



DON MARIANO MARCOS MEMORIAL
STATE UNIVERSITY

CITIZEN'S CHARTER
2024, 1st EDITION



I. Mandate:

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

II. Philosophy:

Total human development with appropriate competencies.

III. Vision:

A globally competitive university.

IV. Mission:

Provides high quality instruction, research and extension.

V. Goal:

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

VI. Service Pledge:

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

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

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

Mobilize resources of the University for optimum productivity and effectiveness;

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

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

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



VII. Core Values

The university has the following core values:

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



LIST OF SERVICES

Offices under the Vice President for Academic and International Affairs	1
Office of the Head of Instruction	1
Internal Services	2
Request Related to Curriculum Matters	3
External Services	7
<u>Application for Final Defense</u>	8
<u>Application for Thesis Proposal</u>	9
<u>Enrolment Procedure</u>	10
<u>Practice Teaching / On-The-Job Training/ Capstone</u>	13
Office of the Registrar	14
External Services	14
<u>Admission, Registration, and Enrolment</u>	15
<u>Application for Graduation</u>	18
<u>Certification, Authentication, and Verification of School</u>	
<u>Credentials/Documents</u>	19
<u>Completion of Grades</u>	20
<u>Adding/Dropping of Subjects</u>	21
<u>Issuance of Application form for Shiftee/Re-enrollee</u>	22
<u>Issuance of Certificate of Enrolment/Grades/</u>	
<u>Graduation/Units Earned</u>	23



<u>Issuance of Official Transcript of Records/Diploma of Graduates</u>	24
<u>Issuance of Permit to Cross-enroll</u>	26
<u>Issuance of Second Copy of Official Transcript of Records/ Diploma of Graduates</u>	27
<u>Request for Certificate of Transfer Credentials (CTC)</u>	28
Student Affairs and Services Office	30
External Services	30
<u>Processing of Mutual Aid Claims</u>	31
<u>Accreditation – Re-Accreditation of Student Organizations</u>	33
<u>Application/Renewal of Scholarship</u>	34
<u>Application/Renewal of FHE</u>	35
Guidance and Counseling Unit	37
External Services	37
<u>Application for College Admission Test</u>	38
<u>Counseling Services</u>	39
<u>Information Services</u>	40
<u>Testing Services- Administration of Psychological Test</u>	41
Library	43
Internal Services	43
<u>Circulation of Books and Other Library Materials</u>	44
<u>Collection Development and Management (Selection)</u>	81



<u>Issuance and Re-Issuance of Borrowers Card</u>	88
External Services	112
<u>Circulation of Books and Other Library Materials</u>	113
<u>Collection Development and Management (Selection)</u>	150
<u>Issuance and Re-Issuance of Borrowers Card</u>	157
Alumni Affairs	181
External Services	181
<u>Inclusion of New Graduates to the Alumni Data Base</u>	182
<u>Coordination of Officership to the Alumni Association</u>	183
<u>Oathtaking of Alumni Association Officers</u>	184
<u>Tracing and Tracking of Alumni</u>	185
Cultural Affairs	186
External Services	186
<u>Recruitment</u>	187
<u>Re-organization</u>	188
<u>Cultural Awareness Program</u>	190
<u>Artistic Enhancement and Refinement of Skills</u>	193
<u>Compensation Scheme</u>	195
International Affairs	197
External/Internal Services	197
<u>Application for Certificate of Legitimacy from Commission on</u>	



<u>Higher Education – International Affairs Services (CHED-IAS) via the Office of Internationalization</u>	198
National Service Training Program	202
External Services	202
<u>Issuance of Serial Numbers</u>	203
Sports Development	204
Internal Services	204
<u>Request-Borrow of Sports Supplies and/or Equipment</u>	205
<u>Returned of Sports Supplies and/or Equipment Borrowed</u>	206
<u>Releasing Sports Documents</u>	207
External Services	208
<u>Releasing Sports Documents</u>	209
College of Graduate Studies	210
External Services	210
<u>Admission of New Students</u>	211
<u>Application for Comprehensive Examination</u>	212
<u>Application for Final Oral Presentation</u>	213
<u>Application for Proposal Presentation</u>	215
<u>Application for Qualifying Examination</u>	216
<u>Completion of Grades</u>	218
<u>Enrolment</u>	219



<u>Issuance of Certificate of Grades</u>	220
<u>Issuance of Transcript of Records (TOR)</u>	221

Offices under the Office of the Vice President for Research,

Development and Innovation 222

Research Unit 223

Internal Services 223

Approval of External Research Training Participation 224

Approval of Request for Presentation in a Regional, and National
Scientific Forum 224

Approval of Request for Presentation in International
Scientific Forum 225

Approval of Research Proposal 226

Approval of Terminal Reports 228

Dissemination of Policy Papers 230

External Services 231

Approval of Request for Presentation in a Regional, and National
Scientific Forum 232

Approval of Request for Presentation in International
Scientific Forum 233



Extension Unit	234
Internal Services	234
<u>Approval of Extension Proposal</u>	235
<u>Approval of Terminal Reports (EXTENSION)</u>	237
<u>Request for Training</u>	238
Publication Unit	240
Internal Services	240
<u>Publication in DMMMSU Research and Extension (R&E) Journal</u>	241
<u>Request for Assistance in the Submission for Publication in (WOS and SCOPUS</u>	
<u>Indexed) Scientific Journals</u>	243
<u>Request for Assistance in the Revision and Re-submission of “Conditionally</u>	
<u>Approved” Articles for Potential Publication in WOS and SCOPUS Indexed</u>	
<u>Scientific Journals</u>	245
<u>Request for Assistance in the Financing and Submission of “Approved” Articles for</u>	
<u>Publication in WOS and SCOPUS Indexed Scientific Journals</u>	247
<u>Request for Assistance in the Development of IEC Materials</u>	248
External Services	250
<u>Publication in DMMMSU Research and Extension (R&E) Journal</u>	251
<u>Request for Assistance in the Submission for Publication in (WOS and SCOPUS</u>	
<u>Indexed) Scientific Journals</u>	253
<u>Request for Assistance in the Revision and Re-submission of “Conditionally</u>	



<u>Approved” Articles for Potential Publication in WOS and SCOPUS Indexed Scientific Journals</u>	255
<u>Request for Assistance in the Financing and Submission of “Approved” Articles for Publication in WOS and SCOPUS Indexed Scientific Journals</u>	256
<u>Request for Assistance in the Development of IEC Materials</u>	257
Offices under the Vice President for Administration and Quality Assurance	259
Administrative Support Services Unit	260
Internal Services	260
<u>Issuance of Office Clearance and/or Certifications</u>	261
Legal Services Unit	263
Internal Services	263
<u>Application for a Certificate of No Pending Administrative Case</u>	264
<u>Filing of Administrative Complaints</u>	266
<u>Legal Consultation and Referral</u>	268
<u>Review of Memoranda of Understanding, Contracts, and Other Agreements</u>	270
External Services	274
<u>Responses to Notices and Decisions of the Commission on Audit</u>	275
Human Resource Management Office	278
Internal Services	278
<u>Assistance to Retiring / Resigning / Transferring Employees</u>	279



<u>Leave Administration</u>	280
<u>Recruitment</u>	281
<u>Request for Certificate of Employment / Service Record</u>	285
Records Office	286
Internal Services	286
<u>Authentication of Records / Documents</u>	287
<u>Releasing of External Communications</u>	289
<u>Receiving of Internal Communications</u>	291
<u>Releasing of Internal Communications</u>	293
External Services	295
<u>Receiving Externally Generated Documents</u>	296
Bids and Awards Office	298
Internal Services	298
<u>Preparation and Submission of Annual Procurement Plan (APP)</u>	299
<u>Processing of Purchase Request / Job Order</u>	301
External Services	306
<u>Procurement of Civil Works/Supplies/Consultancy using</u> <u>Alternative Mode of Procurement</u>	307
<u>Sale of Bidding Documents</u>	308



Accounting Office	310
External/Internal Services	310
<u>Assessment of Fees for Other Payors</u>	311
<u>Pre-audit of Payroll/ Disbursement Vouchers</u>	312
Internal Services	314
<u>Pre-audit of Liquidation Reports</u>	315
External Services	316
<u>Verification and Adjustment of Student Fees/Account Balances</u>	317
Budget Office	318
Internal Services	318
<u>Allocation of Fund</u>	319
<u>Processing of Payroll/Vouchers</u>	320
External Services	321
<u>Allocation of Fund</u>	322
Cashier's Office	323
Internal Services	323
<u>Collection of Fees from Other Payors</u>	324
<u>Payment of Payroll/ Disbursement Vouchers</u>	325
External Services	328
<u>Collection of Fees from Other Payors</u>	329
<u>Payment of Payroll/ Disbursement Vouchers</u>	330



Health Services Unit	333
Internal Services	333
<u>Medical and Dental Consultation and Treatment</u>	334
<u>Medical and Dental Clearance for Enrolment</u>	335
<u>Medical and Dental Clearance for School-related Activities</u>	336
<u>Medical and Dental Clearance for New Employees</u>	337
External Services	338
<u>Medical and Dental Consultation and Treatment</u>	339
<u>Medical and Dental Clearance for Enrolment</u>	340
<u>Medical and Dental Clearance for School-related Activities</u>	341
Quality Assurance Office	343
Internal Services	343
<u>Client Satisfaction Survey</u>	344
External Services	346
<u>Client Satisfaction Survey</u>	347
Supply and Property Management Office	349
Internal Services	349
<u>Issuance of Supplies, Materials and Equipment</u>	350
External Services	351
<u>Receipt of Deliveries of Supplies, Materials and Equipment</u>	352



Disaster Risk Reduction and Management Services	353
Internal Services	353
<u>Disaster and Emergency Response</u>	354
External Services	356
<u>Disaster and Emergency Response</u>	357
Auxiliary Services	359
Internal Services	359
<u>Request for Auxiliary Services</u>	360
<u>Request for Motorpool Services</u>	361
<u>Waste Management Services</u>	362
External Services	364
<u>Request for Auxiliary Services</u>	365
<u>Request for Motorpool Services</u>	366
<u>Waste Management Services</u>	367
Security Services	369
Internal Services	369
<u>Provision of Services of the Security Unit</u>	371
External Services	373
<u>Provision of Services of the Security Unit</u>	374



Offices under the Vice President for Planning and Development	377
Infrastructure Planning and Development Office	378
Internal Services	378
<u>Project Planning</u>	379
<u>Project Implementation</u>	381
<u>Post-Construction Activities</u>	384
External Services	386
<u>Project Implementation</u>	387
<u>Post-Construction Activities</u>	390
Office of the Document Control Custodian	392
Internal Services	392
<u>Control of new and revised documented information</u>	393
<u>Request for Documented Information</u>	394
Information and Communications Technology Office	396
Internal Services	396
<u>Request for IT Services</u>	397
Strategic Communications	398
Internal Services	398
<u>Publication of materials for dissemination</u>	399
External Services	401
<u>Receiving Externally Generated Documents</u>	402



Sericulture, Research, and Development Institute	403
Office of the Executive Director	404
Internal Services	404
<u>Response to Queries/ Assistance to Visitors</u>	405
External Services	406
<u>Institute Tour Services</u>	407
Administrative Support Services Unit	408
Internal Services	408
<u>Filing of Grievance/ Complaints</u>	409
<u>Consultation and Referral</u>	410
<u>Issuance of Office Clearance and/or Certifications</u>	411
Supply and Property Management Office	414
Internal Services	414
<u>Issuance of Supplies, Materials and Equipment</u>	415
External Services	416
<u>Receipt of Deliveries of Supplies, Materials, and Equipment</u>	417
BAC and Procurement Office	418
Internal Services	418
<u>Preparation and Submission of Project Procurement and Management Plan (PPMT)</u>	419
<u>Procurement of Common Goods thru-Procurement Service – Department of Budget</u> <u>and Management (PS-DBM)</u>	420



<u>Procurement of Common Goods thru Shopping</u>	422
<u>Procurement of Common Goods Small Value Procurement</u>	423
<u>Bidding for Goods and Infrastructure</u>	425
External Services	428
<u>Procurement of Common Goods thru-Procurement Service – Department of Budget and Management (PS-DBM)</u>	429
<u>Procurement of Common Goods thru Shopping</u>	431
<u>Procurement of Common Goods Small Value Procurement</u>	432
<u>Bidding for Goods and Infrastructure</u>	434
Records Office	437
Internal Services	437
<u>Authentication of Records / Documents</u>	438
<u>Receiving of Internal Communications</u>	439
<u>Releasing of External Communications</u>	441
<u>Releasing of Internal Communications</u>	443
External Services	445
<u>Receiving Externally Generated Documents</u>	446
<u>Receiving of Internal Communications</u>	447
<u>Releasing of External Communications</u>	449
<u>Releasing of Internal Communications</u>	450



Accounting Office	453
Internal/ External Services	453
<u>Assessment of Fees for Other Payors</u>	454
<u>Pre-audit of Payroll/ Disbursement Vouchers</u>	455
Internal Services	457
<u>Pre-audit of Liquidation Reports</u>	458
Budget Office	459
Internal Services	459
<u>Allocation of Fund</u>	460
<u>Processing of Payroll/Vouchers</u>	461
External Services	462
<u>Allocation of Fund</u>	463
Cashier's Office	464
Internal Services	464
<u>Collection of Fees from Other Payors</u>	465
<u>Payment of Payroll/ Disbursement Vouchers</u>	466
External Services	469
<u>Collection of Fees from Other Payors</u>	470
<u>Payment of Payroll/ Disbursement Vouchers</u>	471



Human Resource Management Office	474
Internal/External Services	474
<u>Assistance to Retiring / Resigning / Transferring Employees</u>	475
<u>Leave Administration</u>	476
<u>Recruitment</u>	477
<u>Request for Certificate of Employment / Service Record</u>	480
Marketing Services	482
Internal/External Services	482
<u>Processing of Orders and Product Availment</u>	483
Extension Services	484
Internal/External Services	484
<u>Training Services</u>	485
<u>Project Area Validation</u>	486
Research Services	487
Internal/External Services	487
Assistance on Various Areas of Sericulture, Research, and Development	488
National Apiculture Research Training and Development Institute	490
Research Unit	491
Internal Services	491



