



DON MARIANO MARCOS MEMORIAL  
STATE UNIVERSITY

**CITIZEN'S CHARTER**  
2023



DON MARIANO MARCOS MEMORIAL  
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:

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



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**OFFICES UNDER THE VICE PRESIDENT FOR ACADEMIC AND INTERNATIONAL AFFAIRS**  
**OFFICE OF THE HEAD OF INSTRUCTION**  
EXTERNAL SERVICES





## 1. APPLICATION FOR FINAL DEFENSE

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

<b>Office or Division:</b>	College / Institute / Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students enrolled in Thesis Writing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Manuscript		The student will provide.		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>Php 500.00</b>	<b>5 days 5 hours 5 minutes</b>	

## 2. APPLICATION FOR THESIS PROPOSAL

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

<b>Office or Division:</b>	College / Institute / Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students enrolled in Thesis			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
	<b>TOTAL:</b>	<b>None</b>	<b>5 days 2 hours 45 minutes</b>	

### 3. ENROLMENT PROCEDURE

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

<b>Office or Division:</b>	College / Institute / Department	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen	
<b>Who may avail:</b>	Incoming College students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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>b. College Graduates (Second Courser)</b>	
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.
<b>c. Transferees</b>	
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.
<b>d. Alternative Learning System Passer</b>	
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	None	5 minutes	Dean/ Institute Director/ Program Chair/ Faculty Representative
	2.2 Enlistment and assessment of fees		10 minutes	
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	



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

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

<b>Office or Division:</b>	College / Institute / Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government, Government to Business			
<b>Who may avail:</b>	Students enrolled in Practice teaching/ On-the-Job Training/ Capstone			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum of Agreement/ Understanding		OJT/ Capstone Coordinator/ PT Supervisor		
Waiver		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>3 months 20 days</b>	



# OFFICE OF THE REGISTRAR

## EXTERNAL 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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Students who are officially enrolled in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student ID		The student will provide.		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>P50.00/subject</b>	<b>17 minutes</b>	





## 2. ADMISSION, REGISTRATION AND ENROLMENT

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

<b>Office or Division:</b>	Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	New Students (Freshmen, Transferees, Second Courser, Foreign Students)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR FRESHMEN (Senior High School Graduate)</b>		
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.	
<b>FOR TRANSFEREES/COLLEGE GRADUATES</b>		
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.	
<b>FOR FOREIGN STUDENTS</b>		
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	
	<b>TOTAL:</b>	<b>Php 150.00</b>	<b>2 hours 13 minutes</b>	



### 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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student ID		The student will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	



#### 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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Students who are officially enrolled in the University or have graduated from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID		The client will provide.		
Photocopy of Credentials		The client will provide.		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>Php 20.00/ document – Local</b>  <b>Php 30.00/ document – National</b> <b>Php 50.00/ document – International</b>	<b>17 minutes</b>	

## 5. COMPLETION OF GRADES

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

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Students who are officially enrolled in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	
<b>TOTAL:</b>		<b>Php 25.00</b>	<b>17 minutes</b>	

## 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.

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



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"> <li>Present Admission slip at the Enrolment area</li> </ul>	None	5 minutes	Staff, Registrar's Office
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	

## 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.

<b>Office or Division:</b>	Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Students who are officially enrolled in the University	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
<b>TOTAL:</b>		<b>Php 20.00</b>	<b>15 minutes</b>	

## 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.

<b>Office or Division:</b>	Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
	<b>TOTAL:</b>	<b>Php 50.00 – first page</b>	<b>5 days 16 minutes</b>	



		<b>Php 25.00 – succeeding pages</b> <b>Php 150.00 - Diploma</b>		
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### 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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Students who are officially enrolled in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student ID		The student will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	



## 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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>Php 50.00 – first page</b>  <b>Php 25.00 – succeeding pages</b> <b>P150.00 - Diploma</b>	<b>5 days 16 minutes</b>	

## 11. REQUEST FOR CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

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

<b>Office or Division:</b>	Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Students who are officially enrolled in the University	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
<b>TOTAL:</b>		<b>Php 50.00</b>	<b>23 minutes</b>	



**STUDENT AFFAIRS AND SERVICES UNIT**  
EXTERNAL SERVICES



## 1. ACCREDITATION OF STUDENT ORGANIZATION (SO)

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

<b>Office or Division:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Bonafide students/learners of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>3 days 21 minutes</b>	





## 2. ISSUANCE OF PERMITS FOR STUDENT IN-CAMPUS ACTIVITIES

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

<b>Office or Division:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Bonafide students/learners of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Parents/Guardian's Waiver (If activity is after 5PM)		Parents/Guardian		
Budget Plan		Concerned Student Organization		
Approved Letter of Intent		Chancellor/President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. For Departmental, College, and Campus Activities</b>				
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	
<b>TOTAL:</b>		None	<b>16 minutes</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. For University Level Activities</b>				
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	
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	

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

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

<b>Office or Division:</b>	Student Affairs and Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to client	
<b>Who may avail:</b>	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"> <li>Operational Plan</li> </ul>		Concerned Student Organization



<ul style="list-style-type: none"> <li>• Travel Itinerary</li> <li>• Student Handbook or Manual</li> <li>• Consent of Parents or Guardian</li> <li>• Medical Clearance</li> <li>• Travel Order of Personnel/Faculty In-Charge</li> <li>• Pictures of First Aid Kit</li> <li>• Breakdown of Fees</li> <li>• List of Insured Students</li> <li>• Copy of Travel and Tour operator Accreditation Certificate and Other Documents</li> <li>• Letters to LGUs/NGOs</li> </ul>		<p>Travel and Tour Operator 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
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>16 days 1 hour 6 minutes</b>	

#### 4. MANAGEMENT OF STUDENT DISCIPLINE

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

<b>Office or Division:</b>	Student Affairs and Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	GTC			
<b>Who may avail:</b>	Bonafide students/learners of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Complaint		Concerned complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend hearings of the case, if the complaint is meritorious.	2. Notify all parties concerned.	None	2 Days	SAS Head, Discipline Committee
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
	<b>TOTAL:</b>	<b>None</b>	<b>3 days 16 minutes</b>	



## **GUIDANCE AND COUNSELING UNIT**

### EXTERNAL SERVICES



## 1. APPLICATION FOR COLLEGE ADMISSION TEST

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

<b>Office or Division:</b>	Office of the Student Affairs and Services- Guidance and Counseling Unit			
<b>Classification:</b>	G2C- Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All (if any citizen is eligible)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request College Admission Application Form	1. Issue College Admission Application Form	None	2 minutes	Client/Applicant
2. Fallout 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	
<b>TOTAL:</b>		<b>None</b>	<b>23 minutes</b>	
<b>Note: The process does not include the administration of the admission test, scoring, interpretation, and generation of results.</b>				



## 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.

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





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	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour 10 minutes to 3 hrs. 26 minutes</b>	

### 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.

<b>Office or Division:</b>	Office of the Student Affairs and Services- Guidance and Counseling Unit
<b>Classification:</b>	G2C- Government to Citizen
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	All (if any citizen is eligible)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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
	<b>TOTAL:</b>	<b>None</b>	<b>6 hours 45 minutes</b>	

#### 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.

<b>Office or Division:</b>	Office of the Student Affairs and Services- Guidance and Counseling Unit	
<b>Classification:</b>	G2C- Government to Citizen	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All (if any citizen is eligible)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
	<b>TOTAL</b>	<b>None</b>	<b>4 hours 12 minutes</b>	
<p><b>Note:</b></p> <ol style="list-style-type: none"> <li><b>This service includes admission test; however, processing and releasing may take months depending on the number of examinees.</b></li> <li><b>The process does not include the processing time for scoring, interpretation, and generation of results.</b></li> </ol>				



# **LIBRARY**

## INTERNAL SERVICES



## 1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

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

<b>Office or Division:</b>	Library Services and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	DMMMSU faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>BORROWING</b>				
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
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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	
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes 50 seconds</b>	

**RETURNING**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>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).</li> </ul> <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	
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes 30 seconds</b>	

## 2. MULTIMEDIA / INTERNET SERVICES

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

<b>Office or Division:</b>	Library Services and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government
<b>Who may avail:</b>	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. <ul style="list-style-type: none"> <li>Use the logbook if the e-log is not available.</li> </ul>	1.1. Validate client's I.D. 1.2 Assist client to the computer workstation <ul style="list-style-type: none"> <li>Clients with personal gadgets are allowed to access the DMMMSU Free WIFI.</li> <li>Clients are only allowed to stay for 30 minutes.</li> </ul>	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	
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes 30 seconds</b>	

### 3. REFERRAL SERVICE

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

<b>Office or Division:</b>	Library Services and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government





<b>Who may avail:</b>	DMMMSU faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid DMMMSU I.D.		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes 30 seconds</b>	

#### 4. SIGNING OF CLEARANCES

This service allows students and employees to secure library clearance.

