaluated PPMP to APP-CSE and APP.	None.	5 days	BAC Secretariat
	1.4. The BAC will forward the APP-CSE and APP to the Finance Office for the Allocation of Funds.	None.	5 days	BAC Finance Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. The BAC will forward the Funded APP-CSE and APP to be signed by the Head of Procuring Entity.	None.	1 day	BAC Office of the President
	1.6. The BAC will submit the approved APP-CSE and APP to the Government Procurement Policy Board (GPPB) and Procurement Service-Department of Budget and Management (PS-DBM)	None.	1 day	BAC Secretariat
	1.7. The BAC Secretariat will post the approved APP-CSE and APP stamped/received by GPPB and PS-DBM to University Website Transparency Seal and to conspicuous place.	None.	30 minutes	BAC Secretariat PBB Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. The BAC Secretariat will file the approved APP-CSE and APP of the University.	None.	30 minutes	BAC Secretariat
	TOTAL:	None.	2 month/s 17 day/s 1 hour/s	

2. PROCESSING OF PURCHASE REQUEST / JOB ORDER

This service provides information for Offices/Units on the processing of Purchase Request / Job Order.

Office or Division:	Office of the Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Employees Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request/Job Order, Agency Procurement Request, Request for Quotation, BAC Resolution, Abstract of Quotation, Contract/Purchase Order		Canvass Committee Procurement/BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request/Job Order and Supporting Documents.	1.1. The BAC Secretariat will receive and log the Approved Purchase Request and supporting documents.	None.	10 minutes	BAC Secretariat Offices/Units



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Supporting Documents: Certification that the item/project are included in the approved APP. Designs/Layout (if applicable) 			
	1.2. The BAC Secretariat will affix control number on the approved Purchase Request/Job Order.	None.	5 minutes	BAC Secretariat
	1.3. The BAC will determine the mode of procurement of the approved Purchase Request/Job Order and prepare BAC Resolution.	None.	10 minutes	BAC BAC Secretariat
	1.4. The BAC Secretariat will prepare: Request of Quotation for Alternative Mode of Procurement Bidding Documents for Public Bidding	None.	1 hour	BAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. The BAC Secretariat will post the Request for Quotation/Bidding Documents at the PhilGEPS and Agency website with ABC above 50,000.00.	None.	1 hour	BAC Secretariat
	1.6. The BAC Secretariat will schedule the conduct of public bidding. <i>(Bidding as Mode of Procurement)</i>	None.	28-56 days (with failed bidding)	BAC Secretariat
	1.7. The Canvass Committee will conduct canvassing for request undertaken through Alternative Mode Of Procurement. <i>(Alternative Mode of Procurement)</i>	None.	1-3 days	Canvass Committee
	1.8. The BAC will conduct public bidding. <i>(Bidding as Mode of Procurement)</i>	None.	30 minutes to 2 hours (depends on the number of projects and bidders)	BAC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. The Canvass Committee and BAC Secretariat will submit the emailed/sealed request for quotation to the BAC for bid opening and evaluation. <i>(Alternative Mode of Procurement)</i>	None.	30 minutes to 2 hours	BAC
	1.10. The BAC TWG and Secretariat will conduct bid evaluation and post-qualification. <i>(Bidding as Mode of Procurement)</i>	None.	1-4 days	BAC TWG BAC Secretariat
	1.11. The BAC Secretariat will issue a Purchase Order signed by the University Accountant and President to the winning bidder. <i>(Alternative Mode of Procurement)</i>	None.	1 day	BAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12. The BAC Secretariat will prepare a BAC Resolution, Notice of Award (NOA), Contract/Purchase Order and Notice to Proceed (NTP) signed by the members of BAC and the Head of the Procuring Entity to be issued to the winning bidder.	None.	18 days	BAC Secretariat
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None.	(Bidding as Mode of Procurement) 79 day/s 4 hour/s 55minutes (Alternative Mode of Procurement) 4 day/s 4 hour/s 56 minutes	



ACCOUNTING OFFICE

EXTERNAL/INTERNAL SERVICES



1. ASSESSMENT OF FEES FOR OTHER PAYORS

This service helps other payors for their payment with regard to a specific transaction.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g. OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	1 minute	AccountingStaff
	1.2. Assess Fees		10 minutes	AccountingStaff
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	12 minutes	



2. Pre-audit of Payroll/ Disbursement Vouchers

This service aims to examine documents supporting a transaction or series of transactions before these are being paid for and recorded. Pre-audit is done to determine the validity of claims, legality of the expenditure and compliance with existing laws, rules or regulations, and to assure that there is sufficient fund available for the payment.

Office or Division:	Accounting Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher and supporting documents	1.1 Receive Payroll/ Disbursement Voucher and supporting documents	None	5 minutes	Receiving/ Releasing Staff
	1.2 Process Payroll/ Disbursement Voucher (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None.	1 working day	Receiving/ Releasing Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Pre-audit Payroll/ Disbursement Voucher	None.	5 working days	Accounting Staff (in- charge per Fund Cluster)
	1.4 Forward to University/ Campus/ Unit Accountants for signing of Voucher	None.	1 hour	Receiving/ Releasing Staff
	TOTAL:	None.	6 workingdays, 1 hour, 5 minutes	



ACCOUNTING OFFICE

EXTERNAL SERVICES



1. VERIFICATION AND ADJUSTMENT OF STUDENT FEES/ACCOUNT BALANCES

This service aims to verify student fees/ account balances to ensure accuracy.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Previous/Current Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID/Assessment Form		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID/Assessment Form	1. Open Student Account in the DMMMSU Enrolment System	None	1 minute	AccountingStaff
2. State the purpose whether to verify account balance or request for adjustment of fees/order of payment.	2. Check account balance/adjust fees as requested in accordance with theUniversity policy	None	4 minutes	AccountingStaff
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	6 minutes	



ACCOUNTING OFFICE

INTERNAL SERVICES



1. PRE-AUDIT OF LIQUIDATION REPORTS

This service aims to review documents supporting a transaction or series of transactions after cash advances are given and recorded. It also aims to ensure a more efficient and effective control over the granting, utilization, and liquidation of cash advances.