<u>Approval of Research Proposal</u>	492
<u>Approval of Terminal Reports</u>	495
External Services	497
<u>Requests</u>	498
DMMMSU Open University System	500
External Services	500
<u>Admission Procedure for Continuing, Returning and Cross-enrollee Students under Baccalaureate Programs (Group, Self and Online Paced)</u>	501
<u>Admission Procedure for Continuing, Returning and Cross-enrollee Students under Post-Baccalaureate and Graduate Programs (Group, Self and Online Paced)</u>	502
<u>Admission Procedure for New Students under Baccalaureate Programs (Group, Self and Online Paced)</u>	504
<u>Admission Procedure for New Students under Post-Baccalaureate and Graduate Programs (Group, Self and Online Paced)</u>	506
<u>Admission and Enrolment Procedure for Students under CPED Programs (Customized)</u>	509
<u>Admission and Enrolment Procedure for Students under CPED Programs (Walk-in)</u>	510
<u>Application for Comprehensive Exam/ Qualifying Exam, Thesis Defense.</u>	



<u>Official Transcript of Records, Diploma, Certificate of Grades and Transfer Credentials</u>	511
<u>Application for Graduation</u>	513
<u>Enrolment Procedure for New, Continuing, Returning and Cross-enrollees in all Programs</u>	514
FEEDBACK AND COMPLAINTS MECHANISM	518
LIST OF OFFICES	518
APPENDIX A CLIENT FEEDBACK FORM & COMPLAINT FORM	519
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	520



OFFICES UNDER THE VICE PRESIDENT FOR ACADEMIC AND INTERNATIONAL AFFAIRS



OFFICE OF THE HEAD OF INSTRUCTION INTERNAL SERVICES



1. REQUEST RELATED TO CURRICULUM MATTERS

A. Processing of Request for Curriculum proposals for new academic programs and enhancement of existing academic programs

Office or Division:	Instruction			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Program Chair		
Endorsements		College Dean/Institute Director; Chancellor		
Copy of Curriculum Proposal		Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of documents to the OVPAIA	1.1 Receive document	NONE	15 minutes	Receiving office staff
	1.2 Process document submitted 1.3 Assess and Evaluate submitted documents 1.4 Review and finalize endorsement or approval	NONE	19 days	Director of Instruction
	1.5 Release/ Endorse the request	NONE	1 day	OVPAIA
	TOTAL	NONE	20 days, 15 minutes	



B. Processing of Request for Service Credits due to Overload

Office or Division:	Instruction			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter	Program Chair			
Endorsements	College Dean/Institute Director; Chancellor			
Summary of Service Credits due to Overload	Program Chair			
Accomplishment Reports	Faculty			
Faculty Workload	Program Chair			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of documents to the OVPAIA	1.1 Receive document	NONE	15 minutes	Receiving office staff
	1.2 Process document submitted 1.3 Assess and Evaluate submitted documents 1.4 Review and finalize endorsement or approval	NONE	19 days	Director of Instruction
	1.5 Release/ Endorse the request	NONE	1 day	OVPAIA
	TOTAL	NONE	20 days, 15 minutes	



C. Review of CGS Overload

Office or Division:	Instruction			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter	Program Chair			
Endorsements	College Dean/Institute Director; Chancellor			
Summary of Overload	Program Chair			
Accomplishment Reports	Faculty			
Approved Schedule	Program Chair			
Appointment	Program Chair			
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of documents to the OVPAIA	1.1 Receive document	NONE	15 minutes	Receiving office staff
	1.2 Process document submitted as required 1.3 Assess and Evaluate submitted documents 1.4 Review and finalize endorsement or approval	NONE	19 days	Director of Instruction
	1.5 Release/ Endorse the request	NONE	1 day	OVPAIA
	TOTAL	NONE	20 days, 15 minutes	



D. Review of Instructional Materials Developed

Office or Division:	Instruction			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter	Program Chair			
Endorsements	Campus IMEC			
Campus IMEC Evaluation Report	Campus IMEC			
College IMEC Evaluation Report	College IMEC			
Copy of IM developed	Faculty			
Course Syllabus and Learning Plan	Faculty			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of documents to the OVPAIA	1.1 Receive document	NONE	15 minutes	Receiving office staff
	1.2 Process document submitted 1.3 Assess and Evaluate submitted documents 1.4 Review and finalize endorsement or approval	NONE	29 days (may vary depending on the availability of Subject Matter Specialist)	University IMEC
	1.5 Release/ Endorse the request	NONE	1 day	University IMEC
	TOTAL	NONE	30 days, 15 minutes	



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.

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



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

2. APPLICATION FOR THESIS PROPOSAL

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

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



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

3. ENROLMENT PROCEDURE

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

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



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



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



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

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

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



OFFICE OF THE REGISTRAR EXTERNAL SERVICES



1. ADMISSION, REGISTRATION AND ENROLMENT

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

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



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



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



2. APPLICATION FOR GRADUATION

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

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



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

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

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



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

4. COMPLETION OF GRADES

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

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



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

5. ADDING/DROPPING OF SUBJECTS

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

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Students who are officially enrolled in the University



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

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

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

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen



Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Registrar's office		
Official Receipt		Cashier		
Student ID (for printing of COE / COG)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to RO staff for printing of Certification requested	1. Search the student records and issue payment slip	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees at the Cashier's Office by presenting the payment slip	2. Process payment of the required fees and issue official receipt	Php 20.00 – certification fee	5 minutes	Staff, Cashier's Office
3. Return to the RO and present official receipt	3. Cancel the OR and release the requested certificate	None	2 minutes	Staff, Registrar's Office
4. Record and sign in the logbook	4. Provide Logbook	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		Php 20.00	15 minutes	

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

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

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen



Who may avail:		Students who are officially enrolled in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Registrar's office		
Official Receipt		Cashier		
Student ID (for printing of COE / COG)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to RO staff for printing of Certification requested	1. Search the student records and issue payment slip	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees at the Cashier's Office by presenting the payment slip	2. Process payment of the required fees and issue official receipt	Php 20.00 – certification fee	5 minutes	Staff, Cashier's Office
3. Return to the RO and present official receipt	3. Cancel the OR and release the requested certificate	None	2 minutes	Staff, Registrar's Office
4. Record and sign in the logbook	4. Provide Logbook	None	2 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
		TOTAL:	Php 20.00	15 minutes

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

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

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Graduates
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Student Clearance	Registrar's office
Student ID	The student will provide.



Latest 2x2 ID picture with collar and white background (1pc) (for OTR only)		The student will provide.		
2 pcs. Documentary stamps		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished student clearance, request form and other requirements	1. Receive the student clearance, request form, and other requirements	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees	2. Issue Official Receipt	Php 50.00 – first page Php 25.00 – succeeding pages Php 150.00 - Diploma	5 minutes	Staff, Cashier's Office
3. Submit the OR to the RO Staff	3. Process the OTR	None	10 days	Staff, Registrar's Office
4. Receive the OTR and sign in the logbook	4. Release the OTR	None	5 minutes	Staff, Registrar's Office
5. Accomplish the Client Feedback Form and place it in the drop box thereafter		None	1 minute	
	TOTAL:	Php 50.00 – first page Php 25.00 – succeeding pages	10 days 16 minutes	



		Php 150.00 - Diploma		
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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.

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



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

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

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



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

11. REQUEST FOR CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

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

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Students who are officially enrolled in the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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	1.1 Submit the accomplished request form 1.2 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		None	1 minute	
TOTAL:		Php 50.00	23 minutes	



STUDENT AFFAIRS AND SERVICES UNIT

EXTERNAL SERVICES



1. PROCESSING OF MUTUAL AID CLAIMS

This service describes the procedure on how students can apply and claim for Mutual Aid benefits.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Mutual Aid		SAS Office		
Medical Certificate		Hospital / Clinic		
Doctor's prescriptions		Hospital / Clinic		
Official receipts of fees and medicines		Hospital / Clinic		
Death certificate (for death benefits)		Philippine Statistics Authority (PSA) / Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application form	Issue the Mutual Aid Form	None	3 minutes	Campus Head, SAS Staff, SAS
2. Accomplish and submit the form with the required attachments	Receive, check and verify the filled-out forms and the completeness of attachments submitted	None	15 minutes	Campus Head, SAS Staff, SAS
2. If complete, the claimant needs to seek clearance or endorsement from concerned officials		None	4 hours	Claimant
3. Submit signed form to the SAS Office	Receive and endorse the application to the	None	5 minutes	Campus Head, SAS



	SAS Director for review and approval			Staff, SAS
4. Wait for the status of application / claim	Receive and determine the amount of claim based on approved guidelines and policies	None	3 days	Director, SAS Staff, OVPAIA
	Prepare voucher and endorse to the Accounting Office	None	30 minutes	Staff, OVPAIA
	Review and audit voucher for claim	None	2 days	Staff, Finance Office
	Inform the concerned Campus SAS Head that the claim is ready for release	None	1 hour	Staff, Cashier's Office
	Inform the claimant or the authorized representative that the claim is ready for release	None	1 hour	Campus Head, SAS Staff, SAS
5. Follow-up / receive claim	Issue/release claim	None	1 hour	Cashier
	TOTAL:	None	5 days 6 hours 53 minutes	



2. ACCREDITATION – RE-ACCREDITATION OF STUDENT ORGANIZATION

This service describes the procedure in applying for accreditation or re-accreditation of student organizations in the campuses every school year.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for SO		SAS Office		
List of Officers and Members		Concerned Student Organization (SO)		
Financial Statement		Concerned Student Organization (SO)		
Pledge Of Commitment of Advisers and Officers		Concerned Student Organization (SO)		
Operational Plan		Concerned Student Organization (SO)		
Constitution and By-Laws		Concerned Student Organization (SO)		
Accomplishment Report of Preceding School Year (for old student organizations)		Concerned Student Organization (SO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application form	Issue application form	None	3 minutes	Campus Head, SAS Staff, SAS
2. Submit/resubmit a letter of application with other supporting documents	Receive and check the completeness of documents submitted	None	15 minutes	Campus Head, SAS Staff, SAS
3. Wait for the status of application	Review and evaluate submitted applications then prepare a masterlist of qualified organization for	None	5 days	Campus Head, SAS



	the approval of the Chancellor			Adviser, CSBO Chancellor
4. Follow-up result of application	Release the result of application (approve or denied) and issue a Certificate of Recognition to approved student organizations	None	5 minutes	Campus Head, SAS Staff, SAS
5. Accomplish the Client Feedback Form and place it in the drop box		None	2 minutes	
	TOTAL:	None	5 days 25minutes	

3. APPLICATION/RENEWAL OF SCHOLARSHIP

This service describes the procedure in the application and renewal of student scholarships.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	Government to client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades		Registrar's Office		
Certificate of Registration		Registrar's Office		
Certificate of Good Moral Character		SAS Office		
Must not be a recipient of more than one scholarship grant or financial assistance except on meritorious cases		Campus Scholarship Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure and fill-up application form	Issue application form	None	5 minutes	Campus Scholarship Coordinator
2. Submit the accomplished form with complete supporting documents	Receive, record, evaluate, and process documents based on scholarship guidelines Submit processed application to the University Scholarship Coordinator	None	5 days	Campus Scholarship Coordinator
3. Follow-up result of application	Inform applicant re: status of application	None	1 day	University /Campus Scholarship Coordinator
TOTAL:		None	16 days 5 minutes	

4. APPLICATION/RENEWAL OF FHE

This service describes the procedure in the application and renewal of student scholarships.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	Government to client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FHE Form		Campus Scholarship Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download/ Secure and fill-up application form	Issue application form	None	5 minutes	Campus Scholarship Coordinator



2. Submit the accomplished form	Receive, record, evaluate, and process documents based on guidelines. Submit processed application to the Scholarship Office	None	5 minutes	Program Chairperson
	Register in the FHE Module in the Portal	None	5 minutes	Scholarship Coordinator
	Assessment of Enrollment	None	5 minutes	Program Chairperson
	TOTAL:	None	20 minutes	



GUIDANCE AND COUNSELING UNIT

EXTERNAL SERVICES



1. APPLICATION FOR COLLEGE ADMISSION TEST

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

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Application Form		Guidance office DMMMSU-Website		
Form 137/138 (Original Copy)		The applicant will provide.		
2x2 ID Picture with white background and name tag (2 copies)		The applicant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request College Admission Application Form	1. Issue College Admission Application Form	None	2 minutes	Client/Applicant
2. 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	
TOTAL:		None	23 minutes	
Note: The process does not include the administration of the admission test, scoring, interpretation, and generation of results.				