<b>Office or Division:</b>	Library Services and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government
<b>Who may avail:</b>	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	
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes 30 seconds</b>	



# **LIBRARY**

## EXTERNAL SERVICES



## 1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

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

<b>Office or Division:</b>	Library Services and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	DMMMSU students General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>BORROWING</b>				
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
4. 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
8. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes 50 seconds</b>	
<b>RETURNING</b>				
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	None	3 minutes	Library Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>borrower's card from the file box.</p> <ul style="list-style-type: none"> <li>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).</li> </ul> <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	
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes 30 seconds</b>	



## 2. MULTIMEDIA / INTERNET SERVICES

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

<b>Office or Division:</b>	Library Services and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	DMMMSU students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid DMMMSU I.D.		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes 30 seconds</b>	





### 3. REFERRAL SERVICE

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

<b>Office or Division:</b>	Library Services and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	DMMMSU students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid DMMMSU I.D.		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes 30 seconds</b>	



#### 4. SIGNING OF CLEARANCES

This service allows students and employees to secure library clearance.

<b>Office or Division:</b>	Library Services and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	DMMMSU students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Accounting Office; HRMO		
Borrower's Card		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure for clearance	1. Check the OPAC for any unreturned books and other library materials or overdue fines.  1.3. If client has no library accountabilities, sign the clearance form and release it to the client.  1.4. 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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
8. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes 30 seconds</b>	



**COLLEGE OF GRADUATE STUDIES**  
EXTERNAL SERVICES



## 1. ADMISSION OF NEW STUDENTS

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

<b>Office or Division:</b>	College Of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government To Citizen			
<b>Who may avail:</b>	Any bonafide student applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		Office of the Student Records		
Registration Form		Office of the Student Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>41 minutes</b>	



## 2. APPLICATION FOR COMPREHENSIVE EXAMINATION

This service allows qualified students to apply for comprehensive examination.

<b>Office or Division:</b>	College of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any bonafide student of the College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Grades		Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.				
<b>TOTAL:</b>		<b>None</b>	<b>46 minutes</b>	



### 3. APPLICATION FOR FINAL ORAL PRESENTATION

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

<b>Office or Division:</b>	College of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any bonafide student of the College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of Grades		In Charge – Student Records		
Endorsement from the Adviser and Program Chair		Research Adviser / Program Chair		
Manuscript		The student will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 set the 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	
	<b>TOTAL:</b>	<b>Php7,500 – Dissertation</b>  <b>Php5,000- Thesis</b>	<b>1 hour 6 minutes</b>	





#### 4. APPLICATION FOR PROPOSAL PRESENTATION

This service allows qualified students to apply for proposal presentation.

<b>Office or Division:</b>	College of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students who finished Academic Requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>Php 7,500- Dissertation Php 5,000- Thesis</b>	<b>1 hour 6 minutes</b>	

## 5. APPLICATION FOR QUALIFYING EXAMINATION

This service allows qualified students to apply for qualifying examination.

<b>Office or Division:</b>	College of Graduate Studies (CGS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	CGS Students with 18 units earned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	
	<b>TOTAL:</b>	<b>PhP 1,500.00</b>	<b>2 hours 13 minutes</b>	



## 6. COMPLETION OF GRADES

This service allows students to complete their grades.

<b>Office or Division:</b>	College of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any bonafide students of the College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>Php150/subject</b>	<b>36 minutes</b>	



## 7. ENROLMENT

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

<b>Office or Division:</b>	College of Graduate Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any bonafide students of the College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Grades		College Office Of Student Records		
Official Receipts		Campus Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 advice 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	
<b>TOTAL:</b>		<b>None</b>	<b>46 minutes</b>	



## 8. ISSUANCE OF CERTIFICATE OF GRADES

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

<b>Office or Division:</b>	College of Graduate Studies (CGS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	CGS Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		CGS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>PhP 65.00</b>	<b>7 days 2 hours 6 minutes</b>	



## 9. ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

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

<b>Office or Division:</b>	College of Graduate Studies (CGS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	College of Graduate Studies (CGS) Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		CGS Office		
Clearance Form		CGS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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	
<b>TOTAL:</b>		<b>Php 90.00</b>	<b>7 days 7 minutes</b>	



**OFFICES UNDER THE VICE PRESIDENT FOR RESEARCH, DEVELOPMENT AND  
INNOVATION**  
INTERNAL SERVICES





**RESEARCH UNIT**  
INTERNAL SERVICES



## 1. APPROVAL OF EXTERNAL RESEARCH TRAINING PARTICIPATION

This covers the identification and approval of external training participants.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Faculty and Staff Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsement Form		DMMMSU Portal		
Copy of the Call for Training with Notation from the President		Operating Unit Research Office/ University Research Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents related to the request	1. Receive and review submitted documents	None	30 minutes	Research Facilitator, Research Head, Research Director
2. Receives notification of request results	1. Facilitate approval from the president	None	1 day	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 30 minutes</b>	



## 2. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL AND NATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentation in regional and national scientific forum/conference.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsement Form		DMMMSU Portal		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office/ University Research Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents related to the request	1. Receive and review submitted documents	None	30 minutes	Research Facilitator, Research Head, Research Director
2. Receives notification of request results	2. Facilitate approval from the president	None	1 day	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 30 minutes</b>	



### 3. APPROVAL OF REQUEST FOR PRESENTATION IN INTERNATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentation in international scientific forum/conference.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsement Form		DMMMSU Portal		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office/ University Research Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents related to the request	1. Receive and review submitted documents	None	30 minutes	Research Facilitator, Research Head, Research Director
	Coordinate processing for Certificate of Legitimacy from the Commission on Higher Education – International Affairs Staff (CHED-IAS) through the University International Affairs Office	None	30 days	Research Director and International Affairs Director
2. Receive request results and certificate of legitimacy	2. Provide a copy of the certificate of legitimacy and facilitate approval from the president	None	2 days	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>2 days, 30 minutes</b>	



#### 4. APPROVAL OF RESEARCH PROPOSAL

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

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research proposal package to the College, Institute or Division	1. Receive and Review the completeness of the submitted proposal package for endorsement by the Operating Unit Office (Dean/Director and Chancellor or Executive Director)	None	1 day	Research Facilitator, Research Head, Research Director
2. Submit revised research proposal package to the University through the Research Office	2. 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	University Review Committee (URC) Research Director Vice President for Research, Development, and Innovation
3. Prepare and submit Annual Plan and Quarterly Operational Plan	3. 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
1. Prepare and submit revised Annual Plan and Quarterly Operational Plan	4. 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, Development, and Innovation
5. Receive the Notice to Proceed	5. Issue the Notice to Proceed to the researcher through the Operating Unit Research Office	None	1 day	Vice President for Research and Extension
	<b>TOTAL:</b>	<b>None</b>	<b>15 days</b>	



## 5. APPROVAL OF TERMINAL REPORTS

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

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty and Staff Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsements Form		DMMMSU Portal		
Electronic and 1 printed copy of the following:				
For internally-funded researches: Terminal Report Form (DMMMSU-RES-F-018) and Applicable research outputs		DMMMSU Portal		
For externally-funded researches: Prescribed format by funding agency		Website of Funding Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
3. Submit electronic and printed copy of the revised terminal report and other corresponding research output	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 soft bound copies of the terminal report and corresponding research output and receive clearance	4. Receive and Review integration of comments and suggestions	None	3 days	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>10 days</b>	



## 6. 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.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Complex Transaction	
<b>Who may avail:</b>	Faculty and Staff Researchers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Request Form		DMMMSU Portal
Duly Accomplished Endorsements Form		DMMMSU Portal
Electronic and 1 printed copy of the following: 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. Review integration of comments and recommendations and Submit revised policy paper to concerned agency	None	1 day	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
<b>TOTAL:</b>		<b>None</b>	<b>5 days</b>	



## 7. REQUEST FOR ASSISTANCE ON INTELLECTUAL PROPERTY REGISTRATION

This covers initial submission and renewal of intellectual property registration.