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Institution's Employee/ Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Reports with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Reports with supporting documents	1.1. Receive Liquidation Reports	None	5 minutes	Receiving/ Releasing Staff
	1.2. Process Liquidation Reports (ex. Assign Control Number, Recording of Transaction, etc.)	None	1 working day	Receiving/ Releasing Staff
	1.3. Check supporting documents attached to Liquidation Report	None	5 working days	Accounting Staff (in- charge per Fund Cluster)
	1.4. Forward to University/ Campus/Unit Accountants for signing of Liquidation Report	None	1 hour	Receiving/ Releasing Staff
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	6 working days 1 hour 6 minutes	



BUDGET OFFICE

INTERNAL SERVICES



1. ALLOCATION OF FUND

The service evaluates and certifies the request funds from the different operating units of the University.

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees and Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Sub-Allotment Advice and Funding		Budget Office of the Operating Units		
Supporting documents, if applicable		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Staff Budget Office
	1.2 Validate the documents, record and affixed control number on the reference form	None	5 minutes	Staff Budget Office
	1.3 Evaluates, certify and sign the document.	None	Minimum: 10 minutes Maximum: 2 days	Budget Officer
	1.4 Release/route the document to next approving authority	None	2 minutes	Staff Budget Office
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 days 13 minutes	



2. PROCESSING OF PAYROLL/VOUCHERS

The service processes the payroll and vouchers of the University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Disbursement Voucher		Accounting Office		
Three (3) Copies of Payroll		Accounting Office		
Accomplished Obligation Request and Status (ORS)		BudgetOffice		
Supporting documents, (Request letter, travel order, invitation, tickets Itinerary of travel, etc and other applicable documents)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Staff Budget Office
	1.2 Validate the documents, record and affix control number on the reference form	None	5 minutes	Staff Budget Office
	1.3 Obligate, certify and sign the document.	None	5 minutes	Budget Officer
	1.4 Release/route the document to next approving authority	None	2 minutes	Staff Budget Office
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	18 minutes	



CASHIER'S OFFICE

EXTERNAL/INTERNAL SERVICES



1. COLLECTION OF FEES FROM OTHER PAYORS

This service helps clients for their payment with regard to a specific transaction.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g. OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 minute	Cashier Staff
	1.2. Issue official receipt to acknowledge payment		10 minutes	Cashier
	1.3. Record the issued receipt to the cash book		5 minutes	Cashier



	1.4 Deposit to the ADB Submit report to the Accounting Office		1 day 30 minutes	Cashier Cashier Staff/ Cashier
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	1 day 51 minutes	

2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

This service aims to process the payment of transactions whether check or LDDAP- ADA

Office or Division:	Cashier Unit
Classification:	Simple to Complex
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government
Who may avail:	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents	Concerned Offices/Employees/Officials



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive processed Payroll/ Disbursement Voucher and supporting documents from the Office of the President	None	5 minutes	Cashier Staff
	1.2 Prepare check for the Payroll/ Disbursement Voucher/Payroll Registry/LDDAP ADA, ACIC (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.	None.	30 minutes	Cashier Staff/ Cashier
	1.3 Review, verify and sign the Check	None.	5 minutes	Cashier
	1.4 Forward the check to the Office of the President for signature	None.	1 hour	Cashier Staff/ Receiving Staff
	1.5 Submit ACIC, LDDAP-ADA and Payroll Registry to the Bank/ Release Checks to the Payee	None	1 Day	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Submit Report to the Accounting Office	None	30 minutes	Cashier staff/ Receiving staff
	TOTAL:	None.	1working days, 2 hour, 10 minutes	



HEALTH SERVICES UNIT

INTERNAL SERVICES



1. DENTAL PROCEDURE

This service describes how the students and employees can avail of dental procedures such as dental extraction, restoration, and prophylaxis.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled students and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School ID		The client will provide.		
Signed Consent Form		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid School ID/ Signed Consent Form and fill out Patients Logbook	1. Verify patient and retrieve medical/dental records for review.	None.	5 minutes	Dental staff
2. Subject oneself for initial assessment.	2.1. Take vital signs of the patient, and weight (if patient is pediatric). • Ask the patient's chief complaint and take partial history.	None.	15 minutes	Dental staff
3. Subject oneself for oral examination/dental procedure	3.1. Conduct oral examination to determine procedure to be conducted. • If with significant medical or dental finding, refer patient to a Specialist for further evaluation and management.	None.	5 minutes	Dental Aide Dentist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> If without significant medical/dental finding, proceed with contemplate procedure (i.e. Dental prophylaxis, Dental Restoration, Dental Extraction). 		20 minutes to 2 hours	Dentist
4. Receive post-procedural care.	4. Issue prescription, give post-procedural care instructions, dental certificate and schedule follow-up as needed.	None.	5 minutes	Dentist
5. Return Patient Folder	5.1 Receive patient folder and carries out orders from the Dentist and issue 1 st day-dose of medication when available. <ul style="list-style-type: none"> Record conducted dental procedure. 	None.	5 minutes	Dental Aide
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None.	2 hours 31 minutes	



2. DENTAL PROCEDURE - COVID

This service describes how the students and employees can avail of dental procedures such as dental extraction, restoration, and prophylaxis with consideration to COVID-19 disease.

Office or Division:	Health Services Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled students and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid School ID			The client will provide.	
Signed Consent Form			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area.	1. Triage/classify patient. <ul style="list-style-type: none"> If patient is not a COVID-19 suspect, ask patient to proceed to the Health Services Unit (HSU) for dental evaluation and conduct of procedure. If patient is a COVID-19 suspect, refer patient to the Physician for medical evaluation and management. 	None.	10 minutes	Health Services Unit staff in-charge of the Triage Health Services Unit staff Health Services Unit staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON



		PAID	TIME	RESPONSIBLE
2. Present School ID / Consent Form and fill out Patients Logbook	2. Verify patient and retrieve medical/dental records for review.	None.	5 minutes	Dental staff
3. Subject oneself for initial assessment.	3.1. Take vital signs of the patient, and weight (if patient is pediatric). <ul style="list-style-type: none"> Ask the patient's chief complaint and takes partial history, 	None.	10 minutes	Dental staff
4. Subject oneself for oral examination/ dental procedure	4.1. Conduct oral examination to determine procedure to be conducted. <ul style="list-style-type: none"> If with significant medical or dental finding, refer patient to a Specialist for further evaluation and management. If without significant medical/dental finding, proceed with contemplate procedure (i.e. Dental prophylaxis, Dental Restoration, Dental Extraction). 	None.	5 minutes 20 minutes to 2 hours	Dentist Dental Aide Dentist
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