2. COUNSELING SERVICES

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

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Identification Card		The student will provide.		
Referral Slip		Dean's Office, Principal's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out counseling logbook.	1. Welcome client/s	None	3 minutes	Guidance Staff
2. Undergo initial interview.	2.1. Establish rapport 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	
	TOTAL:	None	1 hour 10 minutes to 3 hrs. 26 minutes	

3. INFORMATION SERVICES

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

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

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



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

4. TESTING SERVICES- ADMINISTRATION OF PSYCHOLOGICAL TEST

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

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



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

Note:

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



LIBRARY INTERNAL SERVICES



1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

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

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 BORROWING				
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance	None	3 minutes	North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant



				<p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p>
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				<p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Fena Austria, ILS Administrator</p>
<p>2. Present borrower's card the library staff in charge at the Circulation Area.</p> <ul style="list-style-type: none"> For Non-DMMMSU client, present a request/referral letter, and a valid ID for approval by the librarian. <p>3. Proceed to the Online Public Access Catalog (OPAC) to search for the desired book/s.</p> <p>4. Take note of the call number of the book/s and proceed to the bookshelves to look for the book.</p>	<p>2. Assist the users in using the Online Public Access Catalog (OPAC, if needed.</p> <p>2.1 Assist the users in locating books and other materials requested, if needed.</p>	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p>



				<p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
<p>5. If material is available proceed to the stack area.</p> <p>6. Fill out the necessary details in the book card (Date, ID number, Borrower's Name) and borrower's card (Date, Title, Accession number)</p>		None	3 minutes	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant Ivy Joy C. Hong, Library Support Staff Danielle D. Dacumos, Library Assistant CGS LRC Wilma L. Kutz, Librarian Herlita C. Sarmiento, Library Support Staff</p>



				<p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC Sherill P. Gapasin, Librarian Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian</p>
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				<p>Ana Nova L. Parrocha, Librarian COF LRC</p> <p>Venessa L. Rimando, Librarian COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
<p>7. Present the borrower's card and fill out the book card.</p> <ul style="list-style-type: none"> For Non-DMMMSU clients, present valid I.D. 		None	3 minutes	<p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian COF LRC</p> <p>Venessa L. Rimando, Librarian COA LRC</p> <p>Josielyn T. Obra, Librarian</p>



				<p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
<p>8. Submit the borrower's card together with the book card.</p>	<p>3. Check the borrower's and book cards if properly filled out.</p> <ul style="list-style-type: none"> For Non-DMMMSU clients, check the validity of I.D. <p>4. Check out the book on the Koha (Circulation) System by scanning its barcode. If the Koha (Circulation) System is not available, check out the book(s) and other materials manually.</p> <ul style="list-style-type: none"> Inform the clients of the borrowing rules and regulations: <i>Filipiniana/Foreign collection</i>- may be loaned out overnight. <i>Fiction books</i>- may be loaned out for a week. 	None	3 minutes	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant Ivy Joy C. Hong, Library Support Staff Danielle D. Dacumos, Library Assistant CGS LRC Wilma L. Kutz, Librarian</p>



	<ul style="list-style-type: none"> • Graduate studies (Books) - may be loaned out for a week. • Law (books) - may be loaned out for two days. • Reserve, Thesis/Dissertation, Audio Visual Materials, Periodical/Serial, General References, and Special Collections are for Library/Room Use only. • Students may borrow two (2) books of different titles at a time. Faculty members may borrow three (3) titles per subject preparation in a semester. <p>5. Personnel, and students from other DMMMSU campuses, Alumnae, and Non-DMMMSU clients, are</p>			<p>Herlita C. Sarmiento, Library Support Staff CIT LRC Evangeline G. Ricafort, Librarian CLAW LRC Mindanao B. Gallardo, Librarian Ivy Joy C. Hong, Library Support Staff COE LRC Sherill P. Gapasin, Librarian Sheryl F. Ganaden, Library Support Staff COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p>
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	<p>given free access to library resources but for ROOM USE only.</p>			<p>Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian COF LRC Venessa L. Rimando, Librarian COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena A. Austria, ILS Administrator</p>
<p>9. Receive material.</p>	<p>6. Keep the book card and release the book together with the borrower's card to the user.</p> <ul style="list-style-type: none"> • Non-DMMMSU clients release the book to the user on a "ROOM-USE" only condition 	<p>None</p>	<p>3 minutes</p>	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY</p>



				<p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
10. Accomplish the Client Feedback Form and		None	1 minute	



place it in the drop/suggestion box thereafter.				
TOTAL:		None	19 minutes	
1.2 RETURNING				
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance	None	3 minutes	<p>North La Union Campus Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



				<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p>
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				<p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				Fena Austria, ILS Administrator
2. Present borrower's card the library staff in charge at the Circulation Area.	<p>2. Check in the borrowed book/s on the Circulation System by scanning its barcode/s. If the Koha (Circulation) System is not available, check in the book(s) and other materials manually.</p> <p>3. Check and compute for any overdue fines</p> <ul style="list-style-type: none"> • Overnight Loaned Books- Php30.00/book/day • Library Materials Borrowed for Photo Duplication- Php5.00/book/hour <p>4. If no overdue fine/s, mark the book card and borrower's card's remark with "returned" and return</p>	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



	the book card inside the book pocket.			<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
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				<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>Cashier Criselda H. Rios</p> <p>South La Union Campus</p> <p>MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Cashier Charmie Lacebal</p>
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				<p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p> <p>Cashier</p> <p>Wamie Escaño</p>
4. Present Official Receipt	7. Release the borrower's card to the borrower.	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p>



				<p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p>
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				Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
5. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
TOTAL:		None	19 minutes	

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 ONLINE DOCUMENT DELIVERY SERVICE				
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab,	1. Maintain the university's official website.	None	3 minutes	Central Administration



<p>click Library Services and select OPAC.</p>				<p>Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus</p> <p>Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus</p> <p>Diego Beligan, ILS Administrator</p> <p>Open University System</p> <p>Fena Austria, ILS Administrator</p>
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<p>2. Browse the OPAC and search for the title, subject, or author of a particular book</p>	<p>2. Maintain the university's official website.</p>	<p>None</p>	<p>3 minutes</p>	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p>
<p>3. Select "AskDORLA" (via Google Form & Messenger/Facebook Chat)</p>	<p>3. Maintain the university's official website.</p>	<p>None</p>	<p>3 minutes</p>	<p>Central Administration</p>



	<p>4. Monitor the queries on the online reference service (AskDORLA).</p>			<p>Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p> <p>North La Union Campus Jessa May A. Gaudia, Library Support Staff</p>
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				<p>Mid La Union Campus Sherill P. Gapasin, Librarian Danielle D. Dacumos, Library Assistant</p> <p>South La Union Campus Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian Jefferson Santiago, Library Support Staff</p> <p>Open University System Claire F. Pascua, In-Charge, LSD</p>
4. Fill out the necessary details in the Library Inquiry Form (email address, contact number,	5. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p>



<p>ID number, full name, sex at birth, campus, inquiry)</p>				<p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p>
<p>5. Request for a snapshot or snippet of a specific part or chapter of a book.</p>	<p>6. Send the requested soft copy of a snapshot or snippet of a specific part or chapter of a book to the user via email or other platforms.</p> <ul style="list-style-type: none"> The client has to provide payment 	<p>None</p> <p>Rate determined by courier express.</p>	<p>1 hour</p> <p>1 day</p>	<p>North La Union Campus Jessa May A. Gaudia, Library Support Staff</p> <p>Mid La Union Campus</p>



	for the cost of mailing the desired documents if he/she desires that these be sent through courier			<p>Sherill P. Gapasin, Librarian Danielle D. Dacumos, Library Assistant</p> <p>South La Union Campus Diego B. Beligan, Library Support Staff</p> <p>Open University System Claire F. Pascua, In-Charge, LSD</p>
	TOTAL:	Computed amount by courier express.	1 day, 1 hour and 12 minutes	

Office or Division:	Library Services and Development	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government	
Who may avail:	DMMMSU faculty and staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DMMMSU email address		MIS Office
User name and Password		Library



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 ACCESS TO ELECTRONIC RESOURCES				
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select OPAC.	1. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System</p>



				Fena Austria, ILS Administrator
2. Search for the electronic resources needed (digitized theses, dissertations, modules, e-books and e-journals)	2. Maintain the university's official website 3. Maintain the Digital Repository (Calibre) and online databases.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System</p>



				<p>Fena Austria, ILS Administrator</p> <p>North La Union Campus Maribel B. Valdez, Library Support Staff Diana Rose B. Gonzales, Librarian</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego B. Beligan, Library Support Staff</p>
3. Download or open a read copy of the needed electronic resource/s.	4. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p>



				North La Union Campus Allan J. Gaboro, ILS Administrator
				Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff
				South La Union Campus Diego Beligan, ILS Administrator
				Open University System Fena Austria, ILS Administrator
		TOTAL:	9 minutes	



2. COLLECTION DEVELOPMENT AND MANAGEMENT (SELECTION)

This process allows clients to participate in the selection of library materials.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pricelist		Library The client will provide.		
Requisition Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive catalogs, price lists, and requisition forms.	1. Forward catalogs and price lists to faculty/ program chairs/ deans.	None	3 minutes	<p>North La Union Campus</p> <p>Library Committee</p> <p>Sonia B. Siago, Head, LSD</p> <p>Mid La Union Campus</p> <p>Library Committee</p> <p>Ruby Lyn C. Narra, Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p>



				<p>CGS LRC Wilma L. Kutz, Librarian</p> <p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian</p> <p>COE LRC Sherill P. Gapasin, Librarian</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus Nancy F. Galban, Head, LSD</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p>
2. Select library resources for purchase.	2. Check the requested titles of the books and library materials on the Koha library system to avoid duplication. If the Koha (Circulation) System is not available, check the titles of the book(s) and other materials manually in the accession record.	None	3 days	<p>North La Union Campus</p> <p>Library Committee</p> <p>Sonia B. Siago, Head, LSD</p> <p>Mid La Union Campus</p> <p>Library Committee</p> <p>Ruby Lyn C. Narra, Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Library Committee</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Library Committee</p> <p>Claire F. Pascua, In-Charge, LSD</p>
3. Submit requests.	<p>3. Consolidate the list of library resources for purchase</p> <p>4. Prepare purchase request then submit to the Supply Office.</p>	None	4 days	<p>North La Union Campus</p> <p>Sonia B. Siago, Head, LSD</p> <p>Supply Officer</p> <p>Tranquilino R. Buccat,</p> <p>Mid La Union Campus</p> <p>Ruby Lyn C. Narra Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



				<p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapsin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>Supply Officer</p> <p>Arturo C. Flores</p> <p>South La Union Campus</p> <p>Nancy F. Galban, Head, LSD</p> <p>Ana Nova L. Parrocha, Librarian</p>
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				<p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Supply Officer</p> <p>Rhoda Sabangan</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Supply Officer</p> <p>Joy San Buenaventura</p>
4. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
	TOTAL:	None	7 days 6 minutes	



3. ISSUANCE AND RE-ISSUANCE OF BORROWER'S CARD

This service allows clients to secure borrower's cards.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Assessment Form			The client will provide.	
Valid DMMMSU ID			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 ISSUANCE (New employees)				
1. Present proof of affiliation with DMMMSU. <ul style="list-style-type: none"> For employees: DMMMSU ID For contractual Faculty: Employment Contract For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application. 	1. Check the submitted Assessment form/ DMMMSU ID. <ul style="list-style-type: none"> Monitor the online applications 	None	3 minutes	North La Union Campus Diana Rose B. Gonzales Librarian Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Mark Vien E. Vinluan, Library Support Staff



				<p>CGS LRC Wilma L. Kutz, Librarian</p> <p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian</p> <p>COE LRC Sherill P. Gapasin, Librarian</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p>
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				<p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
2. Fill out the borrower's card application form with the necessary details.	2. Check the accomplished borrower's card application form.	None	3 minutes	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhaba L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p>



				<p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p>
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				<p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
3. Submit the filled-out form to the library staff.	3. Prepare the borrower's card. 4. Validate the borrower's card	None	5 days 3 minutes	Librarian
4. Sign in the borrower's card logbook	5. Release the borrower's card to the user	None	3 minutes	<p>North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff</p>



				<p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
5. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
	TOTAL:	None	5 days 10 minutes	



3.2 ISSUANCE (for old employees)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of affiliation with DMMMSU. <ul style="list-style-type: none"> • For employees: DMMMSU ID • For contractual Faculty: Employment Contract • For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application. 	1. Check the submitted Assessment form/ DMMMSU ID. <ul style="list-style-type: none"> • Monitor the online applications 	None	3 minutes	North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Mark Vien E. Vinluan, Library Support Staff CGS LRC Wilma L. Kutz, Librarian CIT LRC



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p>
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				<p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
2. Sign in the borrower's card logbook	<p>2. Validate the borrower's card.</p> <p>3. Prepare a new borrower's card when the existing one is full.</p>	None	<p>3 minutes</p> <p>1 hour</p>	<p>North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p>



				<p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta,</p>
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Library
Assistant

**South La
Union
Campus**

Nancy F.
Galban,
Head, LSD

Louie Albert
A. Julaila,
Librarian

COF LRC

Venessa L.
Rimando,
Librarian

COA LRC

Josielyn T.
Obra,
Librarian

**Open
University
System**

Claire F.
Pascua, In-
Charge, LSD



				Fena Austria, ILS Administrator
3. Receive the borrower's card.	4. Releases the borrower's card to the user.	None	3 minutes	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p>
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				COA LRC Josielyn T. Obra, Librarian Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
4. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.	5.	None	1 minute	
TOTAL:		None	1 hour 10 minutes	

3.3 RE-ISSUANCE (New employees and old employees)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report lost or damaged borrower's card to the library staff.	1. Verify the lost or damaged borrower's card and advise the client to pay the replacement fee to the cashier.	None	3 minutes	North La Union Campus Diana Rose B. Gonzales, Librarian



				<p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p>
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				<p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p>
2. Pay the replacement fee.	2. Prepare payment slip.	Php100.00	5 minutes	North La Union Campus
	3. Receive payment.		15 minutes	Diana Rose B. Gonzales, Librarian



				<p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Cashier</p> <p>Angel M. Villanueva,</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p>
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				<p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>Cashier</p> <p>Criselda H. Rios</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Cashier</p> <p>Charmie Lacebal</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Cashier</p> <p>Wamie Escaño</p>
3. Present the official receipt.	4. Prepare replacement of the lost or damaged borrower's card	None	1 hour	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p>



				<p>Mindanao B. Gallardo, Librarian COE LRC</p> <p>Sherill P. Gapasin, Librarian COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Nancy F. Galban, Head, LSD</p> <p>Louie Albert A. Julaila, Librarian COF LRC</p> <p>Venessa L. Rimando, Librarian COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
4.	Sign in the borrower's card logbook	5.	Release the borrower's card to the user.	<p>None</p> <p>3 minutes</p> <p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p>
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				Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
5.	Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute
		TOTAL:	Php100.00	1 hour 22 minutes