<b>Office or Division:</b>	University Research Office			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty, Staff, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. New Registration</b>				
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	
	<b>TOTAL:</b>	<b>None</b>	<b>18 days, 4 hours, 11 minutes</b>	



# **RESEARCH UNIT**

## EXTERNAL SERVICES



## 1. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL AND NATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentation in regional and national scientific forum/conference.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsement Form		DMMMSU Portal		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office/ University Research Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents related to the request	1. Receive and review submitted documents	None	30 minutes	Research Facilitator, Research Head, Research Director
3. Receives notification of request results	3. Facilitate approval from the president	None	1 day	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 30 minutes</b>	



## 2. APPROVAL OF REQUEST FOR PRESENTATION IN INTERNATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentation in international scientific forum/conference.

<b>Office or Division:</b>	Office of the Vice President for Research, Development, and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Students of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsement Form		DMMMSU Portal		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office/ University Research Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents related to the request	1. Receive and review submitted documents	None	30 minutes	Research Facilitator, Research Head, Research Director
	Coordinate processing for Certificate of Legitimacy from the Commission on Higher Education – International Affairs Staff (CHED-IAS) through the University International Affairs Office	None	30 days	Research Director and International Affairs Director
2. Receive request results and certificate of legitimacy	2. Provide a copy of the certificate of legitimacy and facilitate approval from the president	None	2 days	Research Director
	<b>TOTAL:</b>	<b>None</b>	<b>2 days, 30 minutes</b>	



### 3. REQUEST FOR ASSISTANCE ON INTELLECTUAL PROPERTY REGISTRATION

This covers initial submission and renewal of intellectual property registration.

<b>Office or Division:</b>	University Research Office			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. New Registration</b>				
6. 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
7. 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
8. 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
9. Receive Certificate of IP registration	4. Release Certificate of IP Registration	None	10 minutes	University IP Focal Person
10. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>18 days, 4 hours, 11 minutes</b>	



# **EXTENSION UNIT**

## INTERNAL SERVICES



## 1. APPROVAL OF EXTENSION PROPOSAL

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit extension project proposal package to the College, Institute or Division	1. Review the completeness of the submitted proposal package for endorsement to Operating Unit Extension Office	None	1 day	Extension Facilitator College Dean/Institute Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit revised extension project proposal package to the Operating Unit through the Extension Office	2. Evaluate and issue the evaluation results to proponents through the College, Institute, or Division and endorses the proposals to the University Extension Office	None	5 days	Extension Head Operating Unit Review Committee Head of Operating Unit
3. Submit revised extension project proposal package to the University through the Extension Office	3. Evaluate and issue the evaluation results of proposals to the proponents through the Operating Unit Extension Office and endorses the proposal to the Office of the President for approval.	None	8 days	Extension Director Vice President for Research Development and Innovation (URDI) University Review Committee (URC)
4. Prepare and submit Annual Plan, Quarterly Operational Plan and Work & Financial Plan	4. Review and submit the Annual Plan, Quarterly Operational Plan and Work & Financial Plan to the Operating Unit Extension Office	None	1 day	Extension Facilitator Extension Head
5. Prepare and submit revised Annual Plan, Quarterly Operational Plan and Work & Financial Plan	5. Review the Annual Plan, Quarterly Operational Plan and Work & Financial Plan for the President's approval	None	2 days	Extension Director Vice President for URDI



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Receive the Notice to Proceed	6. Issue the Notice to Proceed to the Extension professionals/worker through the Operating Unit extension Office	None	1 day	Vice President for URDI
	<b>TOTAL:</b>	<b>None</b>	<b>18 days</b>	



## 2. APPROVAL OF TERMINAL REPORTS (EXTENSION)

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

<b>Office or Division:</b>	University Extension			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Electronic and 1 printed copy of the following:</p> <p>For internally-funded extension projects: Terminal Report Form (DMMMSU-RES-F-018) and Applicable extension outputs</p> <p>For externally-funded extension projects: Prescribed format by funding agency</p>		<p>Operating Unit Extension Office University Extension Office Office of the Vice President for Research, Development and Innovation Extension Funding Agency</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit a Terminal Report and corresponding expected extension output	1. Review and forward the Terminal Report and corresponding extension output to the Operating Unit Extension Office	None	2 days	Extension Facilitator
2. Prepare and submit a Terminal Report and corresponding expected extension output	2. Review and forward the Terminal Report and corresponding extension output to the University Extension Office	None	3 days	Extension 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 extension output, and communicate any additional comment / suggestion to the extension professionals/worker.	None	3 days	Clearing House
4. Submit final electronic and printed copies of the terminal report and corresponding extension output	4. Review integration of comments and suggestions and Issue a Clearance for approved terminal reports and extension output.	None	2 days	Extension Director
<b>TOTAL:</b>		<b>None</b>	<b>10 days</b>	

### 3. REQUEST FOR TRAINING

This covers the submission, evaluation, and approval of Training Design.

<b>Office or Division:</b>	University Extension Office
<b>Classification:</b>	G2G
<b>Type of Transaction:</b>	Highly Technical Transaction
<b>Who may avail:</b>	Faculty, Staff and Stakeholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Electronic and 1 printed copy of the following: Training Design (DMMMSU-EXT-F-024) Request Form (DMMMSU-EXT-F-014)		Operating Unit Extension Office University Extension Office Office of the Vice President for Research, Development and Innovation (URDI)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training design to the College, Institute or Division	1. Review the completeness of the submitted training design for endorsement to operating Unit Extension Office	None	1 days	Extension Facilitator College Dean/Institute Director
2. Submit revised training design to the Operating Unit through the Extension Office	2. Evaluate and issue the evaluation results to proponents the College, Institute, or Division and endorses to the University Extension Office	None	2 days	Extension Head Operating Unit Review Committee Head of Operating Unit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit revised training design to the University through the Extension Office	3. Evaluate and issue the evaluation results of training design to the proponents through then Operating Unit Extension Office and endorses to the Office of the President for Approval	None	3 days	University Coordinator for Training Director, Extension VPRDI





4. Receive the Notice to Proceed	4. Issue the Notice to Proceed to the Extension Professional/Worker through the Operating Unit Extension Office	None	1 day	VPRDI
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	



**PUBLICATION UNIT**  
INTERNAL SERVICES



## 1. 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.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G to G			
<b>Type of Transaction:</b>	Complex Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following:		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Research Ethics Committee Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	DMMMSU R&E Journal Peer Reviewers  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 conditionally 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive a Notice of Publication	4. Issue Notice of Publication	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal  Director for Research & Extension Publication and IEC Materials Development
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 1 hour</b>	



## 2. REQUEST FOR ASSISTANCE IN THE SUBMISSION FOR PUBLICATION IN (WOS AND SCOPUS INDEXED) SCIENTIFIC JOURNALS

This covers the submission of articles for potential publication in Web of Science and Scopus-Indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development Research Ethics Committee Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit an accomplished journal article publication form, clearance form, and ethics clearance (or exemption from ethics review)	1. Search for appropriate journals (WoS and/or Scopus-indexed journals)	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Format article based on author's guide.	2. Assist in formatting based on author's guide.	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit formatted article to WoS and/or Scopus-indexed journal.	3. Assist in the submission of formatted article to WoS and/or Scopus-indexed journal.	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
	<b>TOTAL:</b>	<b>None</b>	<b>11 days</b>	