5. Receive post-procedural care.	5. Issue prescription, give post-procedural care instructions, dental certificate and schedule follow-up as needed.	None.	5 minutes	Dentist
6. Return Patient Folder to Dental Staff	6.1 Receive patient folder and carries out orders from the Dentist and issue 1 st day-dose of medication when available. <ul style="list-style-type: none"> Record conducted dental procedure. 	None.	5 minutes	Dental Aide
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	2 hours 31 minutes	

3. MANAGEMENT OF EMERGENCY CASES

This service describes the management of emergency cases brought to the Health Services Unit until its transfer to a hospital facility.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students; Employees and their qualified dependents (i.e. parents, spouse, children)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid School I.D. and sign on the Patient Logbook.	1. Facilitate registration, verify School I.D. and retrieve Patient's folder for review.	None	2 minutes	Medical Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit self for initial assessment.	2. Take the vital signs of the patient, and weight (if patient is pediatric). <ul style="list-style-type: none"> • Ask for the chief complaint and take the partial history. 	None	3 minutes	Medical Staff
3. Submit self for medical/dental examination.	3. Bring patient to the treatment area/room. <ul style="list-style-type: none"> • Examine and stabilize the patient, if possible. Secure the patient's airway, breathing and circulation. • Issue a referral slip for hospital transfer • Inform companion about the patient's condition and management. 	None	15 minutes	Medical Staff Physician
4. Submit self for further evaluation and management.	4. Inform nearest hospital of the impending transfer. <ul style="list-style-type: none"> • Transport the Patient to the nearest hospital. 	None	15-20 minutes	Medical Staff Driver
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	39 minutes	



4. MANAGEMENT OF INFECTIOUS OR CONTAGIOUS DISEASE

This service describes the management of infectious or contagious diseases when availed of by the constituents and their qualified dependents.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students; Employees and their qualified dependents (i.e. parents, spouse, children)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School I.D.		The patient or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid School I.D. and sign on the Patient Logbook.	1. Facilitate registration, verify School I.D. and retrieve Patient's folder for review.	None	5 minutes	Medical Staff
2. Submit self for initial assessment.	2. Take the vital signs of the patient, and weight (if patient is pediatric). • Ask for the chief complaint and take the partial history.	None	5 minutes	Medical Staff
3. Submit self for medical/dental examination.	3. If condition is infectious or contagious but patient has stable vital signs, advice isolation and home care management. • If the patient is unstable, refer the patient to the nearest hospital.	None	10 minutes	Physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return Patient's Folder to Medical/Dental Staff.	4.1. Receive Patient's Folder, carry out physician's/dentist's orders and issue 1 st day-dose of medication when available. a. Record medical/dental diagnosis.	None	5 minutes	Medical Staff
TOTAL:		None	25 minutes	

5. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

This service describes the availment of medical and dental consultation and treatment by the students or employees and their qualified dependents.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide DMMMSU students; DMMMSU employees and their qualified dependents (i.e. parents, spouse and children)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid School I.D. and sign on the Patient Logbook.	1. Facilitate registration, verify School I.D. and retrieve Patient's folder for review.	None	5 minutes	Health Services Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit self for initial assessment.	2. Take the vital signs of the patient, and weight (if patient is pediatric). <ul style="list-style-type: none"> • Ask for the chief complaint and take the partial history. 	None	5 minutes	Health Services Staff
3. Submit self for medical/dental examination.	3.1. If with NO significant medical/dental findings, provide medical/ dental management, and issue medical/dental certificate as needed. <ul style="list-style-type: none"> • Give back Patient's Folder. 3.2. If with significant medical/dental findings, fill out a Referral form and refer to a Specialist.	None	15 – 30 minutes	Physician/ Dentist
4. Return Patient's Folder to Health Services Staff.	4.1. Receive Patient's Folder, carry out physician's/dentist's orders and issue 1 st day-dose of medication when available. 4.2. Record medical/dental None diagnosis.	None	10 minutes	Health Services Staff
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	46 minutes	



6. MEDICAL AND DENTAL CONSULTATION AND TREATMENT – COVID

This service describes the availment of medical and dental consultation and treatment by the students or employees and their qualified dependents with consideration to COVID-19 disease.

Office or Division:	Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide DMMMSU students; DMMMSU employees and their qualified dependents (i.e. parents, spouse and children)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School I.D.		The patient or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage.	1. Triage/Classifies Patient 1.1. If classified as COVID-19 SUSPECT, refers patient to the Physician for further evaluation. <ul style="list-style-type: none"> 1.2. If NOT classified as COVID-19 suspect, directs patient to the Health Services Unit. 	None	10mins.	Medical Staff assigned at Triage Area Physician
2. Present valid School I.D. and signon the Patient Logbook.	2. Facilitate registration, verify School I.D. and retrieve Patient's folder for review.	None	5 minutes	Health Services Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit self for vital signs taking and history taking.	3. Take the vital signs of the patient, and weight (if patient is pediatric). <ul style="list-style-type: none"> Ask for the chief complaint and takes the partial history. 	None	5 minutes	Health Services Staff
4. Submit self for medical/oral examination.	4. Conduct medical/oral examination <ul style="list-style-type: none"> If with NO significant medical/dental findings, provides medical/ dental management, and issues medical/dental certificate as needed. Give back Patient's Folder. If with significant medical/dental findings, fills out a Referral Form and refers to a Specialist. 	None	15 – 30 minutes	Physician/ Dentist
5. Return Patient's Folder to Health Services Staff	5. Receive Patient's Folder, carry out Physician's/Dentist's orders and issue 1 st day-dose of medication when available. <ul style="list-style-type: none"> Record medical/dental diagnosis. 	None	5 minutes	Health Services Staff
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	41 minutes	



7. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES

This service describes the procedure on the availment of medical and dental clearance by the students and employees for school-related activities such as OJT, plant tours, contests, attendance to conventions, sports and the like.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Enrolled students and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for medical or dental clearance of students, instructors or employees.		Coordinator/ Faculty in-charge		
Medical requirements checklist		Health Services Unit		
Validated ID		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinator/ Faculty in-charge sends a Letter of request for medical or dental clearance of students, instructors or employees.	1. Receive the request, give list of requirements, and set schedule for the clearance	None	5 minutes	Health Services Unit staff
2. Present valid school ID, submit complete requirements and sign the Patients Logbook.	2. Receive the requirements and facilitate registration of client.	None	3 minutes	Health Services Unit staff
3. Submit oneself for initial medical assessment.	3. Take the vital signs of the patient and weight (if patient is pediatric).	None	5 minutes	Health Services Unit staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit oneself for medical or dental assessment.	4. Conduct medical/dental assessment.	None	10 minutes	Physician or Dentist
5. Receive medical or dental certificate.	5. Issue medical/ dental certificate. <ul style="list-style-type: none"> • If not cleared, refer the patient to a Specialist for further evaluation and management. 	None	5 minutes	Physician/ Dentist-
6. Sign logbook.	6. Instruct patient to sign the medical/ dental certificate logbook.	None	2 minutes	Students or employee
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	31 minutes	



8. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES - COVID

This service describes the procedure for the availment of medical and dental clearance by the students and employees for school-related activities such as OJT, plant tours, contests, and attendance to conventions, sports and the like with consideration to COVID-19 disease.