LIBRARY

EXTERNAL SERVICES



1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

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

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 BORROWING				
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance	None	3 minutes	North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant



				<p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p>
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				<p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Fena Austria, ILS Administrator</p>
<p>5. Present borrower's card the library staff in charge at the Circulation Area.</p> <ul style="list-style-type: none"> For Non-DMMMSU client, present a request/referral letter, and a valid ID for approval by the librarian. <p>6. Proceed to the Online Public Access Catalog (OPAC) to search for the desired book/s.</p> <p>7. Take note of the call number of the book/s and proceed to the bookshelves to look for the book.</p>	<p>3. Assist the users in using the Online Public Access Catalog (OPAC, if needed.</p> <p>6.1 Assist the users in locating books and other materials requested, if needed.</p>	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p>



				<p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
<p>11. If material is available proceed to the stack area.</p> <p>12. Fill out the necessary details in the book card (Date, ID number, Borrower's Name) and borrower's card (Date, Title, Accession number)</p>		None	3 minutes	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant Ivy Joy C. Hong, Library Support Staff Danielle D. Dacumos, Library Assistant CGS LRC Wilma L. Kutz, Librarian Herlita C. Sarmiento, Library Support Staff</p>



				<p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC Sherill P. Gapasin, Librarian Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian</p>
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				<p>Ana Nova L. Parrocha, Librarian COF LRC</p> <p>Venessa L. Rimando, Librarian COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
<p>13. Present the borrower's card and fill out the book card.</p> <ul style="list-style-type: none"> For Non-DMMMSU clients, present valid I.D. 		None	3 minutes	<p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p>



				<p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
<p>14. Submit the borrower's card together with the book card.</p>	<p>7. Check the borrower's and book cards if properly filled out.</p> <ul style="list-style-type: none"> For Non-DMMMSU clients, check the validity of I.D. <p>8. Check out the book on the Koha (Circulation) System by scanning its barcode. If the Koha (Circulation) System is not available, check out the book(s) and other materials manually.</p> <ul style="list-style-type: none"> Inform the clients of the borrowing rules and regulations: <i>Filipiniana/Foreign collection</i>- may be loaned out overnight. <i>Fiction books</i>- may be loaned out for a week. 	<p>None</p>	<p>3 minutes</p>	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant Ivy Joy C. Hong, Library Support Staff Danielle D. Dacumos, Library Assistant CGS LRC Wilma L. Kutz, Librarian</p>



	<ul style="list-style-type: none"> • Graduate studies (Books) - may be loaned out for a week. • Law (books) - may be loaned out for two days. • Reserve, Thesis/Dissertation, Audio Visual Materials, Periodical/Serial, General References, and Special Collections are for Library/Room Use only. • Students may borrow two (2) books of different titles at a time. Faculty members may borrow three (3) titles per subject preparation in a semester. <p>9. Personnel, and students from other DMMMSU campuses, Alumnae, and Non-DMMMSU clients, are</p>			<p>Herlita C. Sarmiento, Library Support Staff CIT LRC Evangeline G. Ricafort, Librarian CLAW LRC Mindanao B. Gallardo, Librarian Ivy Joy C. Hong, Library Support Staff COE LRC Sherill P. Gapasin, Librarian Sheryl F. Ganaden, Library Support Staff COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p>
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	<p>given free access to library resources but for ROOM USE only.</p>			<p>Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian COF LRC Venessa L. Rimando, Librarian COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena A. Austria, ILS Administrator</p>
<p>15. Receive material.</p>	<p>10. Keep the book card and release the book together with the borrower's card to the user.</p> <ul style="list-style-type: none"> • Non-DMMMSU clients release the book to the user on a "ROOM-USE" only condition 	<p>None</p>	<p>3 minutes</p>	<p>North La Union Campus Maribel B. Valdez, Library Support Staff Jenny Bhaba L. Turalba, Library Support Staff</p> <p>Mid La Union Campus MAIN LIBRARY</p>



				<p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
16. Accomplish the Client Feedback Form and		None	1 minute	



place it in the drop/suggestion box thereafter.				
TOTAL:		None	19 minutes	
1.2 RETURNING				
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance	None	3 minutes	<p>North La Union Campus Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



				<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p>
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				<p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				Fena Austria, ILS Administrator
6. Present borrower's card the library staff in charge at the Circulation Area.	<p>5. Check in the borrowed book/s on the Circulation System by scanning its barcode/s. If the Koha (Circulation) System is not available, check in the book(s) and other materials manually.</p> <p>6. Check and compute for any overdue fines</p> <ul style="list-style-type: none"> • Overnight Loaned Books- Php30.00/book/day • Library Materials Borrowed for Photo Duplication- Php5.00/book/hour <p>7. If no overdue fine/s, mark the book card and borrower's card's remark with "returned" and return</p>	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



	the book card inside the book pocket.			<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>South La Union Campus</p> <p>MAIN LIBRARY</p> <p>Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
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				<p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>Cashier Criselda H. Rios</p> <p>South La Union Campus</p> <p>MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Cashier Charmie Lacebal</p>
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				<p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p> <p>Cashier</p> <p>Wamie Escaño</p>
8. Present Official Receipt	7. Release the borrower's card to the borrower.	None	3 minutes	<p>North La Union Campus</p> <p>Maribel B. Valdez, Library Support Staff</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Rikki Mae N. Nisperos, Library Assistant</p> <p>Ivy Joy C. Hong, Library Support Staff</p>



				<p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>Herlita C. Sarmiento, Library Support Staff</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>Ivy Joy C. Hong, Library Support Staff</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>Sheryl F. Ganaden, Library Support Staff</p>
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				<p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>MAIN LIBRARY Kethley Joyce L. P. Vizmanos, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p>
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				Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
9. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
TOTAL:		None	19 minutes	

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		The client will provide.		
Valid I.D.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 ONLINE DOCUMENT DELIVERY SERVICE				
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab,	1. Maintain the university's official website.	None	3 minutes	Central Administration



<p>click Library Services and select OPAC.</p>				<p>Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus</p> <p>Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus</p> <p>Diego Beligan, ILS Administrator</p> <p>Open University System</p> <p>Fena Austria, ILS Administrator</p>
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<p>3. Browse the OPAC and search for the title, subject, or author of a particular book</p>	<p>4. Maintain the university's official website.</p>	<p>None</p>	<p>3 minutes</p>	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p>
<p>5. Select "AskDORLA" (via Google Form & Messenger/Facebook Chat)</p>	<p>5. Maintain the university's official website.</p>	<p>None</p>	<p>3 minutes</p>	<p>Central Administration</p>



	<p>6. Monitor the queries on the online reference service (AskDORLA).</p>			<p>Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p> <p>North La Union Campus Jessa May A. Gaudia, Library Support Staff</p>
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				<p>Mid La Union Campus Sherill P. Gapasin, Librarian Danielle D. Dacumos, Library Assistant</p> <p>South La Union Campus Kethley Joyce L. P. Vizmanos, Librarian Louie Albert A. Julaila, Librarian Ana Nova L. Parrocha, Librarian Jefferson Santiago, Library Support Staff</p> <p>Open University System Claire F. Pascua, In-Charge, LSD</p>
6. Fill out the necessary details in the Library Inquiry Form (email address, contact number,	7. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p>



<p>ID number, full name, sex at birth, campus, inquiry)</p>				<p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System Fena Austria, ILS Administrator</p>
<p>7. Request for a snapshot or snippet of a specific part or chapter of a book.</p>	<p>8. Send the requested soft copy of a snapshot or snippet of a specific part or chapter of a book to the user via email or other platforms.</p> <ul style="list-style-type: none"> The client has to provide payment 	<p>None</p> <p>Rate determined by courier express.</p>	<p>1 hour</p> <p>1 day</p>	<p>North La Union Campus Jessa May A. Gaudia, Library Support Staff</p> <p>Mid La Union Campus</p>



	for the cost of mailing the desired documents if he/she desires that these be sent through courier			<p>Sherill P. Gapasin, Librarian Danielle D. Dacumos, Library Assistant</p> <p>South La Union Campus Diego B. Beligan, Library Support Staff</p> <p>Open University System Claire F. Pascua, In-Charge, LSD</p>
	TOTAL:	Computed amount by courier express.	1 day, 1 hour and 12 minutes	

Office or Division:	Library Services and Development	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government	
Who may avail:	DMMMSU students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DMMMSU email address		MIS Office
User name and Password		Library



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 ACCESS TO ELECTRONIC RESOURCES				
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select OPAC.	1. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System</p>



				Fena Austria, ILS Administrator
3. Search for the electronic resources needed (digitized theses, dissertations, modules, e-books and e-journals)	4. Maintain the university's official website 5. Maintain the Digital Repository (Calibre) and online databases.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p> <p>North La Union Campus Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego Beligan, ILS Administrator</p> <p>Open University System</p>



				<p>Fena Austria, ILS Administrator</p> <p>North La Union Campus Maribel B. Valdez, Library Support Staff Diana Rose B. Gonzales, Librarian</p> <p>Mid La Union Campus Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus Diego B. Beligan, Library Support Staff</p>
5. Download or open a read copy of the needed electronic resource/s.	6. Maintain the university's official website.	None	3 minutes	<p>Central Administration Jake C. Alminiana, ILS Administrator</p>



				<p>North La Union Campus</p> <p>Allan J. Gaboro, ILS Administrator</p> <p>Mid La Union Campus</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>South La Union Campus</p> <p>Diego Beligan, ILS Administrator</p> <p>Open University System</p> <p>Fena Austria, ILS Administrator</p>
		TOTAL:		9 minutes



2. COLLECTION DEVELOPMENT AND MANAGEMENT (SELECTION)

This process allows clients to participate in the selection of library materials.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pricelist			Library The client will provide.	
Requisition Form			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive catalogs, price lists, and requisition forms.	1. Forward catalogs and price lists to faculty/ program chairs/ deans.	None	3 minutes	<p>North La Union Campus</p> <p>Library Committee</p> <p>Sonia B. Siago, Head, LSD</p> <p>Mid La Union Campus</p> <p>Library Committee</p> <p>Ruby Lyn C. Narra, Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p>



				<p>CGS LRC Wilma L. Kutz, Librarian</p> <p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian</p> <p>COE LRC Sherill P. Gapasin, Librarian</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus Nancy F. Galban, Head, LSD</p> <p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p>
<p>3. Select library resources for purchase.</p>	<p>6. Check the requested titles of the books and library materials on the Koha library system to avoid duplication. If the Koha (Circulation) System is not available, check the titles of the book(s) and other materials manually in the accession record.</p>	<p>None</p>	<p>3 days</p>	<p>North La Union Campus</p> <p>Library Committee</p> <p>Sonia B. Siago, Head, LSD</p> <p>Mid La Union Campus</p> <p>Library Committee</p> <p>Ruby Lyn C. Narra, Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Library Committee</p> <p>Ana Nova L. Parrocha, Librarian</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p>
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				<p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Library Committee</p> <p>Claire F. Pascua, In-Charge, LSD</p>
5. Submit requests.	<p>7. Consolidate the list of library resources for purchase</p> <p>8. Prepare purchase request then submit to the Supply Office.</p>	None	4 days	<p>North La Union Campus</p> <p>Sonia B. Siago, Head, LSD</p> <p>Supply Officer</p> <p>Tranquilino R. Buccat,</p> <p>Mid La Union Campus</p> <p>Ruby Lyn C. Narra Head, LSD</p> <p>Danielle D. Dacumos, Library Assistant</p> <p>CGS LRC</p>



				<p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapsin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>Supply Officer</p> <p>Arturo C. Flores</p> <p>South La Union Campus</p> <p>Nancy F. Galban, Head, LSD</p> <p>Ana Nova L. Parrocha, Librarian</p>
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				<p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Supply Officer</p> <p>Rhoda Sabangan</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Supply Officer</p> <p>Joy San Buenaventura</p>
6. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
	TOTAL:	None	7 days 6 minutes	



3. ISSUANCE AND RE-ISSUANCE OF BORROWER'S CARD

This service allows clients to secure borrower's cards.