### 3. REQUEST FOR ASSISTANCE IN THE REVISION AND RE-SUBMISSION OF “CONDITIONALLY APPROVED” ARTICLES FOR POTENTIAL PUBLICATION IN WOS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the revision and re-submission of “conditionally approved” articles for potential publication in WoS and Scopus-indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Formatted article based on WoS and/or Scopus-indexed journal's guidelines.		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare formatted article based on the WoS and/or Scopus-indexed journal's guidelines.	1. Review scientific journal's comments and recommendations on “conditional approval”	None	2 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Respond to scientific journal's comments and recommendations.	2. Assist in the revision of manuscript based on scientific journal's comments and recommendations	None	10 days	University Coordinator for Research Publication / University Coordinator for Extension Publication



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Re-submission of revised article to the WoS and/or Scopus-indexed journal.	3. Coordinate with the journal publisher on concerns regarding article review, revision, and publication	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
	<b>TOTAL:</b>	<b>None</b>	<b>13 days</b>	





#### 4. REQUEST FOR ASSISTANCE IN THE FINANCING AND SUBMISSION OF “APPROVED” ARTICLES FOR PUBLICATION IN WOS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the approval and financing of articles for publication in WoS and Scopus-indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Complex Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Revised article for Scopus and/or WoS-indexed journal publication		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for publication financing	1. Facilitate payment of publication fee	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Submit electronic and one (1) printed copy of published article.	2. Validate, record, and keep the online and the printed copy of the journal article publication	None	2 hours	University Coordinator for Research Publication / University Coordinator for Extension Publication
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 2 hours</b>	



## 5. REQUEST FOR ASSISTANCE IN THE DEVELOPMENT OF IEC MATERIALS

This covers the assistance needed to ensure development of accurate and of high-quality IEC materials that communicate research and extension findings.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Clearance Form (DMMMSU-RES-F-024) Developed IEC Materials		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits developed IEC material that communicate R&E findings (e.g. flyers, posters, newsletters, etc)	1. Evaluates and ensures that IEC material submitted is accurate and of high quality.	None	7 days	University Coordinator for IEC material development
2. Consults with editors, proofreaders, and/or graphic designers	2. Oversees work of editors, proofreaders and graphic designers.	None	5 days	University Coordinator for IEC material development
3. Re-submit revised IEC material	3. Endorses the approval of developed IEC material.	None	1 day	University Coordinator for IEC material development
<b>TOTAL:</b>		<b>None</b>	<b>13 days</b>	



## **PUBLICATION UNIT**

### EXTERNAL SERVICES



## 1. 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.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G to G			
<b>Type of Transaction:</b>	Complex Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following:		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Research Ethics Committee Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	DMMMSU R&E Journal Peer Reviewers  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 conditionally 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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Receive a Notice of Publication	4. Issue Notice of Publication	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal  Director for Research & Extension Publication and IEC Materials Development
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 1 hour</b>	



## 2. REQUEST FOR ASSISTANCE IN THE SUBMISSION FOR PUBLICATION IN (WOS AND SCOPUS INDEXED) SCIENTIFIC JOURNALS

This covers the submission of articles for potential publication in Web of Science and Scopus-Indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development Research Ethics Committee Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit an accomplished journal article publication form, clearance form, and ethics clearance (or exemption from ethics review)	3. Search for appropriate journals (WoS and/or Scopus-indexed journals)	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
4. Format article based on author's guide.	4. Assist in formatting based on author's guide.	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Submit formatted article to WoS and/or Scopus-indexed journal.	4. Assist in the submission of formatted article to WoS and/or Scopus-indexed journal.	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
	<b>TOTAL:</b>	<b>None</b>	<b>11 days</b>	



### 3. REQUEST FOR ASSISTANCE IN THE REVISION AND RE-SUBMISSION OF “CONDITIONALLY APPROVED” ARTICLES FOR POTENTIAL PUBLICATION IN WOS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the revision and re-submission of “conditionally approved” articles for potential publication in WoS and Scopus-indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Formatted article based on WoS and/or Scopus-indexed journal's guidelines.		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Prepare formatted article based on the WoS and/or Scopus-indexed journal's guidelines.	3. Review scientific journal's comments and recommendations on “conditional approval”	None	2 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
4. Respond to scientific journal's comments and recommendations.	4. Assist in the revision of manuscript based on scientific journal's comments and recommendations	None	10 days	University Coordinator for Research Publication / University Coordinator for Extension Publication





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Re-submission of revised article to the WoS and/or Scopus-indexed journal.	4. Coordinate with the journal publisher on concerns regarding article review, revision, and publication	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
	<b>TOTAL:</b>	<b>None</b>	<b>13 days</b>	



#### 4. REQUEST FOR ASSISTANCE IN THE FINANCING AND SUBMISSION OF “APPROVED” ARTICLES FOR PUBLICATION IN WOS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the approval and financing of articles for publication in WoS and Scopus-indexed journals.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Complex Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Revised article for Scopus and/or WoS-indexed journal publication		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit request for publication financing	3. Facilitate payment of publication fee	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
4. Submit electronic and one (1) printed copy of published article.	3. Validate, record, and keep the online and the printed copy of the journal article publication	None	2 hours	University Coordinator for Research Publication / University Coordinator for Extension Publication
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 2 hours</b>	



## 5. REQUEST FOR ASSISTANCE IN THE DEVELOPMENT OF IEC MATERIALS

This covers the assistance needed to ensure development of accurate and of high-quality IEC materials that communicate research and extension findings.

<b>Office or Division:</b>	Office of the Vice President for Research, Development and Innovation			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Highly Technical Transaction			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic and 1 printed copy of the following: Clearance Form (DMMMSU-RES-F-024) Developed IEC Materials		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submits developed IEC material that communicate R&E findings (e.g. flyers, posters, newsletters, etc)	2. Evaluates and ensures that IEC material submitted is accurate and of high quality.	None	7 days	University Coordinator for IEC material development
4. Consults with editors, proofreaders, and/or graphic designers	4. Oversees work of editors, proofreaders and graphic designers.	None	5 days	University Coordinator for IEC material development
5. Re-submit revised IEC material	5. Endorses the approval of developed IEC material.	None	1 day	University Coordinator for IEC material development
<b>TOTAL:</b>		<b>None</b>	<b>13 days</b>	



**OFFICES UNDER THE VICE PRESIDENT FOR ADMINISTRATION AND QUALITY  
ASSURANCE**  
INTERNAL SERVICES/EXTERNAL SERVICES



**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)

<b>Office or Division:</b>	Administrative Support Services Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- DMMMSU (Name of Operating Unit) Personnel</li> <li>- DMMMSU Personnel's Authorized Representative/Beneficiary</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Letter request (1 original, 1 photocopy)	Client	
Personal Appearance	Client	
Service Record of employee	Records Office	
Personal Data Sheet of employee, if necessary	HRMO	
<b>Representative</b>		
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	
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	



## **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

<b>Office or Division:</b>	Administrative Support Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any person representing DMMMSU</li> <li>- Heads of Operating Units</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	2 hours	Legal Officer
	1.5 Contacts the Persons Liable			
	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	
	<b>TOTAL:</b>	<b>None</b>	<b>2 days 5 hours 36 minutes</b>	



**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.

<b>Office or Division:</b>	Administrative Support Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	- Any employee of DMMMSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Operating Unit Records Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a Certificate of No Pending Administrative Case.	1.1 Receives the request	None	2 minutes	Operating Unit Records Officer
	1.2 Issues a Clearance Form			
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	
	2.3 Indorse the request and the form to the Legal Officer	None	1 hour	
	2.4 Issue the Certificate of No Pending Administrative Case	None	5 minutes	
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours 11 minutes</b>	



## 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.

<b>Office or Division:</b>	Administrative Support Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any aggrieved party.</li> <li>- Representative of the aggrieved party.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Form		The client will provide.		
Supporting Documents		The client will provide.		
Certificate of Non-Forum Shopping (CNFS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None</b>	<b>63 days 3 hours 41 minutes</b>	

### 3. LEGAL CONSULTATION AND REFERRAL

This pertains to general legal inquiries on official matters.