Office or Division:	Health Services Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled students and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Coordinator/Faculty-in-Charge		
Medical requirements checklist		Health Services Unit		
Validated ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Coordinator/ Faculty in-charge sends a Letter of request for medical or dental clearance of students, instructors or employees.	1. Receive the request, give list of requirements, and set schedule for the clearance	None	5 minutes	Health Services staff
2. Proceed to the Triage Area	2. Triage/classify patient. <ul style="list-style-type: none"> • If Patient is not a COVID-19 suspect, ask patient to proceed to the Health Services Unit (HSU) for Medical Clearance. • If Patient is a COVID-19 suspect, refer patient to the Physician for medical evaluation and management 	None	10 minutes	Health Services staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present valid school ID, submit complete requirements and sign the Patient Logbook.	3. Receive the requirements and facilitate registration of client.	None	5 minutes	Health Services Unit staff
4. Submit oneself for initial medical assessment.	4. Take the vital signs of the patient and weight (if patient is pediatric).	None	5 minutes	Health Services Unit staff
5. Submit oneself for medical or dental assessment.	5. Conduct medical/dental assessment.	None	10 minutes	Physician or Dentist
6. Receive medical or dental certificate.	6. Issue medical/ dental certificate. <ul style="list-style-type: none"> If not cleared, refer the patient to a Specialist for further evaluation and management. 	None	5 minutes	Physician/ Dentist
7. Sign logbook.	7. Instruct patient to sign the medical/ dental certificate logbook.	None	2 minutes	Students or employee
8. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	43 minutes	



9. MEDICAL CLEARANCE OF NEW EMPLOYEES

This service describes the procedure for the availment of medical clearance by the new employee prior to employment.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	New Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSC Form 211			HRMO	
Diagnostic Test Results			Hospital/Diagnostic Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign New Employees Logbook, submit requirements and fill up forms	1. Receive requirements and ask employee to fill out Personal Data sheet, Outpatient Record Form and Dental Health Record.	None	7 minutes	Health Services staff
2. Submit oneself for initial assessment.	2. Take vital signs of employee.	None	5 minutes	Health Services staff
3. Subject oneself medical assessment.	3. Medical assessment. <ul style="list-style-type: none"> If with significant medical or medical finding, Physician refers patient to a Specialist for further evaluation and management. If without significant medical finding, sign and release the medical certificate to the employee. 	None	10 minutes	Physician
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	22 minutes	



HEALTH SERVICES UNIT

EXTERNAL SERVICES



1. MEDICAL CLEARANCE OF NEW ENTRANTS AND TRANSFEREES

This service describes the procedure for the availment of medical clearance new entrants or transferees.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	New Entrants and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		The client will provide.		
Chest X-ray Result		Hospital/Diagnostic Center		
Medical Certificate		Hospital/Municipal or City Health Office/Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Enrollees Logbook, submit complete requirements	1. Facilitate registration and get requirements. <ul style="list-style-type: none"> Give necessary forms to New Entrant/Transferee (Personal Data Sheet, Outpatient Record Form and Dental Health Record). 	None	7 minutes	Medical/Dental Staff
2. Fill out Personal Data Sheet, Outpatient Record Form and Dental Health Record	2. Verify that all forms are complete <ul style="list-style-type: none"> If with Medical Certificate, sign Admission Slip. If with no Medical Certificate, conduct initial assessment (take vital signs and get weight if Entrant/ Transferee is pediatric). 	None	2 minutes 5 minutes	Health Services Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit self for medical/dental examination.	3. Conduct medical assessment <ul style="list-style-type: none"> • If with NO significant medical/dental findings, sign the Admission Slip. • If with significant medical findings, fill out a Referral form and refer to a Specialist. 	None	5-10 minutes	Physician
4. Submit a copy of the Medical Clearance given by the Specialist.	4. Verify Medical Clearance by Specialist. Attach the copy to New Entrant's/Transferee's medical/dental forms. Sign the Admission Slip.	None	5 minutes	Medical/Dental Staff
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	30 minutes	



2. MEDICAL CLEARANCE OF NEW ENTRANTS AND TRANSFEREES – COVID

This service describes the procedure for the availment of medical clearance by the enrollees either new entrant or transferee with consideration to COVID-19 disease.

Office or Division:	Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	New Entrants and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		The client will provide.		
Chest X-ray Result		Hospital/Diagnostic Center		
Medical Certificate		Hospital/Municipal or City Health Office/Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area and submits self to initial assessment and classification.	1. Triage/Classify client. <ul style="list-style-type: none"> • If Patient is not a COVID-19 suspect, direct Patient to proceed to the Health Services Unit (HSU) for Medical Clearance. • If Patient is a COVID-19 suspect, refer Patient to the Physician for medical evaluation and management 	None	10 minutes	Medical Staff assigned at Triage Area Physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit a copy of the Medical Clearance given by the Specialist.	5. Verify Medical Clearance by Specialist. Attach the copy to New Entrant's/Transferee's medical/dental forms. Sign the Admission Slip.	None	5 minutes	Medical/Dental Staff
6. Submit a copy of the Medical Clearance given by the Specialist.	6. Verify Medical Clearance by Specialist. Attach the copy to New Entrant's/Transferee's medical/dental forms. Sign the Admission Slip.	None	10 minutes	Medical/Dental Staff
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	40 minutes	