Office or Division:	Library Services and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Assessment Form			The client will provide.	
Valid DMMMSU ID			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 ISSUANCE (New employees; freshmen and transferees)				
1. Present proof of affiliation with DMMMSU. <ul style="list-style-type: none"> • For students: Assessment form • For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application. 	2. Check the submitted Assessment form/ DMMMSU ID. <ul style="list-style-type: none"> • Monitor the online applications 	None	3 minutes	North La Union Campus Diana Rose B. Gonzales Librarian Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Mark Vien E. Vinluan, Library Support Staff



				<p>CGS LRC Wilma L. Kutz, Librarian</p> <p>CIT LRC Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC Mindanao B. Gallardo, Librarian</p> <p>COE LRC Sherill P. Gapasin, Librarian</p> <p>COM LRC Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p>
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				<p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
2. Fill out the borrower's card application form with the necessary details.	2. Check the accomplished borrower's card application form.	None	3 minutes	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p>



				<p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p>
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				<p>COF LRC Venessa L. Rimando, Librarian</p> <p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
3. Submit the filled-out form to the library staff.	3. Prepare the borrower's card. 4. Validate the borrower's card	None	5 days 3 minutes	Librarian
6. Sign in the borrower's card logbook	7. Release the borrower's card to the user	None	3 minutes	<p>North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff</p>



				<p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p>
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				<p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
9. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute	
	TOTAL:	None	5 days 10 minutes	



3.2 ISSUANCE (for old students)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present proof of affiliation with DMMMSU. <ul style="list-style-type: none"> • For students: Assessment form • For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application. 	5. Check the submitted Assessment form/ DMMMSU ID. <ul style="list-style-type: none"> • Monitor the online applications 	None	3 minutes	North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff Mid La Union Campus MAIN LIBRARY Mark Vien E. Vinluan, Library Support Staff CGS LRC Wilma L. Kutz, Librarian CIT LRC



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p>
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				<p>COA LRC Josielyn T. Obra, Librarian</p> <p>Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator</p>
6. Sign in the borrower's card logbook	<p>6. Validate the borrower's card.</p> <p>7. Prepare a new borrower's card when the existing one is full.</p>	None	<p>3 minutes</p> <p>1 hour</p>	<p>North La Union Campus Diana Rose B. Gonzales, Librarian Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p>



				<p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta,</p>
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Library
Assistant

**South La
Union
Campus**

Nancy F.
Galban,
Head, LSD

Louie Albert
A. Julaila,
Librarian

COF LRC

Venessa L.
Rimando,
Librarian

COA LRC

Josielyn T.
Obra,
Librarian

**Open
University
System**

Claire F.
Pascua, In-
Charge, LSD



				Fena Austria, ILS Administrator
7. Receive the borrower's card.	8. Releases the borrower's card to the user.	None	3 minutes	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



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				COA LRC Josielyn T. Obra, Librarian Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
8. Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.	9.	None	1 minute	
TOTAL:		None	1 hour 10 minutes	

3.3 RE-ISSUANCE (Freshmen and transferees and old students)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report lost or damaged borrower's card to the library staff.	1. Verify the lost or damaged borrower's card and advise the client to pay the replacement fee to the cashier.	None	3 minutes	North La Union Campus Diana Rose B. Gonzales, Librarian



				<p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p>
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				<p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p> <p>Claire F. Pascua, In-Charge, LSD</p>
4. Pay the replacement fee.	6. Prepare payment slip.	Php100.00	5 minutes	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p>
	7. Receive payment.		15 minutes	



				<p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Cashier</p> <p>Angel M. Villanueva,</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p>
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				<p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>Cashier</p> <p>Criselda H. Rios</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Cashier</p> <p>Charmie Lacebal</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Cashier</p> <p>Wamie Escaño</p>
5. Present the official receipt.	6. Prepare replacement of the lost or damaged borrower's card	None	1 hour	<p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p> <p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p>



				<p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Nancy F. Galban, Head, LSD</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p> <p>Open University System</p>
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				<p>Claire F. Pascua, In-Charge, LSD</p> <p>Fena Austria, ILS Administrator</p>
8.	Sign in the borrower's card logbook	9.	Release the borrower's card to the user.	<p>None</p> <p>3 minutes</p> <p>North La Union Campus</p> <p>Diana Rose B. Gonzales, Librarian</p> <p>Jenny Bhabé L. Turalba, Library Support Staff</p> <p>Mid La Union Campus</p> <p>MAIN LIBRARY</p> <p>Mark Vien E. Vinluan, Library Support Staff</p> <p>CGS LRC</p> <p>Wilma L. Kutz, Librarian</p> <p>CIT LRC</p>



				<p>Evangeline G. Ricafort, Librarian</p> <p>CLAW LRC</p> <p>Mindanao B. Gallardo, Librarian</p> <p>COE LRC</p> <p>Sherill P. Gapasin, Librarian</p> <p>COM LRC</p> <p>Mary Ann A. Ancheta, Library Assistant</p> <p>South La Union Campus</p> <p>Louie Albert A. Julaila, Librarian</p> <p>COF LRC</p> <p>Venessa L. Rimando, Librarian</p> <p>COA LRC</p> <p>Josielyn T. Obra, Librarian</p>
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				Open University System Claire F. Pascua, In-Charge, LSD Fena Austria, ILS Administrator
6.	Accomplish the Client Feedback Form and place it in the drop/suggestion box thereafter.		None	1 minute
		TOTAL:	Php100.00	1 hour 22 minutes



ALUMNI AFFAIRS

EXTERNAL SERVICES



1. INCLUSION OF NEW GRADUATES TO THE ALUMNI DATABASE

This service aims to provide assistance to newly graduates in their inclusion to the alumni database.

Office or Division:	Alumni Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Newly Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration Form			Alumni Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the registration form.	1.1 Evaluate the accomplished registration form.	None	2 minutes	Alumni Affairs Head
	1.2 Check the completeness of the data fields.		3 minutes	Alumni Affairs Head
	1.3 Encode the data from the completed registration form		3 minutes	Alumni Affairs Head
	1.4 Update the alumni database		2 hours	Alumni Affairs Head
	TOTAL:	None	2 hours 8 minutes	



2. COORDINATION OF OFFICERSHIP TO THE ALUMNI ASSOCIATION

This service aims to provide assistance to the officers and members of the alumni association.

Office or Division:	Alumni Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Officers and Members of the Alumni Association/ Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Calendar of Activities		Alumni Affairs Office		
Official List of Newly Elected Alumni Association Officers		Alumni Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule election date	1.1 Coordinate election of alumni association officers	None	3 days	Alumni Affairs Head/ Alumni Association Secretary
	1.2 Disseminate schedule of election		1 day	Alumni Affairs Head Alumni Association Secretary
	1.3 File the list of the newly elected alumni association officers		5 minutes	Alumni Affairs Head Alumni Association Secretary
	TOTAL:	None	4 days 5 minutes	



3. OATH TAKING OF THE ALUMNI ASSOCIATION OFFICERS

This service aims to provide assistance to the officers and members of the alumni association.

Office or Division:	Alumni Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Officers and Members of the Alumni Association/ Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Calendar of Activities		Alumni Affairs Office		
Oath of Office Form		Alumni Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule the date of oath taking ceremony	1.1 Coordinate schedule of oath taking for the alumni association officers	None	3 days	Alumni Affairs Head/ Alumni Association Secretary
	1.2 Disseminate schedule of oath taking ceremony		1 day	Alumni Affairs Head Alumni Association Secretary
	1.3 File the accomplished oath taking forms.		5 minutes	Alumni Affairs Head Alumni Association Secretary
	TOTAL:	None	4 days 5 minutes	



4. TRACING AND TRACKING OF ALUMNI

This service aims to provide assistance to the graduates.

Office or Division:	Alumni Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracing and Tracking From		Alumni Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the tracing and tracking form	1.1 Evaluate the accomplished tracing and tracking form.	None	2 minutes	Alumni Affairs Head
2. Submit evidence of employment	1.2 Check the completeness of the data fields.		3 minutes	Alumni Affairs Head
	1.3 Encode the data from the completed tracing and tracking form		3 minutes	Alumni Affairs Head
	1.4 Update the alumni database		2 hours	Alumni Affairs Head
	TOTAL:	None	2 hours 8 minutes	



CULTURAL AFFAIRS

EXTERNAL SERVICES



1. RECRUITMENT

This procedure aims to standardize the recruitment procedure of the unit.

Office or Division:	Cultural Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Caravan/ Booth Structures/Posters		Cultural Office		
Approved Communication		Cultural Office		
List of Talents		Cultural Office		
Cultural FB Page		Cultural FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Scout of New Member				
1. Conduct Information Dissemination	1. Orient students about the recruitment of new Cultural members	None	30-50 minutes	Head, Cultural Affairs Head, SAS
2. Prepare initial pool of talents	2. Prepare initial list of probable talents for audition	None	5 days	Cultural Affairs Head, Cultural Affairs
1.2. Talent Audition				
1. Accomplish Audition form	1. Accomplish Audition Form	None	5 minutes	Head, Cultural Affairs/ Coach/ Adviser
2. Prepare schedule of Activities	2. Performers maybe solo, duets or larger groups	None	5 minutes	Head, Cultural Affairs/ Coach/ Adviser



3. Conduct audition	3. Assess the performance	None	10-15 minutes per applicant	Head, Cultural Affairs/ Coach/ Adviser
4. Prepare Short List Applicants	4. Submits List of Applicants	None	5 minutes	Head, Cultural Affairs/ Coach/ Adviser
5. Post Audition Result	5. Prepare List of Qualifiers	None	1 day	Head, Cultural Affairs
	TOTAL:		6 days 1 hour 20minutes	

2. RE-ORGANIZATION

This process aims to standardize the re-organization of the different campus cultural organizations.

Office or Division:	Cultural Affairs Unit	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	Bonafide students/learners of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Membership Form	Adviser of the Organization Director Cultural Affairs Head, Cultural Affairs	
2 copies of 2x2 picture	Concerned Student	



Medical Certificate	School Clinic			
Birth Certificate	PSA			
OPLAN	Cultural Office/Adviser			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. General Assembly				
1. Conduct Orientation Program	1. Prepare PPT/Posters	None	20-30 Minutes	Organization Adviser
2. Submit Membership Requirements to Cultural Head Office	2. Fill up Application for Membership and Supporting documents	None	5 minutes	Organization Adviser
3. Conduct Election of Officers	3. Election of Officers per Organization	None	30-40 Minutes	Organization Adviser
4. Accomplish the Client Feedback Form and place it in the drop box.			1 minute	Client
	TOTAL:		51 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. Planning of Activities				
1. Create Training Design and OPLAN	1. Create Training Design and OPLAN	None	30 Minutes	Head, Cultural Affairs, Facilitators
2. Implementation of the OPLAN and Training Designs	2. Conduct trainings and meetings	None	It depends on the activity	Head, Cultural Affairs Facilitators/Coach /Adviser
3. Submit Post Activity Report	3. Submit accomplished Activity Report	None	30-40 minutes	Head, Cultural Affairs, Adviser
4. Evaluate conducted activities	4. Submit Evaluation Forms	None	5 minutes	All Participants
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.			1 minute	Client
	TOTAL:	None	1 hour 16 minutes	

3. CULTURAL AWARENESS PROGRAM

This process aims to unify the selection of participants in different cultural activities.

Office or Division:	Cultural Affairs Unit
Classification:	Simple
Type of Transaction:	Government to client



Who may avail:	Bonafide students/learners of the University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Results of the screening	Organization Adviser
List of delegation	Coach/Adviser
Travel Order	Coach/Adviser
Parent's Waiver	Parents of the Concerned Students
Approved Excuse Letter	Coach/Adviser

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Competitions				
1. Screening of Participants	1. Conduct college, campus and university eliminations	None	4 days	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
2. Prepare entry for next level of competition	2. Organize regular trainings	None	Weekly /Every Wednesday afternoon	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
3. Competition Proper	3. Field exemplary talents	None	1 day	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
4. Evaluation and Submission of Accomplishment Reports	4. Submit Accomplishment Reports	None	30 Minutes	Director, Cultural Affairs Head, Cultural



				Affairs Adviser/Coach
5. Accomplish the Client Feedback Form and place it in the drop box.			1 minute	
	TOTAL:	None	10 days 31 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2. Extension Performances				
1. Receive request or invitation	1. Confirm with the requesting agencies/organizations	None	10 minutes	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
2. Select and train participants	2. Prepare the training design and schedule of activities	None	5 days/per schedule	Trainer/ Adviser/Coach
3. Evaluate Activity/Performance	3. Review the performance of students	None	1 hour	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
4. Accomplish the Client Feedback Form and place it in the drop box.			1 minute	Client
	TOTAL:	None	5 days 1hour 11 minutes	



4. ARTISTIC ENHANCEMENT AND REFINEMENT OF SKILLS

This process is to hone the artistic skills of the students.

Office or Division:	CULTURAL AFFAIRS UNIT			
Classification:	Government to Client			
Type of Transaction:	Simple			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Training Designs		Adviser/Coach/Trainer		
Parent's Waiver		Parents of Concerned student		
Evaluation Form		Adviser/Head Cultural Affair/Director Cultural Affairs		
Accomplishment report		Adviser/Head Cultural Affair/Director Cultural Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Trainings and Practices				
1. Prepare Training Designs/Schedule of Activities	1. Approve training designs and schedule of activities	None	30minutes	Coach/Adviser
2. Implement Training Design	2. Conduct trainings and practices	None	5 days	Coach/ Adviser
3. Monitor and Supervise the Implementation of scheduled activities	3. Monitor practices	None	5 days	Coach/ Adviser
4. Evaluate and Submit Accomplish Reports.	4. Prepare the Accomplishment Report	None	5 minutes	Coach/Adviser
5. Accomplish the Client Feedback Form and place it in the drop box thereafter.			1 minute	
TOTAL:		None	10 days 36 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. Attendance to Seminars, Conferences, Trainings and Workshops				
1. Communication/Invitation	1. Secure approved communication endorsed by the office	None	20 minutes	Director, Cultural Affairs Head, Cultural Affairs/ Adviser/ Coach
2. Approved? Yes/ No	2. Check budget	None	20 minutes	Coach/ Trainer/ Adviser
3. Prepare documents	3. Secure schedule of activities from sponsoring agencies	None	2 days	Coach/ Trainer/ Adviser
4. Participation	4. Monitor the activity	None	1 hour	Coach/ Trainer/ Adviser
5. Post Activity Report	5. Submit Post Activity Report	None	1 hour	Coach/ Trainer/ Adviser
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.			1 minute	
	TOTAL	None	2 days, 2 hours and 41 minutes	



4. COMPENSATION SCHEME

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

Office or Division:	Cultural Affairs Unit			
Classification:	Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Winners in different categories			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Adviser/Coach		
Photocopy of the Awards		Director/Head Cultural Affairs		
Recommendation Letter		Director/Head Cultural Affairs		
Criteria		Director/Head Cultural Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1 Incentives				
1. Prepare letter / request	1. Make a recommendation letter	None	3 minutes	Head/Director Cultural Affairs
2. Approved? YES/NO	2. If approved, prepare needed documents If not approved, should be given Certificate of Recognition during Foundation Day/Recognition Day	None	3 days	Head/Director Cultural Affairs



3. Submit documents to the Accounting Office	3. Submit required documents	None	5 minutes	Head/Director Cultural Affairs
4. Notify students	4. Inform qualified students	None	5 minutes	Head/Director Cultural Affairs
5. Accomplish the Client Feedback Form and place it in the drop box.		None	1 minute	
	TOTAL	None	3 days and 14 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2. Awards and Recognition				
1. Recommend awardees	1. Attach student's accomplishment/achievement reports	None	2 days	Director/Head of Cultural Affairs
2. Assess the achievements of nominees	2. Use the criteria in choosing the awardees	None	20-30 minutes	Director/Head of Cultural Affairs
3. Grants Recognition	3. Submit list of awardees a. campus Winners b. university Winners c. regional Winners d. national Winners e. international Winners	None	5 hours	Director/Head of Cultural Affairs
4. Accomplish the Client Feedback Form and place it in the drop box.			1 minute	
	TOTAL	None	2 days and 31 minutes	



INTERNATIONAL AFFAIRS

INTERNAL/EXTERNAL SERVICES



1. APPLICATION FOR CERTIFICATE OF LEGITIMACY FROM COMMISSION ON HIGHER EDUCATION – INTERNATIONAL AFFAIRS SERVICES (CHED-IAS) VIA THE OFFICE OF INTERNATIONALIZATION

This process involves applying for a Certificate of Legitimacy from CHED-IAS through the IA Office. This certificate likely verifies the authenticity or legitimacy of a certain event or program abroad.