<b>Office or Division:</b>	Administrative Support Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	- Any employee of DMMMSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	
	<b>TOTAL:</b>	<b>None</b>	<b>22 minutes (depending on the nature of the concern)</b>	

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

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

<b>Office or Division:</b>	Administrative Support Services Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any person representing DMMMSU</li> <li>- Stakeholders</li> </ul>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>3 hours 43 minutes</b>	



**HUMAN RESOURCE MANAGEMENT OFFICE**  
INTERNAL SERVICES



## 1. ASSISTANCE TO RETIRING / RESIGNING / TRANSFERRING EMPLOYEES

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

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C / G2G			
<b>Who may avail:</b>	All Faculty and Non-Teaching Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 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.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Faculty and Non-Teaching Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Head of Operating Unit
2. Receive a copy of the CSC Form 6	2. Furnish a copy of the CSC Form 6	None	3 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	



### 3. RECRUITMENT

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

<b>Office or Division:</b>	Human Resource Management Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All qualified applicant	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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"> <li>• Interview</li> <li>• Written/Practical Examination</li> <li>• Psychological Test</li> <li>• Demonstration Teaching</li> </ul>	None	<ul style="list-style-type: none"> <li>• 10 minutes</li> <li>• 30–45 minutes</li> <li>• ½ hour to 1 hour</li> <li>• 5 to 10 minutes</li> </ul>	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. 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	
	<b>TOTAL:</b>	<b>None</b>	<b>19 days 2 hours 38 minutes</b>	





#### 4. REQUEST FOR CERTIFICATE OF EMPLOYMENT / SERVICE RECORD

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

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Faculty and Non-Teaching Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Request Form (1 copy)		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	



**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.

<b>Office or Division:</b>	Office of the Bids and Awards Committee & Canvass Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Business			
<b>Who may avail:</b>	Contractors/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Quotation.			Procurement/BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>8 day/s 4 hour/s 1 min</b>	
<b>Note:</b>				
* 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.

<b>Office or Division:</b>	Office of the Bids and Awards Committee			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business			
<b>Who may avail:</b>	Contractors/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bidding Documents.		Procurement/BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>• More than 1M up to 5M = Php 5,000</li> <li>• More than 5M up to 10M = Php 10,000</li> <li>• More than 10M up to 50M = Php 25,000</li> <li>• More than 50M up to 500M = Php 50,000</li> <li>• More than 500M = Php 75,000</li> </ul>	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	
	<b>TOTAL:</b>	<i>(Total fees to be paid will depend on the equivalent amount of the approved budget for the contract/project)</i>	<b>0 day/s 0 hour/s 15minutes</b>	
<b>END OF TRANSACTION</b> <b>Note:</b> * 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.

<b>Office or Division:</b>	Office of the Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employees Only			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Project Procurement Management Plan (PPMP) Form			Procurement/BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



	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
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





	1.8. The BAC Secretariat will file the approved APP-CSE and APP of the University.	None.	30 minutes	BAC Secretariat
	<b>TOTAL:</b>	<b>None.</b>	<b>2 month/s 17 day/s 1 hour/s</b>	

## 2. PROCESSING OF PURCHASE REQUEST / JOB ORDER

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

<b>Office or Division:</b>	Office of the Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employees Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request/Job Order, Agency Procurement Request, Request for Quotation, BAC Resolution, Abstract of Quotation, Contract/Purchase Order		Canvass Committee Procurement/BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>Supporting Documents: Certification that the item/project are included in the approved APP. Designs/Layout (if applicable)</li> </ul>			
	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	
	<b>TOTAL:</b>	<b>None.</b>	<b>(Bidding as Mode of Procurement)</b> <b>79 day/s</b> <b>4 hour/s</b> <b>55minutes</b>  <b>(Alternative Mode of Procurement)</b> <b>4 day/s</b> <b>4 hour/s</b> <b>56 minutes</b>	



**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.

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	1 minute	Accounting Staff
	1.2. Assess Fees		10 minutes	Accounting Staff
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	



## 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.

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity/is G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents		Concerned Offices/Employees/Officials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None.</b>	<b>6 working days, 1 hour, 5 minutes</b>	



## **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.

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Previous/Current Students of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID/Assessment Form		The student will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present School ID/Assessment Form	1. Open Student Account in the DMMMSU Enrolment System	None	1 minute	Accounting Staff
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 the University policy	None	4 minutes	Accounting Staff
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



# **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.

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Institution's Employee/ Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Liquidation Reports with supporting documents		Concerned Offices/Employees/Officials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>6 working days 1 hour 6 minutes</b>	



## **BUDGET OFFICE**

### INTERNAL SERVICES



## 1. ALLOCATION OF FUND

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

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Sub-Allotment Advice and Funding		Budget Office of the Operating Units		
Supporting documents, if applicable		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>2 days 13 minutes</b>	



## 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.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Disbursement Voucher		Accounting Office		
Three (3) Copies of Payroll		Accounting Office		
Accomplished Obligation Request and Status (ORS)		Budget Office		
Supporting documents, (Request letter, travel order, invitation, tickets Itinerary of travel, etc. and other applicable documents)		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>18 minutes</b>	





## **BUDGET OFFICE** EXTERNAL SERVICES



## 1. ALLOCATION OF FUND

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

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Students of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Sub-Allotment Advice and Funding		Budget Office of the Operating Units		
Supporting documents, if applicable		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.3 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
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None</b>	<b>2 days 13 minutes</b>	



**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.

<b>Office or Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 minutes	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	
<b>TOTAL:</b>		<b>None</b>	<b>1 day 51 minutes</b>	

## 2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

<b>Office or Division:</b>	Cashier Unit		
<b>Classification:</b>	Simple to Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity/is G2G - Government to Government		
<b>Who may avail:</b>	ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
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
	<b>TOTAL:</b>	<b>None.</b>	<b>1working days, 2 hours, 10 minutes</b>	



# **HEALTH SERVICES UNIT**

## INTERNAL SERVICES





## 1. DENTAL PROCEDURE

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled students and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid School ID		The client will provide.		
Signed Consent Form		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>If without significant medical/dental finding, proceed with contemplate procedure (i.e., Dental prophylaxis, Dental Restoration, Dental Extraction).</li> </ul>		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 <sup>st</sup> day-dose of medication when available. <ul style="list-style-type: none"> <li>Record conducted dental procedure.</li> </ul>	None.	5 minutes	Dental Aide
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	<b>TOTAL:</b>	<b>None.</b>	<b>2 hours 31 minutes</b>	



## 2. DENTAL PROCEDURE - COVID

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled students and employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid School ID			The client will provide.	
Signed Consent Form			The client will provide.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Triage Area.	1. Triage/classify patient. <ul style="list-style-type: none"> <li>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.</li> <li>If patient is a COVID-19 suspect, refer patient to the Physician for medical evaluation and management.</li> </ul>	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 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 <sup>st</sup> day-dose of medication when available. <ul style="list-style-type: none"> <li>Record conducted dental procedure.</li> </ul>	None.	5 minutes	Dental Aide
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>2 hours 31 minutes</b>	

### 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.

<b>Office or Division:</b>	Health Services Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Employees and their qualified dependents (i.e., parents, spouse, children)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
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"> <li>Ask for the chief complaint and take the partial history.</li> </ul>	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"> <li>Examine and stabilize the patient, if possible. Secure the patient's airway, breathing and circulation.</li> <li>Issue a referral slip for hospital transfer</li> <li>Inform companion about the patient's condition and management.</li> </ul>	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"> <li>Transport the Patient to the nearest hospital.</li> </ul>	None	15-20 minutes	Medical Staff  Driver
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>39 minutes</b>	



#### 4. MANAGEMENT OF INFECTIOUS OR CONTAGIOUS DISEASE

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees and their qualified dependents (i.e., parents, spouse, children)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid School I.D.		The patient or client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>st</sup> day-dose of medication when available.  a. Record medical/dental diagnosis.	None	5 minutes	Medical Staff
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	

## 5. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees and their qualified dependents (i.e. parents, spouse and children)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid I.D. For students 12-17 y/o: parent/guardian consent (for Dental Procedure) For students below 12 y/o: accompanied by parent/guardian (for Dental Procedure)		Client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIB</b>