INTERNAL QUALITY ASSURANCE SYSTEM OFFICE
EXTERNAL/INTERNAL SERVICES



1. CLIENT SATISFACTION SURVEY

Office or Division:	Internal Quality Assurance System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide DMMMSU students; DMMMSU employees and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Satisfaction Survey Form		All offices which provided the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Client Satisfaction Survey Form	1.1 Accept the accomplished Client Satisfaction Survey Form from the client	None	5 minutes	Designated Officer of each Office
	1.2 Retrieve the accomplished Client Satisfaction Survey Form from the suggestion box located at the Public Assistance and Complaints Desk Officer	None	5 minutes	QA Officer
	1.3 Collate and analyse the data	None	1 day	QA Officer
	1.4 Submit the results and final ratings to the QMR	None	5 minutes	QA Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Present the results during the Management Committee review meeting	None	2 hrs.	QMR/VPA
	1.6 Review the results and file Corrective Action Report (CAR) for offices with ratings below Satisfactory.	None	1 day	QMR/VPA
	TOTAL:	None.	1 working days, 2 hour, 10 minutes	



RECORDS OFFICE

EXTERNAL/INTERNAL SERVICES



1. AUTHENTICATION OF RECORDS / DOCUMENTS

To ensure the authenticity and validity of all original copy/ies of records / documents presented for authentication / certified photocopy

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business/Private Entity/ies G2G-Government to Government			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authentic and valid records / documents and reproduced copies (plus one (1) set for Records Office file)		Internal and External Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copy/ies of records / documents for authentication / certified photocopy together with reproduced copies	1.1 Check for the authenticity and validity of the original copy/ies of records/documents presented for authentication / certified photocopy 1.2 Examine with care and in detail the reproduced records / documents and compare it to the original records/documents to detect differences in ink, signatures, alterations or additions and, if the whole page of record/document is captured in photocopying.	None	3 minutes	Records Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplishes the Authentication Request Form	2.1 Receive the records / documents requested for authentication / certified photocopy 2.2 Stamp Certified Photocopy the records / documents for authentication indicating name of certifying officer, signature and date 2.3. Register in the Authentication Log book the authenticated records / documents and retain the copy/ies for Records Office file.	None	4 minutes	Records Officer
3. Claim the authenticated / certified photocopied records / documents together with the original copy/ies	3. Release the authenticated / certified photocopied records / documents together with the original copy/ies.	None	1 minute	Records Officer
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	9 minutes	



2. RECEIVING AND CONTROL OF INTERNAL COMMUNICATIONS

The service allows a systematic procedure of receiving and controlling all communication/records/documents within the University, correctly identified and delivered to concerned authorities/offices within a prescribed period of time, taking into consideration the University's Policies and Procedures on Official Communications.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Chancellors or Authorized Representative		Client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any	1.1 Receive, proofread, check if properly signed/endorsed by concerned official/s, check also attachments, if any, and Stamp Received communication/record/document at the upper right portion indicating date/time received and signature of receiving officer	None	3 minutes	Records Office Personnel
	1.2 Register communication/records/documents in the assigned Record book	None	1 minute	Records Office Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Deliver the communication /record / document to the Office of the President for action.	None	3 minutes	Records Office Personnel
	1.4 Examine with care and in detail communication / record/documents acted upon by the President if pages and attachments are complete and signed. Scan and save electronically.	None	2 minutes	Records Office Personnel
	1.5 Inform the client (DMMMSU official/office) electronically regarding the action/comments/ recommendation of the President	None	1 minute	Records Office Personnel
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	11 minutes	



3. RECEIVING EXTERNALLY GENERATED DOCUMENTS

The service allows a systematic procedure of receiving all communication/records/documents from other government agencies, private entities and individuals, correctly identified, and delivered to concerned authorities/offices within a prescribed period of time, taking into consideration the University's Policies and Procedures on Official Communications.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business/Private Entity/ies G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Records/Documents from other agencies, private entities, individuals		Client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any	1.1 Receive, proofread, check signatures, attachments, if any, and stamp Received communication/record/document at the upper right portion indicating date/time received and signature of receiving officer	None	3 minutes	Records Office Personnel
	1.2 Register communication/records/documents in the assigned Record book for External Documents	None	1 minute	Records Office Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Delivers the communication / record / document to the Office of the President for action.	None	3 minutes	Records Office Personnel
	1.4 Examine with care and in detail communication / record / documents acted upon by the President if pages and attachments are complete and signed. Scan and save electronically	None	3 minutes	Records Office Personnel
	1.5 Inform the client electronically regarding action/comments/ recommendation of the University President	None	1 minute	Records Office Personnel
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	12 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

EXTERNAL SERVICES



1. RECEIPT OF DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT

This service authorizes the receipt, inspection and acceptance of deliveries of supplies, materials and equipment.

Office or Division:	Supply and Property Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Suppliers/Dealers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order/Contract		Bids and Awards Committee Office/Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Purchase Order/Contract for the delivery	1. Checks/verify approved Purchase Order/Contracts and other supporting documents	None	5 minutes	SPMO Staff In-Charge
2. Deliver items	2.1 Check, count and receive delivery of items based on the specifications indicated in the Purchase Order/Contract.	None	20 minutes	SPMO Staff In-Charge, Inspection Committee, End-User and Technical Working Group
	2.2 Prepare Inspection and Acceptance Report. Checks, inspects and accept deliveries.	None	5 minutes	SPMO Staff In-Charge, Inspection Committee, End-User
	2.3 Affix signature in the Delivery Receipt/Sales Invoice, Charge Invoice	None	1 minute	SPMO Staff In-Charge
3.Receive duplicate of Delivery Receipt/Sales Invoice, Charge Invoice		None	1 minute	SPMO Staff In-Charge
	TOTAL:	None	32 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

INTERNAL SERVICES



1. ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

This service authorizes the issuance of supplies, materials and equipment to end-users.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip (RIS) Inventory and Custodian Slip (ICS) Property Acknowledgement Receipt (PAR)			Supply and Property Management Office (SPMO)	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Purchase Request	1.1 Prepare Requisition and Issue Slip for supplies and materials. 1.2 Prepare Inventory Custodian Slip (ICS) for items with more than one year estimated useful life and Property Acknowledgment Receipt (PAR) for Property Plant and Equipment	None	10 minutes	Property Custodian SPMO Staff In-Charge
2. Receive Items. Sign RIS/ICS/PAR	2. Check, count and issue items to end users.Facilitate the signing of RIS/ICS/PAR	None	20 minutes	Property Custodian SPMO Staff In-Charge
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	31 minutes	