Office or Division:	International Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, Staff, Students travelling abroad for conferences, training, and other exchange/mobility programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to IAS director		President/VPAA/SUC/Director for International Affairs		
IAS Form 15, Evaluation Form for the Necessity of Travel for SUCs		International Affairs Office		
Invitation/acceptance letter		Participant/ Requesting Personnel		
Profile of organizer		Participant/ Requesting Personnel		
Background information on international conference/meeting		Participant/ Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUC personnel submit request for travel to SUC International Relations Officer (IRO) <i>(Note:</i>	1. Receive, record & acknowledge request 1.1 If documents are	None	1 day	IA Officer



<i>Documents must be submitted 1-2 months before travel date)</i>	incomplete, contact requesting personnel to submit lacking documents			
2. Wait for reply/endorsement	SUC IRO conducts initial evaluation and accomplishes Assessment form for Necessity of SUC Foreign Travel	None	1 day	IA Officer
	SUC IRO submits complete requirements to IAS through email	None	1 day	CHED-IAS
	IAS evaluates travel requests and provides recommendation to SUC (15- 30 working days)	None	15-30 days	CHED-IAS
	SUC President endorses to SUC Board of Regents for approval or disapproval	None	2 days after the release of certificate	SUC President



	<p>5. CHED oversight commissioner approves or disapproves travel request of SUC President and forwards to CHED OC (2 weeks before travel date) -<i>exclusive for SUC President Travel</i> / CHED oversight Commissioner approves/disapproves travel request of SUC faculty and forwards to SUC President</p>	None	1 day	CHED-IAS
	<p>SUC President signs the Travel Authority of SUC faculty/ Ched Chairman signs authority to travel to SUC President (<i>exclusive for SUC President</i>)</p>	None		SUC President



Receive thru email the communication/ endorsement	Email copy of certificate to requesting personnel	None	1 day	IA Officer
	TOTAL:	None	22-30 days	



NATIONAL SERVICE TRAINING PROGRAM

EXTERNAL SERVICES



1. ISSUANCE OF SERIAL NUMBERS

Issuance of serial numbers to National Service Training Program (NSTP) graduates. This pertains to the two (2) systems being implemented of the NSTP Unit, one with the military or ROTC component processed by the Department of National Defense (may take a year to process) and another with the non-military or CWTS & LTS processed by the Commission on Higher Education (may take a week to process).

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government To Citizen			
Who may avail:	DMMMSU Students/Individuals who graduated from NSTP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Serial Number Request Form		DMMMSU NSTP Office		
Official grade in NSTP 101 and 102 signed by the program chairperson or registrar		Student Portal account, Office of the Chairperson or Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form with complete requirements	1.1 Receive the submitted documents	None	5 minutes	Receiving Personnel at DMMMSU NSTP Office
	1.2 Validate the information submitted by the student/graduate	None	20 minutes	Personnel at DMMMSU NSTP Office
	1.3 Release appropriate serial number to the student/graduate	None	5 minutes	Head, NSTP DMMMSU NSTP Office
	1.4 Proceed to the Registrar's office for the inclusion of serial number to the Official Transcript of Record (OTR)	None		
TOTAL:		None	41 minutes	



SPORTS DEVELOPMENT

INTERNAL SERVICES



1. REQUEST/BORROW OF SPORTS SUPPLIES AND/OR EQUIPMENT

To ensure that authorized personnel utilize proper sports supplies and/or equipment.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proper sports supplies and/or equipment are used by authorized personnel.		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request specific sports supplies and/or equipment to be used	1.1. Verify if the request sports supplies and/or equipment are available.	None	5 minutes	Sports Office- Sports Officer
2. Accomplish the Logbook for the day use only. If it is for an event, a request letter with a list of sports supplies and/or equipment is placed.	2.1. Verify that all the details in the Logbook is in place.	None	5 minutes	Sports Office- Sports Officer
3. Claim the sports supplies and/ or equipment requested and accomplish the Client Feedback Form and place it in the drop box thereafter	3.1. Release the sports supplies and/ or equipment requested	None	2 minutes	Records Officer
TOTAL:		None	12 minutes	



2. RETURN OF SPORTS SUPPLIES AND/OR EQUIPMENT BORROWED

To ensure that the authorized personnel properly returned the sports supplies and/or equipment in condition.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sports supplies and/or equipment borrowed by the authorized personnel.		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return of the specific sports supplies and/or equipment borrowed.	1.1. Check if the sports supplies and/or equipment is in good condition and verify the number of items returned are in order in the logbook. If anything is damaged or lost, the authorized personnel is held accountable.	None	5 minutes	Sports Office- Sports Officer
2. Accomplish the Logbook by affixing the client's signature and date of return.	2.1. Verify that all the details in the Logbook is in place.	None	5 minutes	Sports Office- Sports Officer
TOTAL:		None	10 minutes	



3. RELEASING SPORTS DOCUMENTS

To ensure that the authorized personnel properly returned the sports supplies and/or equipment in condition.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative or Sports ISO Documents		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the communication/record/document including attachments, if any.	1. Receive incoming document/s.	None	2 minutes	Sports Office- Sports Officer
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2. Give the document/s to the person concerned: coach, trainer, college sports coordinators and others concerned.	None	2 minutes	Sports Office- Sports Officer
	3. Scan/Photocopy documents based on dissemination instruction.	None	2 minutes	Sports Office- Sports Officer
	4. Give the document/s to recipient/s. Original copies should be kept at the Sports Office.	None	2 minutes	Sports Office- Sports Officer
TOTAL:		None	8 minutes	



SPORTS DEVELOPMENT

EXTERNAL SERVICES



1. RELEASING SPORTS DOCUMENTS

To ensure that the authorized personnel properly returned the sports supplies and/or equipment in condition.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Agencies and Private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative or Sports ISO Documents		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the communication/record/document including attachments, if any.	1. Receive incoming document/s.	None	2 minutes	Sports Office- Sports Officer
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2. Give the document/s to the person concerned: coach, trainer, college sports coordinators and others concerned.	None	2 minutes	Sports Office- Sports Officer
	3. Scan/Photocopy documents based on dissemination instruction.	None	2 minutes	Sports Office- Sports Officer
	4. Give the document/s to recipient/s. Original copies should be kept at the Sports Office.	None	2 minutes	Sports Office- Sports Officer
TOTAL:		None	8 minutes	



COLLEGE OF GRADUATE STUDIES

EXTERNAL SERVICES



1. ADMISSION OF NEW STUDENTS

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

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



2. APPLICATION FOR COMPREHENSIVE EXAMINATION

This service allows qualified students to apply for comprehensive examination.

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



3. APPLICATION FOR FINAL ORAL PRESENTATION

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

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Review the endorsement; subsequently approves the application to take the Final Oral Presentation; and 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	
	TOTAL:	Php7,500 – Dissertation Php5,000- Thesis	1 hour 6 minutes	



4. APPLICATION FOR PROPOSAL PRESENTATION

This service allows qualified students to apply for proposal presentation.

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



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

5. APPLICATION FOR QUALIFYING EXAMINATION

This service allows qualified students to apply for qualifying examination.

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



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



6. COMPLETION OF GRADES

This service allows students to complete their grades.

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



7. ENROLMENT

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

Office or Division:	College of Graduate Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any bonafide students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades		College Office Of Student Records		
Official Receipts		Campus Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Enrolment Form	1. Provide the student with enrolment form and provide the client with short briefing on enrolment procedure	None	5 minutes	In Charge of Student Records
2. Seek for 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	
TOTAL:		None	46 minutes	



8. ISSUANCE OF CERTIFICATE OF GRADES

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

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



9. ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

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

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



OFFICES UNDER THE VICE PRESIDENT FOR RESEARCH, DEVELOPMENT AND INNOVATION



RESEARCH UNIT

INTERNAL SERVICES



1. APPROVAL OF EXTERNAL RESEARCH TRAINING PARTICIPATION

This covers the identification and approval of external training participants.

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	None	1 day, 30 minutes	

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.

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	1 day, 30 minutes	

3. APPROVAL OF REQUEST FOR PRESENTATION IN INTERNATIONAL SCIENTIFIC FORUM

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

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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
TOTAL:		None	2 days, 30 minutes	

3. APPROVAL OF RESEARCH PROPOSAL

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

Office or Division:	Office of the Vice President for Research, Development, and Innovation	
Classification:	G2G	
Type of Transaction:	Highly Technical Transaction	
Who may avail:	Faculty and Staff Researchers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Request Form		DMMMSU Portal
Duly Accomplished Endorsements Form		



- Electronic copy and 1 printed copy of the following:
- Program Proposal / DOST Form 2A (Revised 2019) – *for Program proposals only*
 - Project Proposal / DOST Form 2B (Revised 2019)
 - Project Workplan / DOST Form B (Revised 2019)
 - Project Line Item Budget / DOST Form A (Revised 2019)
 - Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018)
 - Curriculum Vitae of Proponents

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



4. 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, Development, and Innovation
TOTAL:		None	15 days	

5. APPROVAL OF TERMINAL REPORTS

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

Office or Division:	Office of the Vice President for Research, Development, and Innovation	
Classification:	G2G	
Type of Transaction:	Highly Technical Transaction	
Who may avail:	Faculty and Staff Researchers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a Terminal Report and corresponding expected research output	1. Review and forward the Terminal Report and corresponding research output to the Operating Unit Research Office	None	2 days	Research Facilitator
2. Prepare and submit a Terminal Report and corresponding expected research output	2. Review and forward the Terminal Report and corresponding research output to the University Research Office	None	3 days	Research Head
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
TOTAL:		None	10 days	



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.

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Complex Transaction			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU Portal		
Duly Accomplished Endorsements Form				
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
TOTAL:		None	5 days	



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.

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	None	1 day, 30 minutes	



2. APPROVAL OF REQUEST FOR PRESENTATION IN INTERNATIONAL SCIENTIFIC FORUM

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

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	G2G			
Type of Transaction:	Simple Transaction			
Who may avail:	Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	2 days, 30 minutes	



EXTENSION UNIT

INTERNAL SERVICES



1. APPROVAL OF EXTENSION PROPOSAL

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

Office or Division:	University Extension Office			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy and 1 printed copy of the following: Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> Project Proposal / DOST Form 2B (Revised 2019) Project Workplan / DOST Form B (Revised 2019) Project Line Item Budget / DOST Form A (Revised 2019) Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) Curriculum Vitae of Proponents		Operating Unit 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
2. Submit revised extension project proposal package to the Operating Unit	2. Evaluate and issue the evaluation results to proponents through the College, Institute, or Division and endorses the proposals to	None	5 days	Extension Head Operating Unit Review Committee Head of Operating Unit



through the Extension Office	the University Extension Office			
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
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
TOTAL:		None	18 days	



2. APPROVAL OF TERMINAL REPORTS (EXTENSION)

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

Office or Division:	University Extension			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Electronic and 1 printed copy of the following:</p> <p>For internally-funded 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>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



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
TOTAL:		None	10 days	

3. REQUEST FOR TRAINING

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

Office or Division:	University Extension Office			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty, Staff and Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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
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
TOTAL:		None	7 days	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G to G			
Type of Transaction:	Complex Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	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
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
TOTAL:		None	6 days and 1 hour	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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
TOTAL:		None	11 days	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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
TOTAL:		None	13 days	



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.

Office or Division:		Office of the Vice President for Research, Development and Innovation		
Classification:		G2G		
Type of Transaction:		Complex Transaction		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	None	5 days and 2 hours	

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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	13 days	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G to G			
Type of Transaction:	Complex Transaction			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	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
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
TOTAL:		None	6 days and 1 hour	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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
	TOTAL:	None	11 days	



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.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	G2G			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Prepare formatted article based on the WoS and/or Scopus-indexed journal’s guidelines.	2. Review scientific journal’s comments and recommendations on “conditional approval”	None	2 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. Respond to scientific journal’s comments and recommendations.	3. 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
4. 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
TOTAL:		None	13 days	

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.

Office or Division:	Office of the Vice President for Research, Development and Innovation	
Classification:	G2G	
Type of Transaction:	Complex Transaction	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit request for publication financing	2. Facilitate payment of publication fee	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. 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
TOTAL:		None	5 days and 2 hours	

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.