		PAID	TIME	LE
1. Registration	1. Facilitate registration, and retrieval of Patient's folder.	None	10 minutes	Health ServicesStaff
2. Proceed to Nurse's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health ServicesStaff
3. Proceed to Doctor's/ Dentist's Office	3. Provide medical/dental consultation and treatment.	None	90 minutes	Physician/ Dentist
4. Return Patient's Folder to Nurse's table	4.1. Carry out orders and issue 1 <sup>st</sup> day-dose of medication when available.  4.2 Record medical/dental diagnosis.	None	10 minutes	Health ServicesStaff
<b>TOTAL:</b>		<b>None</b>	<b>120 minutes</b>	

## 6. MEDICAL AND DENTAL CONSULTATION AND TREATMENT – COVID

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees and their qualified dependents (i.e. parents, spouse and children)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid School I.D.		The patient or client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the Triage.	<p>1. Triage/Classifies Patient</p> <p>1.1. If classified as COVID-19 SUSPECT, refers patient to the Physician for further evaluation.</p> <ul style="list-style-type: none"> <li>1.2. If NOT classified as COVID-19 suspect, directs patient to the Health Services Unit.</li> </ul>	None	10mins.	<p>Medical Staff assigned at Triage Area</p> <p>Physician</p>
2. Present valid School I.D. and sign on the Patient Logbook.	2. Facilitate registration, verify School I.D. and retrieve Patient's folder for review.	None	5 minutes	Health Services Staff
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit self for vital signs taking and history taking.	<p>3. Take the vital signs of the patient, and weight (if patient is pediatric).</p> <ul style="list-style-type: none"> <li>Ask for the chief complaint and takes the partial history.</li> </ul>	None	5 minutes	Health Services Staff
4. Submit self for medical/oral examination.	<p>4. Conduct medical/oral examination</p> <ul style="list-style-type: none"> <li>If with NO significant medical/dental findings, provides medical/ dental management, and issues</li> </ul>	None	15 – 30 minutes	Physician/ Dentist



	<p>medical/dental certificate as needed. Give back Patient's Folder.</p> <ul style="list-style-type: none"> <li>If with significant medical/dental findings, fills out a Referral Form and refers to a Specialist.</li> </ul>			
5. Return Patient's Folder to Health Services Staff	<p>5. Receive Patient's Folder, carry out Physician's/Dentist's orders and issue 1<sup>st</sup> day-dose of medication when available.</p> <ul style="list-style-type: none"> <li>Record medical/dental diagnosis.</li> </ul>	None	5 minutes	Health Services Staff
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>41 minutes</b>	

## 7. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES

This service describes the procedure on the availment of medical and dental clearance by new employees and constituents for school-related activities.

<b>Office or Division:</b>	Health Services Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Letter for medical or dental clearance (For School-Related Activities)		Coordinator/ Faculty in-charge



Medical requirements checklist (For School-Related Activities)	Health Services Unit			
3-in-1 Form (For Sports-Related Activities)	Sports Unit			
CSC Form 211 Medical Requirements (For New Employees)	HR			
2x2 Picture (For New Entrants, Transferees and New Employees)	Client			
Long Folder (For New Entrants and Transferees)	Client			
Diagnostic and Radiologic Test Results	Client			
Official Receipt for Medical Clearance (For New Entrants, Transferees)	Client			
Valid ID	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	1. Facilitate registration of client	20.00 (for New Entrant and Transferee)	5 minutes	Health Services Unit Staff
2. Proceed to the nurses table.	2. Check completeness of requirements, facilitate filling out of forms and take vital signs.	None	20 minutes	Health Services Unit Staff
4. Proceed to Doctor's/ Dentist's Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician or Dentist
5. Receive medical or dental certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician or Dentist
	<b>TOTAL:</b>	<b>None</b>	<b>60 minutes</b>	



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

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Coordinator/Faculty-in-Charge		
Medical requirements checklist		Health Services Unit		
Validated ID		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>If Patient is not a COVID-19 suspect, ask patient to proceed to the Health Services Unit (HSU) for Medical Clearance.</li> <li>If Patient is a COVID-19 suspect, refer patient to the Physician for medical evaluation and management</li> </ul>	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"> <li>If not cleared, refer the patient to a Specialist for further evaluation and management.</li> </ul>	None	5 minutes	Physician/ Dentist
7. Sign logbook.	7. Instruct patient to sign the medical/ dental certificate logbook.	None	2 minutes	Students or employee
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>43 minutes</b>	



## 9. MEDICAL CLEARANCE OF NEW EMPLOYEES

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

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	New Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CSC Form 211			HRMO	
Diagnostic Test Results			Hospital/Diagnostic Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>If with significant medical or medical finding, Physician refers patient to a Specialist for further evaluation and management.</li> <li>If without significant medical finding, sign and release the medical certificate to the employee.</li> </ul>	None	10 minutes	Physician
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>22 minutes</b>	



# **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.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	New Entrants and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission Slip		The client will provide.		
Chest X-ray Result		Hospital/Diagnostic Center		
Medical Certificate		Hospital/Municipal or City Health Office/Rural Health Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Enrollees Logbook, submit complete requirements	1. Facilitate registration and get requirements. <ul style="list-style-type: none"> <li>Give necessary forms to New Entrant/Transferee (Personal Data Sheet, Outpatient Record Form and Dental Health Record).</li> </ul>	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"> <li>If with Medical Certificate, sign Admission Slip.</li> <li>If with no Medical Certificate, conduct initial assessment (take vital signs and get weight if Entrant/ Transferee is pediatric).</li> </ul>	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"> <li>• If with NO significant medical/dental findings, sign the Admission Slip.</li> <li>• If with significant medical findings, fill out a Referral form and refer to a Specialist.</li> </ul>	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	
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



## 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.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign Enrollees Logbook, submit complete requirements	2. Facilitate registration and get requirements. <ul style="list-style-type: none"> <li>• Give necessary forms to New Entrant/Transferee (Personal Data Sheet, Outpatient Record Form and Dental Health Record).</li> </ul>	None	7 minutes	Medical/Dental Staff
3. Fill out Personal Data Sheet, Outpatient Record Form and Dental Health Record	3. Verify that all forms are complete <ul style="list-style-type: none"> <li>• If with Medical Certificate, sign Admission Slip.</li> <li>• If with no Medical Certificate, conduct initial assessment (take vital signs and get weight if Entrant/ Transferee is pediatric).</li> </ul>	None	2 minutes  5 minutes	Health Services Staff
4. Submit self for medical/dental examination.	4. Conduct medical assessment <ul style="list-style-type: none"> <li>• If with NO significant medical/dental findings, sign the Admission Slip.</li> </ul> If with significant medical findings, fill out a Referral form and refer to a Specialist.	None	5-10 minutes	Physician



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>40 minutes</b>	



### 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.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid School I.D.			The client will provide.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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	3 minutes	Medical Staff
3. Submit self for medical/dental examination.	3. Bring patient to the treatment area/room.  • Examine and stabilize the patient, if possible. Secure the patient's airway, breathing and circulation.	None	15 minutes	Medical Staff Physician



	<ul style="list-style-type: none"> <li>Issue a referral slip for hospital transfer</li> <li>Inform companion about the patient's condition and management.</li> </ul>			
4. Submit self for further evaluation and management.	4. Inform nearest hospital of the impending transfer. <ul style="list-style-type: none"> <li>Transport the Patient to the nearest hospital.</li> </ul>	None	15-20 minutes	Medical Staff  Driver
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>39 minutes</b>	

#### 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.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid School I.D.		The patient or client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	<p>2. Take the vital signs of the patient, and weight (if patient is pediatric).</p> <ul style="list-style-type: none"> <li>• Ask for the chief complaint and take the partial history.</li> </ul>	None	5 minutes	Medical Staff
3. Submit self for medical/dental examination.	<p>3. If condition is infectious or contagious but patient has stable vital signs, advice isolation and home care management.</p> <ul style="list-style-type: none"> <li>• If the patient is unstable, refer the patient to the nearest hospital.</li> </ul>	None	10 minutes	Physician
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Return Patient's Folder to Medical/Dental Staff.	<p>4.1. Receive Patient's Folder, carry out physician's/dentist's orders and issue 1<sup>st</sup> day-dose of medication when available.</p> <p>b. Record medical/dental diagnosis.</p>	None	5 minutes	Medical Staff
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	