**OFFICES UNDER THE VICE PRESIDENT FOR PLANNING
AND RESOURCE DEVELOPMENT
PLANNING OFFICE
EXTERNAL SERVICES**



1. CONTROL OF NEW AND REVISED DOCUMENTED INFORMATION

Office or Division:	Office of the Document Control Custodian			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Heads of Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DCN Form		Office of the Document Control Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the DCN form and submit to DC	1. Identify the type of documented information if new, revised, for delete or obsolete.	None	2 minutes	Originator and Document Control Custodian
2. Prepare and submit the documents along with the approved DCNF	2.1 Review completeness of the documented information	None	3 minutes	Originator and Document Control Custodian
	2.2 Record details of received documents in the Document Control Notice log sheet	None	10 minutes	Document Control Custodian
	2.3 Assign document number/coding for internal documented information	None	5 minutes	Document Control Custodian
	2.4 Record documents in the Master lists	None	10 minutes	Document Control Custodian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 File hard copy of document and upload the softcopy in the "ISO document portal"	None	15 minutes	Document Control Custodian
	2.6 Issue/retrieve documents to the intended recipient	None	10 minutes	Document Control Custodian
	2.7 Distribute documents to the intended recipient	None	5 minutes	Document Control Custodian
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	1 hour 1 minute	

3. REQUEST FOR DOCUMENTED INFORMATION

Office or Division:	Office of the Document Control Custodian			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Heads of Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DCN Form		Office of the Document Control Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request form and process approval	1. Identify type of request and provide details in the DCN form.	None	5 minutes	Originator and Document Control Custodian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive approved DCN Form and process the request.	2.1 Process approved DCN.	None	5 minutes	Originator and Document Control Custodian
	2.2 Reproduce master copy of documents	None	15 minutes	Document Control Custodian
	2.3 Record detail of request	None	5 minutes	Document Control Custodian
	2.4 Reproduce the requested document(s)	None	1 day	Document Control Custodian
3. Receive requested documents	3. Issue documents to the intended recipient	None	5 minutes	Document Control Custodian
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	1 day 36 minutes	



MANAGEMENT INFORMATION SYSTEMS

INTERNAL SERVICES



1. REQUEST FOR IT SERVICES

This service allows DMMMSU constituents to request for ICT Services.

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	DMMMSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request (ICT SR) Form		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out ICT SR Form and submit to MIS staff.	1.1 Review ICT SR Form 1.2 Perform service requested or give recommendations. 1.3 Fill-out ICT SR Form 1.4 Give ICT SR Form to client for feedback.	None	2 minutes 1-2 days	MIS Staff MIS Director/Head
2. Fill-out ICT SR Form - Feedback section and return it to MIS staff.	2.1 Receive form. 2.2 In case of repair, release item. 2.3 In case of ID application, release ID card.	None	5 minutes	MIS Staff
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 days 8 minutes	



DMMMSU OPEN UNIVERSITY SYSTEM
ADMISSION AND ENROLMENT SERVICES UNIT
INTERNAL SERVICES



1. ADMISSION PROCEDURE FOR CONTINUING, RETURNING AND CROSS-ENROLLEE STUDENTS UNDER BACCALAUREATE PROGRAMS (GROUP, SELF & ONLINE PACED)

This service evaluates a continuing, returning and cross-enrollee student for admission based on criteria set by the University.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Complex			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Continuing, Returning and Cross-enrollee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following documents for evaluation a. Continuing student-certificate of grades from last semester attended b. Returning student-certificate of grades from the last semester attended or OTR, certification from the guidance counselor c. Cross enrollee-permit to cross enroll	1.1 Evaluate subjects taken 1.2 Check grades (P, F, IP, INC, DRP) 1.3 Interview student	None	3 minutes	Program Coordinator
2. Wait for result of evaluation	2.1 Notify applicant of the result of Evaluation	None	2 minutes	Program Coordinator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure and fill-out forms: Registration for Enrolment, Registration of Subjects, ID/Library Form, Free Higher Education)	3.1 Release enrolment forms (Registration for Enrolment, Registration of Subjects, ID/Library Form, Free Higher Education)	None	5 minutes	Admission Officer Forms are downloadable via dmmmsu.edu.ph
4. Submit enrolment forms at the Program Coordinator for signature	4.1 Approve and sign enrolment forms 4.2 Double check requirements	None	5 minutes	Program Coordinator
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	16 minutes	

2. ADMISSION PROCEDURE FOR CONTINUING, RETURNING AND CROSS-ENROLLEE STUDENTS UNDER POST-BACCALAUREATE AND GRADUATE PROGRAMS (GROUP, SELF & ONLINE PACED)

This service evaluates a continuing, returning and cross-enrollee student for admission based on criteria set by the University.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Entrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from OUS	1.1 Provide information to the applicant about programs or courses offered, requirements, fees, forms and processes	None	5 minutes	Admission Officer or email at admission.ous@dmmmsu.edu.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Channel applicant to proper offices			
2. Submit Certificate of grades or OTR for evaluation	2.1 Evaluate credentials based on criteria for admission	None	2 minutes	Program Coordinators Members of Graduate Program Committee (GPC)
3.Wait for Result	3.1 Notify applicant of the result of Graduate Program Committee Evaluation	None	2 minutes	Admission Officer
4.Apply for Admission Submit requirements: OTR, Honorable dismissal/Transfer credentials, 2x2 ID picture, Medical certificate with chest X-ray, Birth certificate Fill-out forms: Registration for Enrolment, Registration of Subjects, ID/Library Form)	4.1 Issue Admission Slip 4.2 Check submitted requirements 4.3 Release enrolment forms	None	5 minutes	Admission Officer Forms are downloadable via dmmmsu.edu.ph
5. Submit enrolment forms at the Program Coordinator for signature	5.1 Approve and sign enrolment forms 5.2 Double check requirements	None	1 minute	Program Coordinator
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	16 minutes	