Office or Division:	Office of the Vice President for Research, Development and Innovation
Classification:	G2G
Type of Transaction:	Highly Technical Transaction



Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
3. Consults with editors, proofreaders, and/or graphic designers	3. Oversees work of editors, proofreaders and graphic designers.	None	5 days	University Coordinator for IEC material development
4. Re-submit revised IEC material	4. Endorses the approval of developed IEC material.	None	1 day	University Coordinator for IEC material development
		TOTAL:	None	13 days



OFFICES UNDER THE VICE PRESIDENT FOR ADMINISTRATION AND QUALITY ASSURANCE



ADMINISTRATIVE SUPPORT SERVICES UNIT

INTERNAL SERVICES



1. ISSUANCE OF OFFICE CLEARANCE AND/OR CERTIFICATIONS

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

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



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



LEGAL SERVICES UNIT

INTERNAL SERVICES



1. APPLICATION FOR A CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	- Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Operating Unit Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Certificate of No Pending Administrative Case.	1.1 Receives the request	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	Head of Operating Unit
	2.3 Indorse the request and the form to the Director for Legal Services	None	1 hour	Head of Operating Unit
	2.4 Receives and records the incoming document	None	1 minute	Admin Aide



	2.5 Release the request and refer to the Legal Assistants	None	1 minute	Admin Aide
	2.6 Review the form and drafts Certificate of No Pending Administrative Case	None	15 minutes	Legal Assistants
	2.7 Reviews the Certificate of No Pending Administrative Case (for comments and/or recommendations)	None	10 minutes	Director, Legal Services
	2.8 Incorporate the comments and/or recommendations, if any	None	5 minutes	Legal Assistants
	2.9 Issue the Certificate of No Pending Administrative Case	None	5 minutes	Director, Legal Services
	2.10 Release of the document	None	3 minutes	Admin Aide
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	2 hours 46 minutes	



2. FILING OF ADMINISTRATIVE COMPLAINTS

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

Office or Division:	Administrative Support Services Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Any aggrieved party. - Representative of the aggrieved party. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		The client will provide.		
Supporting Documents		The client will provide.		
Certificate of Non-Forum Shopping (CNFS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the verified complaint, supporting documents/evidence, and Certificate of Non-Forum Shopping (CNFS).	1.1 Receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS). 1.2 Marks the date of actual receipt of the Complaint. Assures the client that the matter will be dealt with utmost confidentiality	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



	2.2 Forwards the complaint to the Office of the President	None	3 minutes	Records Officer
	2.3 Indorsement to Director for Legal Services.	None	3 minutes	Records Officer
	2.4 Receives and records the incoming document	None	3 minutes	Admin Aide
	2.5 Release the documents and refer to the Legal Assistants	None	3 minutes	Admin Aide
	2.6 Determines if the complaint is sufficient in form and substance	None	1 hour	Legal Assistants
	2.7 Issues Recommendation	None	1 hour	Director, Legal Services
	2.8 Issues a Show Cause Order to the person complained of	None	1 hour	President
	2.9 Creates an Investigation Committee to conduct preliminary investigation.	None	1 hour	President
	2.10 Conducts preliminary investigation and submits Investigation Report to the Office of the President.	None	20 days	Investigation Committee
	2.11 Issues Formal Charge if prima facie case is established; otherwise, dismisses the case	None	1 day	President



	2.12 Requires Respondent to file answer to the Formal Charge	None	5 days	President
	2.13 Creates Hearing Committee.	None	30 minutes	President
	2.14 Conducts investigation through a formal hearing or submission of position paper, at the election of the respondent.	None	30 days	Investigation Committee
	2.15 Issues a Formal Investigation Report with recommendations	None	15 days	Investigation Committee
	2.16 Renders a Decision	None	30 days	President
	TOTAL:	None	101 days 4 hours 50 minutes	

3. LEGAL CONSULTATION AND REFERRAL

This pertains to general legal inquiries on official matters.

Office or Division:	Legal Services Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	- Any employee of DMMMSU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid Identification Card		The client will provide.



Pertinent documents		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and communicate purpose, and present pertinent documents when applicable	1.1 Accommodates client	None	1 minute	Admin Aide / Legal Assistants
	1.2 Indorses client to the Director for Legal Services			
	1.3 Renders advice	None	15 minutes, or depending on the nature of the concern	Director, Legal Services
	1.4 Make indorsements, if applicable	None	5 minutes	Legal Assistants
	1.5 Review of indorsements, if applicable	None	5 minutes	Director, Legal Services
	1.6 Release the indorsement, if applicable	None	1 minute	Admin Aide
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	28 minutes (depending on the nature of the concern)	



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

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

Office or Division:	Legal Services Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government , G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Any person representing DMMMSU - Stakeholders 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the agreement with attachments		The client will provide.		
Comments and Recommendations of the Director for Legal Services		Director, Legal Services		
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 Forwards the agreement to the Director for Legal Services for comments and recommendations.	None	3 minutes	Executive Assistant (OP)
	1.3 Receives and records the incoming document	None	3 minutes	Admin Aide



	1.4 Release the documents and refer to the Legal Assistants	None	3 minutes	Admin Aide
	1.5 Reviews the agreement and makes comments and/or recommendations	None	2 days, depending on the volume and difficulty of the instrument	Legal Assistants
	1.6 Reviews the annotated Agreement (for comments and/or recommendations)	None	4 hours	Director, Legal Services
	1.7 Incorporate the comments and/or recommendations, if any	None	4 hours	Legal Assistants
	1.8 Submits the agreement and the comments and recommendations to the client	None	2 minutes	Admin Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Incorporate in the agreement the comments and recommendations of the Director for Legal Services and submit the revised	2.1 Incorporate the comments and/or recommendations, if any	None	3 days, depending on the volume and difficulty of the instrument	Client
	2.2 Review the revised agreement	None	4 hours	Legal Assistants



agreement to the Director for Legal Services	2.3 Incorporate the comments and/or recommendations, if any	None	2 days	Client
	2.4 Submit the revised revision together with the annotated version, comments and/or recommendations			
	2.5 Final Review the revised agreement	None	4 hour	Legal Assistants
	2.6 Countersigns and notes that the agreement is in order, unless the recommendations were not incorporated	None	1 hour	Director, Legal Services
	2.7 Release of the document/agreement	None	2 minutes	Admin Aide
	2.8 Forward the revised agreement to the President	None	2 minutes	Admin Aide
	2.9 Signs the agreement and submits the same for Board Approval or confirmation	None	3 minutes	President
3. Accomplish the Client		None	1 minute	



Feedback Form and place it in the drop box thereafter.				
	TOTAL:	None	7 days, 17 hours, 49 minutes depending on the volume of the instrument	



LEGAL SERVICES UNIT

EXTERNAL SERVICES



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

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

Office or Division:	Legal Services Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Any person representing DMMMSU - Heads of Operating Units 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the Notice of Disallowance/Notice of Suspension/Decision issued by COA			The client will provide.	
Evidence supporting the claims of the University			The client will provide.	
Filing fee			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the issuance of the COA to the Office of the President	1.1 Receives the issuance/notice	None	30 minutes	President
	1.2 Inputs recommendations			
	1.3 Forwards the issuance to the Director for Legal Services for appropriate action.	None	3 minutes	Executive Assistant (OP)



	1.4 Receives and records the incoming document	None	1 minute	Admin Aide
	1.5 Refer the documents to the Legal Assistants for review	None	1 minute	Admin Aide
	1.6 Reviews the issuance	None	1 day	Legal Assistants
	1.7 Contacts the Persons Liable	None	30 minutes	Legal Assistants / Admin Aide
2. Respond to the inquiries and submit evidence as may be advised.	2.1 Receives evidence	None	15 minutes	Legal Assistants
	2.2 Drafts responsive pleading	None	3 days	Legal Assistants
	2.3 Forwards the drafted pleading to the Director for Legal Services for review	None	1 minute	Admin Aide
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Review of the pleading (for comments and recommendations)	None	1 day	Director, Legal Services
	2.5 Incorporation of the comments and recommendations of the Director for Legal Services	None	1 hour	Legal Assistants
	2.6 Final review of the pleading	None	4 hours	Director, Legal Services



	2.7 Incorporate the comments and/or recommendations, if any	None	30 minutes	Legal Assistants
	2.8 Sends the responsive pleading to the client, with instructions.	None	1 hour	Legal Assistants / Admin Aide
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	3 days	Legal Assistants
	3.2 Serve copies and file the pleading before the COA	None	6 hours	Legal Assistants / Admin Aide
	3.3 Inform the Client/s	None	5 minutes	Admin Aide
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	8 days 14 hours 12 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. ASSISTANCE TO RETIRING / RESIGNING / TRANSFERRING EMPLOYEES

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

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



2. LEAVE ADMINISTRATION

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

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



3. RECRUITMENT

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

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



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



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



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



4. REQUEST FOR CERTIFICATE OF EMPLOYMENT / SERVICE RECORD

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

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



RECORDS OFFICE

INTERNAL SERVICES



1. AUTHENTICATION OF RECORDS/DOCUMENTS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU officials, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authentic and valid records/documents and reproduced copies (plus one (1) set for Records Office file)		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copies of records / documents for authentication/ certified photocopy together with reproduced copies	1.1. Receive the records/ documents requested for authentication / certified photocopy 1.2. Check for the authenticity and validity of the original copies of records/documents presented for authentication / certified photocopy 1.3. Examine with care and in detail the reproduced records/ documents and compare it to the original records/ documents to detect differences in ink,	None	5 minutes	Records Office- Records Officer



	signatures, alterations or additions and, if the whole page of record/document is captured in photocopying.			
2. Accomplishes the Authentication Request Form.	<p>2.1. Stamp "Certified True Copy" the records / documents for authentication indicating name of certifying officer and signature.</p> <p>2.2. Register in the Authentication Log book the authenticated records / documents and retain the copies for the Records Office file.</p>	None	3 minutes	Records Officer
3. Claim the authenticated / certified photocopied records/ documents together with the original copies and accomplish the Client Feedback Form and place it in the drop box thereafter.	3.1. Release the authenticated/certified photocopied records/ documents together with the original copies.	None	1 minute	Records Officer
	TOTAL:	None	9 minutes	



2. RELEASING OF EXTERNAL COMMUNICATIONS

The service allows a systematic procedure of releasing correspondence transmitted to other agencies, entities, associations or organizations as well as individuals that are not DMMMSU personnel.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU officials, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	<p>1.1. Receives communications for release to other agencies, entities, associations or organizations as well as individuals who are not DMMMSU personnel.</p> <p>1.2. Determines whether the records are ready for release and ensure completeness by checking the following:</p> <p>a. Communications are prepared in triplicate copies.</p> <p>b. Enclosures and attachments</p>	None	5 minutes	Records Office-Records Officer



	<p>c. Duly signed by the President/Head of Operating Unit</p> <p>d. Signatures needed for the action on the communication</p> <p>e. Page sequence</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for External Communications (F002) in the Records Management System.	None	3 minutes	Records Office-Releasing Personnel
	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F02-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Office-Releasing Personnel
	4. Emails/delivers communications to recipients. First Copy-for recipient Second Copy-marked with "FILE COPY" for receiving 3 rd Copy-for the Records Office	None	2 minutes	Records Office-Releasing Personnel
	TOTAL:	None	12 minutes	



3. RECEIVING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU officials, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives incoming document/s. 1.2. Fills-out data required in the Collection Identification Form (F-003) in the Records Management System 1.3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RECEIVED", reference document control number (F03-#), signature	None	3 minutes	Records Office- Receiving personnel



	of the Receiving Personnel, and date received.			
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Gives the document/s to the Office of the Secretary/Head of Operating Unit for action and referral.	None	2 minutes	Records Office- Receiving personnel
	3. Receives from the President/Head of Operating unit acted upon documents checking on the following: a. Approval/Disapproval b. Referral Notes c. Other instructions like dissemination	None	3 minutes	Records Officer
	4. Scans/Photocopies documents based on dissemination instruction.	None	2 minutes	Records Office- Releasing personnel
	5. Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	2 minutes	Records Office- Releasing personnel
	TOTAL:	None	12 minutes	



3. RELEASING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU officials, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives the correspondence to be transmitted within the University. 1.2. Determines whether the documents are ready for release and ensure completeness by checking the following: a. Communications are prepared in triplicate copies. b. Enclosures and attachments	None	5 minutes	Records Office- Records Officer



	<p>c. Duly signed by the President/Head of Operating Unit</p> <p>d. Signatures needed for the action on the communication</p> <p>e. Page sequence</p>			
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for Internal Communications (F004) in the Records Management System	None	3 minutes	Records Office-Releasing Personnel
	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F04-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Office-Releasing Personnel
	<p>4. Emails/delivers communication to recipients.</p> <p>a. First copy for recipient</p> <p>b. Second copy marked with "FILE COPY" for receiving.</p> <p>c. Third copy for the Records Office</p>	None	2 minutes	Records Office-Releasing Personnel
	TOTAL:	None	12 minutes	



RECORDS OFFICE

EXTERNAL SERVICES



1. RECEIVING EXTERNALLY GENERATED DOCUMENTS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Agencies, Private entities, Students and other Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents from other agencies, private entities, and individuals		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives incoming document/s. 1.2. Fills-out data required in the Collection Identification Form (F-001) in the Records Management System 1.3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RECEIVED", reference document control number (F01-#), signature of the Receiving	None	3 minutes	Records Office- Receiving Personnel



	Personnel, and date received.			
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Gives the document/s to the Office of the Secretary/Head of Operating Unit for action and referral.	None	2 minutes	Records Office- Receiving Personnel
	3. Receives from the President/Head of Operating unit acted upon documents checking on the following: a. Approval/Disapproval b. Referral Notes c. Other instructions like dissemination	None	3 minutes	Records Officer
	4. Scans/Photocopies documents based on dissemination instruction.	None	2 minutes	Records Office- Releasing Personnel
	5. Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	2 minutes	Records Office- Releasing Personnel
	TOTAL:	None	12 minutes	



BIDS AND AWARDS OFFICE

INTERNAL SERVICES



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

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

Office or Division:	Office of the Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Employees Only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Project Procurement Management Plan (PPMP) Form			Procurement/BAC Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Procurement Management Plan (PPMP).	1.1. The BAC Secretariat will receive and logged the Approved PPMP of each Offices/Units of the University.	None.	2 months	BAC Secretariat Offices/Units
	1.2. The BAC will evaluate the submitted PPMP of the Offices/Units.	None.	5 days	BAC
	1.3. The BAC Secretariat will consolidate the evaluated PPMP to APP-CSE and APP.	None.	5 days	BAC Secretariat
	1.4. The BAC will forward the APP-CSE and APP to the Finance Office for the Allocation of Funds. 1.5.	None.	5 days	BAC Finance Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. 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
	1.7. 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
	1.8. The BAC Secretariat will post the approved APP-CSE and APP stamped/received by GPPB and PS-DBM to University Website Transparency Seal and to conspicuous place.	None.	30 minutes	BAC Secretariat PBB Secretariat