## 5. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

This service describes the availment of medical and dental consultation and treatment by the students.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bona fide DMMMSU students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid I.D. For students 12-17 y/o: parent/guardian consent (for Dental Procedure) For students below 12 y/o: accompanied by parent/guardian (for Dental Procedure)			Client will provide.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	1. Facilitate registration, and retrieval of Patient's folder.	None	10 minutes	Health ServicesStaff
2. Proceed to Nurse's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health ServicesStaff
3. Proceed to Doctor's/ Dentist's Office	3. Provide medical/dental consultation and treatment.	None	90 minutes	Physician/ Dentist
4. Return Patient's Folder to Nurse's table	4.2. Carry out orders and issue 1 <sup>st</sup> day-dose of medication when available.	None	10 minutes	Health ServicesStaff



	4.2 Record medical/dental diagnosis.			
	<b>TOTAL:</b>	<b>None</b>	<b>120 minutes</b>	

## 6. MEDICAL AND DENTAL CONSULTATION AND TREATMENT – COVID

This service describes the availment of medical and dental consultation and treatment by the students.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bonafide DMMMSU students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid School I.D.		The patient or client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>1.2. If NOT classified as COVID-19 suspect, directs patient to the Health Services Unit.</li> </ul>	None	10mins.	Medical Staff assigned at Triage Area  Physician
2. Present valid School I.D. and sign on 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"> <li>• Ask for the chief complaint and takes the partial history.</li> </ul>	None	5 minutes	Health Services Staff
4. Submit self for medical/oral examination.	4. Conduct medical/oral examination <ul style="list-style-type: none"> <li>• If with NO significant medical/dental findings, provides medical/ dental management, and issues medical/dental certificate as needed. Give back Patient's Folder.</li> <li>• If with significant medical/dental findings, fills out a Referral Form and refers to a Specialist.</li> </ul>	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 <sup>st</sup> day-dose of medication when available. <ul style="list-style-type: none"> <li>• Record medical/dental diagnosis.</li> </ul>	None	5 minutes	Health Services Staff



7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>41 minutes</b>	

## 7. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES

This service describes the procedure on the availment of medical and dental clearance by new entrants and transferees, new employees and constituents for school-related activities.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Enrolled students, New entrants, and transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for medical or dental clearance (For School-Related Activities)		Coordinator/ Faculty in-charge		
Medical requirements checklist (For School-Related Activities)		Health Services Unit		
3-in-1 Form (For Sports-Related Activities)		Sports Unit		
CSC Form 211 Medical Requirements (For New Employees)		HR		
2x2 Picture (For New Entrants, Transferees and New Employees)		Client		
Long Folder (For New Entrants and Transferees)		Client		
Diagnostic and Radiologic Test Results		Client		
Official Receipt for Medical Clearance (For New Entrants, Transferees)		Client		
Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Registration	1. Facilitate registration of client	20.00 (for New Entrant and Transferee)	5 minutes	Health Services Unit Staff
3. Proceed to the nurses table.	2. Check completeness of requirements, facilitate filling out of forms and take vital signs.	None	20 minutes	Health Services Unit Staff
4. Proceed to Doctor's/ Dentist's Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician or Dentist
5. Receive medical or dental certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician or Dentist
<b>TOTAL:</b>		<b>None</b>	<b>60 minutes</b>	

## 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 for school-related activities such as OJT, plant tours, contests, and attendance to conventions, sports and the like with consideration to COVID-19 disease.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Coordinator/Faculty-in-Charge		
Medical requirements checklist		Health Services Unit		
Validated ID		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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"> <li>• If Patient is not a COVID-19 suspect, ask patient to proceed to the Health Services Unit (HSU) for Medical Clearance.</li> <li>• If Patient is a COVID-19 suspect, refer patient to the Physician for medical evaluation and management</li> </ul>	None	10 minutes	Health Services staff
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"><li>• If not cleared, refer the patient to a Specialist for further evaluation and management.</li></ul>	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	
	<b>TOTAL:</b>	<b>None</b>	<b>43 minutes</b>	



**QUALITY ASSURANCE OFFICE**  
EXTERNAL/INTERNAL SERVICES





## 1. CLIENT SATISFACTION SURVEY

<b>Office or Division:</b>	Internal Quality Assurance System			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bonafide DMMMSU students; DMMMSU employees and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Satisfaction Survey Form		All offices which provided the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 analyses 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
	<b>TOTAL:</b>	<b>None.</b>	<b>1working days, 2 hours, 10 minutes</b>	



**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

<b>Office or Division:</b>	Records Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen G2B-Government to Business/Private Entity/ies G2G-Government to Government			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authentic and valid records / documents and reproduced copies (Plus, one (1) set for Records Office file)		Internal and External Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>9 minutes</b>	



## 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.

<b>Office or Division:</b>	Records Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Chancellors or Authorized Representative		Client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	



### 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.

<b>Office or Division:</b>	Records Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen G2B-Government to Business/Private Entity/ies G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication/Records/Documents from other agencies, private entities, individuals		Client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes</b>	



# **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.

<b>Office or Division:</b>	Supply and Property Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Suppliers/Dealers/Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Order/Contract		Bids and Awards Committee Office/Supply and Property Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None</b>	<b>32 minutes</b>	



# **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.

<b>Office or Division:</b>	Supply and Property Management Office (SPMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	End-Users/Requisitioning Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (RIS) Inventory and Custodian Slip (ICS) Property Acknowledgement Receipt (PAR)		Supply and Property Management Office (SPMO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



**OFFICES UNDER THE VICE PRESIDENT FOR PLANNING  
AND DEVELOPMENT  
INTERNAL SERVICES**



**OFFICE OF THE DOCUMENT CONTROL  
CUSTODIAN  
INTERNAL SERVICES**



## 1. CONTROL OF NEW AND REVISED DOCUMENTED INFORMATION

<b>Office or Division:</b>	Office of the Document Control Custodian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Heads of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DCN Form		Office of the Document Control Custodian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour 1 minute</b>	

### 3. REQUEST FOR DOCUMENTED INFORMATION

<b>Office or Division:</b>	Office of the Document Control Custodian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Heads of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	
	<b>TOTAL:</b>	<b>None</b>	<b>1 day 36 minutes</b>	



# **INFORMATION AND COMMUNICATIONS TECHNOLOGY**

## **INTERNAL SERVICES**



## 1. REQUEST FOR IT SERVICES

This service allows DMMMSU constituents to request for ICT Services.

<b>Office or Division:</b>	MIS Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	DMMMSU Students and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Service Request (ICT SR) Form		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>2 days 8 minutes</b>	



**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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Continuing, Returning and Cross-enrollee Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission requirements		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="http://dmmmsu.edu.ph">dmmmsu.edu.ph</a>
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	
<b>TOTAL:</b>		<b>None</b>	<b>16 minutes</b>	

## 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	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,	None	5 minutes	Admission Officer or email at <a href="mailto:admission.ous@">admission.ous@</a>



	requirements, fees, forms and processes			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		None	1 minute	





it in the drop box thereafter.				
	<b>TOTAL:</b>	<b>None</b>	<b>16 minutes</b>	

### 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	New Entrants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
College Admission Test Requirements		The client will provide.		
Admission requirements		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.Undergo scheduled CAT	3.1 Orient applicant 3.2 Administer CAT	None	50 minutes	Guidance Counselor
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 <a href="http://dmmmsu.edu.ph">dmmmsu.edu.ph</a>



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	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 11 minutes</b>	

#### 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	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 <a href="http://dmmmsu.edu.ph">dmmmsu.edu.ph</a>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>16 minutes</b>	



## 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission requirements		The agency will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	<b>None</b>	<b>3 weeks 1 minute</b>	



## 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	New Entrants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission requirements		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	



## 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.

<b>Office or Division:</b>	Registrar Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	New entrants, continuing, returning and cross-enrollee Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid identification card		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>			<b>11 minutes</b>	

## 8. APPLICATION FOR GRADUATION

This service allows students to process needed documents for graduation.