3. ADMISSION PROCEDURE FOR NEW STUDENTS UNDER BACCALAUREATE PROGRAMS (GROUP, SELF & ONLINE PACED)

This service evaluates an applicant for admission based on criteria set by the University.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Entrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Admission Test Requirements		The client will provide.		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from OUS	1.1 Provide information to the applicant about programs or courses offered, requirements, fees, forms and processes 1.2 Channel applicant to proper offices	None	5 minutes	Admission Officer or email at admission.ous@dmmmsu.edu.ph
2. Secure and fill-out College Admission Test (CAT) Form and submit requirements (Form 138 or OTR, 2x2 ID picture with nametag in white background)	2.1 Interview applicant 2.2 Issue a CAT Form 2.3 Check CAT requirements (Form 138 or OTR) 2.4 Release CAT Permit	None	5 minutes	Guidance Counselor
3. Undergo scheduled CAT	3.1 Orient applicant 3.2 Administer CAT	None	50 minutes	Guidance Counselor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Get CAT Result	4.1 Endorsement of Passers of the guidance counselor to the SAS Head and Program Coordinator for evaluation 4.2 Re-evaluation of the Program Coordinator of Conditional Passers 4.3 Approval of CAT results by the Executive Director 4.4 Release results to the applicant	None	3 minutes	Guidance Counselor SAS Head Program Coordinator Executive Director
5. Apply for Admission. Submit requirements: CAT Result, Form 138 or OTR, Honorable dismissal/Transfer credentials, 2x2 ID picture with nametag in white background, Medical certificate with chest x-ray, Birth certificate Fill-out forms: Registration for Enrolment, Registration of Subjects, ID/Library Form, Free Higher Education)	5.1 Issue Admission Slip 5.2 Check submitted requirements 5.3 Release enrolment forms	None	5 minutes	Admission Officer Forms are downloadable via dmmmsu.edu.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit enrolment forms at the Program Coordinator for signature	6.1 Approve enrolment forms 6.2 Double check requirements	None	2 minutes	Program Coordinator
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	1 hour and 11 minutes	

4. ADMISSION PROCEDURE FOR NEW STUDENTS UNDER POST-BACCALAUREATE AND GRADUATE PROGRAMS (GROUP, SELF & ONLINE PACED)

This service evaluates an applicant for admission based on criteria set by the University.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Entrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from OUS	1.1 Provide information to the applicant about programs or courses offered, requirements, fees, forms and processes 1.2 Channel applicant to proper offices	None	5 minutes	Admission Officer or email at admission.ous@dmmmsu.edu.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Certificate of grades or OTR for evaluation	2. Evaluate credentials based on criteria for admission	None	2 minutes	Program Coordinators Members of Graduate Program Committee (GPC)
3.Wait for Result	3. Notify applicant of the result of Graduate Program Committee Evaluation	None	2 minutes	Admission Officer
4.Apply for Admission Submit requirements: OTR, Honorable dismissal/Transfer credentials, 2x2 ID picture, Medical certificate with chest x-ray, Birth certificate Fill-out forms: Registration for Enrolment, Registration of Subjects, ID/Library Form)	4.1 Issue Admission Slip 4.2 Check submitted requirements 4.3 Release enrolment forms	None	5 minutes	Admission Officer Forms are downloadable via dmmmsu.edu.ph
5. Submit enrolment forms at the Program Coordinator for signature	5.1 Approve and sign enrolment forms 5.2 Double check requirements	None	1 minute	Program Coordinator
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	16 minutes	



5. ADMISSION AND ENROLMENT PROCEDURE FOR STUDENTS UNDER CPED PROGRAMS (CUSTOMIZED)

This service allows agencies to avail of customized learning package based on certificate program applied.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The agency will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from OUS	1. Provide information to the applicant about programs or courses offered, requirements, fees, forms and processes	None	5 minutes	Training Chief
2. Prepare and submit Letter of intent/request	2.1 Endorse letter 2.2 Approve request 2.3 Prepare MOA with the agency 2.4 Endorsement of MOA to the BOR for approval	None	1 week minimum	Training Chief Executive Director University President BOR
3. Attend MOA Signing	3. Conduct MOA signing with linkage agency	None	1 day	Training Chief Executive Director University President Head of Linkage Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Execute Program Implementation	4.1 Assign tutors and facilitators 4.2 Prepare training schedule and logistic 4.3 Package training kit	As per MOA	1 week	Training Coordinators/ Facilitators
5. Attend Orientation	5. Conduct orientation	None	1 hour	Training Coordinators/ Facilitators
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	3 weeks 1 minute	



6. ADMISSION AND ENROLMENT PROCEDURE FOR STUDENTS UNDER CPED PROGRAMS (WALK-IN)

This service accepts walk-in applicants for admission and Enrolment based on set requirements.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Entrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from OUS	1. Provide information to the applicant about programs or courses offered, requirements, fees, forms and processes	None	5 minutes	Training Chief
2. Secure and fill-out application form	2.1 Release application form 2.2 Approve enrolment form	None	5 minutes	Training Chief Executive Director
3. Pay training fees	3.1 Process payment 3.2 Issue official receipts	Per assessment	2 minutes	Cashier
4. Secure training schedule	4.1 Assign tutor/ 4.2 Notify tutor/s	None	3 minutes	Training Chief
5. Secure training kit	5.1 Check receipts 5.2 Prepare and release training kit	None	5 minutes	Publication office
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	21 minutes	



7. APPLICATION FOR COMPREHENSIVE EXAM/ QUALIFYING EXAM, THESIS DEFENSE, OFFICIAL TRANSCRIPT OF RECORDS, DIPLOMA, CERTIFICATE OF GRADES AND TRANSFER CREDENTIALS

This service allows students to process needed documents.

Office or Division:	Registrar Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New entrants, continuing, returning and cross-enrollee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out clearance form	1.1 Issue clearance form 1.2 Channel student to concerned office	None	2 minutes	Registrar, SAS, Program Coordinator, Library, Accounting, Executive Director
2. Secure and fill-out application form for the following: Comprehensive Exam/ Qualifying Exam, Thesis Defense, Official Transcript of Records, diploma, Certificate of Grades and Transfer Credentials	2.1 Issue application for request of documents form 2.2 Check student's records	None	5 minutes	Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay corresponding fees	3. Process payment and issue receipts	Comprehensive exam – Php 1500 Proposal Defense MA- Php 5,000 PhD – Php 7,500 Final Defense MA – Php 5,000 PhD – Php 7,500 OTR – Php 75.00 Certificate – 20.00 Authentication – Php 50.00 Transfer Credentials – Php 100.00	2 minutes	Cashier
4. Show receipts	4. Confirm payment	n/a	1 minute	Registrar
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:			11 minutes	

8. APPLICATION FOR GRADUATION

This service allows students to process needed documents for graduation.

Office or Division:	Registrar Services Unit
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Graduating students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Graduation requirements	The client will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out clearance form	1.3 Issue clearance form 1.4 Channel student to concerned office	None	2 minutes	Registrar, SAS, Program Coordinator, Library, Accounting, Executive Director
2. Secure and fill-out graduation application form	2.1 Issue graduation application form 2.2 Check student's records	None	5 minutes	Registrar
3. Pay corresponding fees	3.1 Process payment 3.2 Issue receipts	Undergraduate Students: Grad Fee – 150.00 Alumni Fee 200.00 Diploma Fee – 100.00 TOTAL: 450.00 Graduate Students: Grad Fee – 250.00 Alumni Fee 300.00 Diploma Fee – 200.00 TOTAL: 750.00	2 minutes	Cashier
4. Show receipts	4. Confirm payment	None	1 minute	Registrar
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	11 minutes	



9. ENROLMENT PROCEDURE FOR NEW, CONTINUING, RETURNING AND CROSS-ENROLLEES IN ALL PROGRAMS

This service allows new entrants, continuing, returning and cross-enrollee students to enroll.

Office or Division:	Admission and Enrolment Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Entrants, Continuing, Returning and Cross-enrollee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for enrolment. Submit all requirements: <u>New Student:</u> CAT result (college applicant) Form 138 or OTR, Honorable dismissal/Transfer credentials, 2x2 ID picture, Medical certificate with chest x-ray, Birth certificate Continuing Student: Certificate of grades <u>Returning Student:</u> Certificate of grades or OTR Cross-enrollee Student: Permit to cross-enroll	1.1 Check requirements 1.2 Encode student's records and subjects in the Database System 1.3 Generate student ID number 1.4 Assess fees	None	10 minutes	Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Pay fees Payment Modalities:</p> <ul style="list-style-type: none"> • Personal payment at OUS • Auto-Debit or Mobile Banking service for those with personal bank account at Land Bank of the Philippines or Development Bank of the Philippines • Bank to bank transfer • Money Transfer Facilities (Western Union, Money Gram, Palawan Money Express) through Direct Bank Deposit Service • G-Cash <p>Bank Account Name: DMMMSU OPEN UNIVERSITY SYSTEM Contact No: 072-242-3608 LBP Account Number: 0202-0187-69 DBP Account Number: 00-0-05074-570-6 For Online Transaction: Scan deposit slip, write name on it and send e-copy at finance.ous@ dmmmsu.edu.ph</p>	<p>2.1 Process payment 2.2 Issue official receipts 2.3 Verify sent scanned Deposit Slip for online payment and notify student</p>	<p>None</p>	<p>2 minutes</p>	<p>Finance Cashier Officer</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure class schedule and class cards	3. Release class schedule and class cards	None	2 minutes	Registrar Program Coordinator
4. Secure modules	4.1 Release modules 4.2 Ship modules to online students	None	2 minutes	Publication Liaison Officer
5. Secure ID and Library card	5. Process and issue ID and Library card	None	2 minutes	Library
6. Secure school uniform	6. Process and issue school uniform	None	2 minutes	BAO
7. Attend face-to-face or virtual orientation	7. Conduct orientation program face-to-face and virtual	None	10 minutes	OUS
8. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	31 minutes	



APPENDIX A

CLIENT FEEDBACK FORM

Date: _____

Name & Signature (optional): _____

Agency/Affiliation (optional): _____

() Parent () Student () Faculty () Others _____

Contact No.: _____ **Email:** _____

Office Visited: _____ **Service/s availed:** _____

Name of personnel who served: _____

Because we want to serve you better, please answer the items relevant to your visit. *Please encircle the number corresponding to your evaluation of our services from 5 - (Excellent/E), 4 - (Very Good/ VG), 3 - (Good/G), 2 - (Fair/F) to 1 - (Poor/P).*

😊 ☹️					
A. PROCESS	E	VG	G	F	P
Promptness of service/s provided	5	4	3	2	1
Responsiveness to needs/requirements	5	4	3	2	1
Appropriateness of service	5	4	3	2	1
Delivery of outputs (accurate/complete/presentable)	5	4	3	2	1
B. PERSONNEL					
Courtesy and friendliness	5	4	3	2	1
Availability and helpfulness	5	4	3	2	1
Knowledge and ability to address the need	5	4	3	2	1
Professionalism (fair, just, honest, transparent)	5	4	3	2	1
Clarity of instructions/information dissemination	5	4	3	2	1
Ability to address issues raised, if any	5	4	3	2	1
C. FACILITIES					
Adequacy and accessibility	5	4	3	2	1
User-friendliness	5	4	3	2	1
Cleanliness and maintenance (as applicable)	5	4	3	2	1
Comfort and pleasant environment (as applicable)	5	4	3	2	1
Safety (as applicable)	5	4	3	2	1

Please suggest ways on how we can further improve our services and write your commendations/complaints, if any:

- A. Process:

- B. Personnel:

- C. Facilities:

Thank you for visiting our office and availing of our services.

DMMMSU-QA-F003
Rev. No. 01 (03.01.2021)

CLIENT FEEDBACK FORM

Date: _____

Name & Signature (optional): _____

Agency/Affiliation (optional): _____

() Parent () Student () Faculty () Others _____

Contact No.: _____ **Email:** _____

Office Visited: _____ **Service/s availed:** _____

Name of personnel who served: _____

Because we want to serve you better, please answer the items relevant to your visit. *Please encircle the number corresponding to your evaluation of our services from 5 - (Excellent/E), 4 - (Very Good/ VG), 3 - (Good/G), 2 - (Fair/F) to 1 - (Poor/P).*

😊 ☹️					
A. PROCESS	E	VG	G	F	P
Promptness of service/s provided	5	4	3	2	1
Responsiveness to needs/requirements	5	4	3	2	1
Appropriateness of service	5	4	3	2	1
Delivery of outputs (accurate/complete/presentable)	5	4	3	2	1
B. PERSONNEL					
Courtesy and friendliness	5	4	3	2	1
Availability and helpfulness	5	4	3	2	1
Knowledge and ability to address the need	5	4	3	2	1
Professionalism (fair, just, honest, transparent)	5	4	3	2	1
Clarity of instructions/information dissemination	5	4	3	2	1
Ability to address issues raised, if any	5	4	3	2	1
C. FACILITIES					
Adequacy and accessibility	5	4	3	2	1
User-friendliness	5	4	3	2	1
Cleanliness and maintenance (as applicable)	5	4	3	2	1
Comfort and pleasant environment (as applicable)	5	4	3	2	1
Safety (as applicable)	5	4	3	2	1

Please suggest ways on how we can further improve our services and write your commendations/complaints, if any:

- A. Process:

- B. Personnel:

- C. Facilities:

Thank you for visiting our office and availing of our services.

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