<b>Office or Division:</b>	Registrar Services Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Graduating students



<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Graduation requirements		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		None	1 minute	



it in the drop box thereafter.				
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	

### 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.

<b>Office or Division:</b>	Admission and Enrolment Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	New Entrants, Continuing, Returning and Cross-enrollee Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission requirements		The client will provide.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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



Cross-enrollee Student: Permit to cross-enroll				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay fees Payment Modalities: <ul style="list-style-type: none"> <li>• Personal payment at OUS</li> <li>• Auto-Debit or Mobile Banking service for those with personal bank account at Land Bank of the Philippines or Development Bank of the Philippines</li> <li>• Bank to bank transfer</li> <li>• Money Transfer Facilities (Western Union, Money Gram, Palawan Money Express) through Direct Bank Deposit Service</li> <li>• G-Cash</li> </ul> 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	2.1 Process payment 2.2 Issue official receipts 2.3 Verify sent scanned Deposit Slip for online payment and notify student	None	2 minutes	Finance Cashier Officer



finance.ous@ dmmmsu.edu.ph				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



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: <a href="http://tinyurl.com/dmmsufeedbackform">http://tinyurl.com/dmmsufeedbackform</a>
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 ARTA, PCC, CCB	ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565

LIST OF OFFICES		
Office	Address	Contact Information
Office of the President	DMMMSU, Bacnotan, La Union	+63 917 773 8884 <a href="mailto:president@dmmsu.edu.ph">president@dmmsu.edu.ph</a>
Office of the Vice President for Academic Affairs	DMMMSU, Bacnotan, La Union	<a href="mailto:vpaa@dmmsu.edu.ph">vpaa@dmmsu.edu.ph</a>
Office of the Vice President for Research and Extension	DMMMSU, Bacnotan, La Union	<a href="mailto:vpre@dmmsu.edu.ph">vpre@dmmsu.edu.ph</a>
Office of the Vice President for Administration	DMMMSU, Bacnotan, La Union	<a href="mailto:vpa@dmmsu.edu.ph">vpa@dmmsu.edu.ph</a>
Office of the Vice President for Planning and Resource Development	DMMMSU, Bacnotan, La Union	<a href="mailto:vpprd@dmmsu.edu.ph">vpprd@dmmsu.edu.ph</a>
DMMMSU Open University System	City of San Fernando, La Union	(072 242 3608)



## APPENDIX A

	<b>DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY</b> La Union, Philippines <a href="mailto:dmmsu@dmmsu.edu.ph">dmmsu@dmmsu.edu.ph</a> +63 917 773 8884	 
	<b>CLIENT FEEDBACK FORM</b>	

Date: \_\_\_\_\_ Person Who Served: \_\_\_\_\_  
 Office Visited: \_\_\_\_\_ Service/s Received: \_\_\_\_\_

<b>Internal Client</b>	<b>External Client</b>	<b>Gender</b>	<b>Age</b>
<input type="checkbox"/> Faculty <input type="checkbox"/> Non-teaching	<input type="checkbox"/> Student <input type="checkbox"/> General Public <input type="checkbox"/> Gov't Employee <input type="checkbox"/> Business/Org.	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> LGBTQ+ <input type="checkbox"/> Prefer not to say	_____

Region of Residence: \_\_\_\_\_ If abroad, specify the country: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I see this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' in CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  3. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	N/A Not applicable
SQD0 (Overall). I am satisfied with the service that I availed.						
SQD1 (responsiveness). I spent a reasonable amount of time for my transaction.						
SQD2 (reliability). The office followed the transaction's requirements and steps based on the information provided.						
SQD3 (communication). The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4 (access and facilities). I easily found information about my transaction from the office or its website.						
SQD5 (costs). I paid a reasonable amount of fees for my transaction. (If error was free, mark the 'N/A' column)						
SQD6 (integrity). I feel the office was fair to everyone, or "walong palakasan" during my transaction.						
SQD7 (assurance). I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8 (outcome). I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

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

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

DMMSU-QA-F003A  
 Rev. No. 03 (10.18.2023)

	<b>DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY</b> La Union, Philippines <a href="mailto:dmmsu@dmmsu.edu.ph">dmmsu@dmmsu.edu.ph</a> +63 917 773 8884
	<b>COMPLAINT FORM</b>

Date: \_\_\_\_\_  
 Office Visited: \_\_\_\_\_

<b>Internal Client</b>	<b>External Client</b>	<b>Gender</b>
<input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Non-teaching	<input type="checkbox"/> General Public <input type="checkbox"/> Gov't Employee <input type="checkbox"/> Business/Org.	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> LGBTQ+ <input type="checkbox"/> Prefer not to say

Point of Origin:    \_Luzon    \_Visayas    \_Mindanao    \_Abroad

REQUEST FOR SERVICE/ PAGHINGI NG SERBISYO
Service/s Availed (Serbisyong hingi)
Time Required for Service Delivery:
<b>COMPLAINT/REKLAMO</b> (As applicable)
Name and Position of Personnel Complained of
Particulars of Complaint (Detalye ng reklamo) Use additional sheet/s, if necessary

DMMSU-QA-F021  
 Rev. No. 00 (03.01.2023)



**APPENDIX B**  
**SO NO. 2023-031 DESIGNATION OF COMMITTEE ON ANTI-RED TAPE (CART)**  
**TO PERFORM THE FUNCTIONS IN SECTION 6.2 OF MEMORANDUM CIRCULAR NO. 2020-07,**  
**SERIES OF 2020**

**DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY**  
 Bacolatan, La Union  
 Mobile Number: (+63) 917-773-8884  
 Website Address: www.dmmmsu.edu.ph  
 Email Address: president@dmmmsu.edu.ph

**OFFICE OF THE PRESIDENT**

**SPECIAL ORDER**  
 NO. 2023-031

**SUBJECT :** DESIGNATION OF COMMITTEE ON ANTI-RED TAPE (CART)  
 TO PERFORM THE FUNCTIONS IN SECTION 6.2 OF  
 MEMORANDUM CIRCULAR NO. 2020-07, SERIES OF 2020

**DATE :** FEBRUARY 22, 2023

1. In the exigency of the service and in trust and confidence, the following Personnel of the University are hereby designated to compose the Committee on Anti-Red Tape (CART) effective February 20, 2023 and shall remain in force until sooner revoked or rescinded:

<b>Chairperson</b>	Dr. Antonio D. Oglisier OC Vice President for Administration
<b>Vice Chairperson</b>	Atty. Kristine Gay B. Balanag Director, Administrative Services
<b>Members</b>	1. Dr. Angelita J. Prado Director, Internal Quality Assurance System
	2. Prof. LIBIO D. Gavina Director, Planning and Development
	3. Dr. Stephen Rapach Director, Management Information System
	4. Atty. Kate Polrogan-Lacey University Coordinator, Internal Management Audit
	5. Atty. Rozanne Victoria Buccat-Villarin University Legal Officer
	6. Ms. Remelyn V. Almodovar University Records Officer

2. The said Committee shall perform the functions in Section 6.2 of Memorandum Circular No. 2020-07, otherwise known as the "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11,032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)."

3. Issued in the interest of public service.

**JAIME I. VAZQUEZ, JR.**  
 President

**Witnesses:**  
 Heads of Operating Units  
 University WFO  
 Reviewing Authority  
 Records  
 File

CENTRAL RECORDS SECTION: Mobile Number: (+63) 917 773 8884 Email Address: president@dmmmsu.edu.ph Website: dmmmsu.edu.ph  
 NORTH LA UNION CAMPUS: Email Address: dmmmsu.north@dmmmsu.edu.ph  
 MS LA UNION CAMPUS: Contact Number: (+63) 917 773 8881 Email Address: dmmmsu.ms@dmmmsu.edu.ph  
 SOUTH LA UNION CAMPUS: Contact Number: (+63) 917 482 0941 Email Address: dmmmsu.south@dmmmsu.edu.ph  
 OPEN UNIVERSITY SYSTEM: Contact Number: (+63) 917 482 0941 Email Address: oos@dmmmsu.edu.ph  
 INTERNAL AFFAIRS, TOURISM & DEVELOPMENT INSTITUTE: Email Address: iad@dmmmsu.edu.ph  
 RESEARCH, PLANNING & DEVELOPMENT INSTITUTE: Email Address: ipd@dmmmsu.edu.ph





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