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

2. PROCESSING OF PURCHASE REQUEST / JOB ORDER

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

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



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



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



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



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



BIDS AND AWARDS OFFICE

EXTERNAL SERVICES



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

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

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



2. SALE OF BIDDING DOCUMENTS

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

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



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



ACCOUNTING OFFICE
EXTERNAL/INTERNAL SERVICES



1. ASSESSMENT OF FEES FOR OTHER PAYORS

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

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Assessment/Enrollment Form		Concerned Colleges/Institutes/Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. liquidated damages, disallowances, etc.)		Concerned Office/Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	1 minute	Accounting Staff
	1.2. Assess Fees		10 minutes	Accounting Staff
TOTAL:		None	11 minutes	



2. PRE-AUDIT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

Office or Division:	Accounting Unit			
Classification:	Complex *			
	Highly Technical **			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Disbursement Voucher (Purchase of Goods, Services, Infrastructure, Reimbursements, TEV, etc.) with supporting documents based on Commission on Audit (COA) Circular 2023-004 dated June 14, 2023 Updated Requirements for Common Government Transactions		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher and supporting documents	1.1 Receive Payroll/ Disbursement Voucher (DV) and supporting documents (SD)	None	10 minutes * 30 minutes **	Receiving/ Releasing Staff
	1.2 Process Payroll/ DV (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None	1 working day	Receiving/ Releasing Staff



	1.3 Pre-audit Payroll/ DV and SD	None	3 working days * 5 working days **	Accounting Staff (in- charge per Fund Cluster)
	1.4 Forward to University/ Campus/ Unit Accountants for review and signing of DV and SD	None	2 working days * 5 working days **	Accountant
	1.5 Release Payroll/ DV and SD from Accounting Office	None	5 minutes	Receiving/ Releasing Staff
	TOTAL:	None	6 working days, 15 minutes * ----- 11 working days, 35 minutes **	



ACCOUNTING OFFICE

INTERNAL SERVICES



1. PRE-AUDIT OF LIQUIDATION REPORTS

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

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



ACCOUNTING OFFICE

EXTERNAL SERVICES



1. VERIFICATION AND ADJUSTMENT OF STUDENT FEES/ACCOUNT BALANCES

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

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Previous/Current Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID/Assessment Form		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID/ Assessment Form	1. Open Student Account in the DMMMSU Enrolment System	None	1 minute	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
TOTAL:		None	5 minutes	



BUDGET OFFICE

INTERNAL SERVICES



1. ALLOCATION OF FUND

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

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Sub-Allotment Advice and Funding			Budget Office of the Operating Units	
Supporting documents, if applicable			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Staff Budget Office
	1.2 Validate the documents, record and affixed control number on the reference form	None	10 minutes	Staff Budget Office
	1.3 Evaluates, certify and sign the document.	None	2 workings days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Staff Budget Office
	TOTAL:	None	2 days 20 minutes	



2. PROCESSING OF PAYROLL/VOUCHERS

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

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Disbursement Voucher		Accounting Office		
Three (3) Copies of Payroll		Accounting Office		
Accomplished Obligation Request and Status (ORS)		Budget Office		
Supporting documents, (Request letter, travel order, invitation, tickets Itinerary of travel, etc and other applicable documents)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Staff Budget Office
	1.2 Validate the documents, record and affix control number on the reference form	None	10 minutes	Staff Budget Office
	1.3 Review, obligate, certify and sign the document	None	2 workings days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Staff Budget Office
	TOTAL:	None	2 days 20 minutes	



BUDGET OFFICE EXTERNAL SERVICES



1. ALLOCATION OF FUND

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

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



CASHIER'S OFFICE

INTERNAL SERVICES



1. COLLECTION OF FEES FROM OTHER PAYORS

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

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g., OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g., Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 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	
TOTAL:		None	1 day 51 minutes	

2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

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



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



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



CASHIER'S OFFICE EXTERNAL SERVICES



1. COLLECTION OF FEES FROM OTHER PAYORS

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

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Bonafide DMMMSU students; Suppliers and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g., OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g., Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the requirement needed for the particular transaction	2.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 minutes	Cashier Staff
	2.2. Issue official receipt to acknowledge payment		10 minutes	Cashier
	2.3. Record the issued receipt to the cash book		5 minutes	Cashier



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

2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

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



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



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



HEALTH SERVICES UNIT

INTERNAL SERVICES



1. 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.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees and their qualified dependents (i.e. parents, spouse and children)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For employees: Valid school ID			Client	
For those with critical and chronic medical conditions: One(1) original copy of Medical Clearance from attending physician			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Patient Logsheet in the Clinic Entrance and present the valid school ID	1. Get the ID and retrieve the Patient's folder.	None	5 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 st day-dose of medication when available. 4.2 Record medical/dental diagnosis.	None	10 minutes	Health ServicesStaff
TOTAL:		None	120 minutes	



2. MEDICAL AND DENTAL CLEARANCE FOR ENROLMENT

This service describes the procedure on the availment of medical and dental clearance by new entrants and transferees for enrolment purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	New Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2x2 Picture (New Employees)			Client	
Long Cream Folder			Client	
Official Results of the required diagnostic and radiologic tests depending on the course			Client	
Official Receipt for Medical Clearance worth Php20.00			Campus Cashier's Window	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Patient Logsheet in the Clinic Entrance	1. Facilitate registration.	None	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 Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician
5. Receive medical certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician
TOTAL:		None	60 minutes	



3. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES

This service describes the procedure on the availment of medical and dental clearance by employees for school activities such as but not limited to, Plant Tour, Seminars, Trainings, Conferences and scholarships.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Results of the required diagnostic and radiologic tests			Client	
Valid School ID			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Patient Logsheet in the Clinic Entrance and present the valid school ID	1. Get the ID and retrieve the Patient's folder.	None	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
3. Proceed to Doctor's/ Dentist's Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician or Dentist
4. Receive medical or dental certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician or Dentist
TOTAL:		None	60 minutes	



4. MEDICAL/DENTAL CLEARANCE FOR NEW EMPLOYEES

This service describes the procedure on the availment of medical and dental clearance by new employees.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	New employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSC Form 211 Medical Requirements (For New Employees)			HR Office	
2x2 Picture (For New Entrants, Transferees and New Employees)			Client	
Short Folder			Client	
Official Results of the required diagnostic and radiologic tests			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Patient Logsheet in the Clinic Entrance.	1. Facilitate registration.	None	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	20minutes	Health ServicesUnit Staff
3. Proceed to Doctor's/ Dentist's Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician or Dentist
4. Receive medical or dental certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician or Dentist
TOTAL:		None	60 minutes	



HEALTH SERVICES UNIT

EXTERNAL SERVICES



1. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For students and employees: Valid school ID			Client	
For students below 12 y/o: accompanied by parent/guardian for dental procedure			Client	
For students 12-17 y/o: parent/guardian consent for dental procedure			Client	
For those with critical and chronic medical conditions: One(1) original copy of Medical Clearance from attending physician			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Patient Logsheet in the Clinic Entrance and present the valid school ID	1. Get the ID and retrieve the Patient's folder.	None	5 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 st day-dose of medication when available.	None	10 minutes	Health ServicesStaff



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

2. MEDICAL AND DENTAL CLEARANCE FOR ENROLMENT

This service describes the procedure on the availment of medical and dental clearance by new entrants and transferees for enrolment purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	New Entrants, and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2x2 Picture (For New Entrants and Transferees)		Client		
Long Cream Folder		Client		
Official Results of the required diagnostic and radiologic tests depending on the course		Client		
Official Receipt for Medical Clearance worth PhP20.00		Campus Cashier's Window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the Patient Logsheet in the Clinic Entrance	1. Facilitate registration.	None	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 Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician
5. Receive medical certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician
TOTAL:		None	60 minutes	

3. MEDICAL AND DENTAL CLEARANCE FOR SCHOOL-RELATED ACTIVITIES

This service describes the procedure on the availment of medical and dental clearance by enrolled students and employees for school activities such as but not limited to On-The-Job Training (OJT), Plant Tour, Seminars, Trainings, Conferences and scholarships.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Results of the required diagnostic and radiologic tests			Client	
Valid School ID			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign in the Patient Logsheet in the Clinic Entrance and present the valid school ID	1. Get the ID and retrieve the Patient's folder.	None	5 minutes	Health Services Unit Staff



4. 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
3. Proceed to Doctor's/ Dentist's Office	4. Conduct medical/dental assessment.	None	30 minutes	Physician or Dentist
4. Receive medical or dental certificate.	5. Issue medical/ dental certificate.	None	5 minutes	Physician or Dentist
	TOTAL:	None	61 minutes	



QUALITY ASSURANCE OFFICE

INTERNAL SERVICES



1. CLIENT SATISFACTION SURVEY

Office or Division:	Quality Assurance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Satisfaction Survey Form		All offices which provided the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Client Satisfaction Survey Form	1.1 Accept the accomplished Client Satisfaction Survey Form from the client	None	5 minutes	Designated Officer of each Office
	1.2 Retrieve the accomplished Client Satisfaction Survey Form from the suggestion box and Google Forms accomplished online via CSS Forms.	None	5 minutes	QA Officer
	1.3 Collate and analyses the data	None	2 days	QA Officer
	1.4 Submit on a monthly basis, the results and final ratings to the Office of the President or Chancellor, wherever is applicable.	None	5 minutes	QA Officer OVPAQA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Present the results during the Management Committee review meeting	None	30 mins.	QA Officer/VPAQA
	1.6 Review the results and file Corrective Action Report (CAR) for offices with ratings below Satisfactory.	None	30 mins.	QA Officer/VPAQA
	TOTAL:	None.	2working days, 1 hour, 15 minutes	



QUALITY ASSURANCE OFFICE EXTERNAL SERVICES



1. CLIENT SATISFACTION SURVEY

Office or Division:	Quality Assurance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide DMMMSU students; Suppliers and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Satisfaction Survey Form		All offices which provided the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Client Satisfaction Survey Form	1.1 Accept the accomplished Client Satisfaction Survey Form from the client	None	5 minutes	Designated Officer of each Office
	1.2 Retrieve the accomplished Client Satisfaction Survey Form from the suggestion box and Google Forms accomplished online via CSS Forms.	None	5 minutes	QA Officer
	1.3 Collate and analyses the data	None	2 days	QA Officer
	1.4 Submit on a monthly basis, the results and final ratings to the Office of the President or Chancellor, wherever is applicable.	None	5 minutes	QA Officer OVPAQA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Present the results during the Management Committee review meeting	None	30 mins.	QA Officer/VPAQA
	1.6 Review the results and file Corrective Action Report (CAR) for offices with ratings below Satisfactory.	None	30 mins.	QA Officer/VPAQA
	TOTAL:	None.	2working days, 1 hour, 15 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

INTERNAL SERVICES



1. ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

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

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



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

EXTERNAL SERVICES



1. RECEIPT OF DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT

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

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



DISASTER RISK REDUCTION AND MANAGEMENT SERVICES

INTERNAL SERVICES



1. DISASTER AND EMERGENCY RESPONSE

To provide emergency response to clients/stakeholders during an emergency.

Office or Division:	DRRM Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report		It may be in any form of communication from clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report an incident in any form of communication. The concerned office/ department or individual should report the incident to the DRRM/ Safety Officers.	1.1. DRRM Officers/ Safety officers should validate the disaster/emergency. 1.2. If the Situation can be handled by the Campus Emergency Response Team, it shall deploy emergency responders. 1.3. If the Campus Emergency Response Team needs assistance from partner agencies or local authorities, coordination and immediate call shall be undertaken 1.4. Employ Alert Status 1.5. Coordination and deployment of CERT upon validated incident, disaster,	None	5 minutes	RANDULPH I. NAVASCA (Director, DRRM Services) DRRM Officers Safety Officers



	and emergency			
	1.6. Incident command system shall be observed 1.7. CERT shall conduct scene-size-up 1.8. Employs disaster/emergency response procedures	None	Time shall depend on the kind of emergency	CERT Members
	1.9. DRRM Office monitors the incident 1.10. DRRM files and reviews the reports.		5 minutes	RANDULPH NAVASCA (DRRM Director) MAY ANN ROSE MONTEMAYOR (Technical Staff)
Client shall accomplish feedback form	2.1 Client feedback form shall be received 2.2 Client feedback form shall be reviewed	None	5 minute	RANDULPH NAVASCA (DRRM Director) MAY ANN ROSE MONTEMAYOR (Technical Staff)
	TOTAL:	None	15 minutes + Time of Response	



DISASTER RISK REDUCTION AND MANAGEMENT SERVICES

EXTERNAL SERVICES



1. DISASTER AND EMERGENCY RESPONSE

To provide emergency response to clients/stakeholders during an emergency.

Office or Division:	DRRM Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Incident Report		It may be in any form of communication from clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report an incident in any form of communication. The concerned office/ department or individual should report the incident to the DRRM/ Safety Officers.	<p>1.11. DRRM Officers/ Safety officers should validate the disaster/emergency.</p> <p>1.12. If the Situation can be handled by the Campus Emergency Response Team, it shall deploy emergency responders.</p> <p>1.13. If the Campus Emergency Response Team needs assistance from partner agencies or local authorities, coordination and immediate call shall be undertaken</p> <p>1.14. Employ Alert Status</p>	None	5 minutes	<p>RANDULPH I. NAVASCA (Director, DRRM Services)</p> <p>DRRM Officers</p> <p>Safety Officers</p>



	1.15. Coordination and deployment of CERT upon validated incident, disaster, and emergency			
	1.16. Incident command system shall be observed 1.17. CERT shall conduct scene-size-up 1.18. Employs disaster/ emergency response procedures	None	Time shall depend on the kind of emergency	CERT Members
	1.19. DRRM Office monitors the incident 1.20. DRRM files and reviews the reports.		5 minutes	RANDULPH NAVASCA (DRRM Director) MAY ANN ROSE MONTEMAYOR (Technical Staff)
Client shall accomplish feedback form	2.1 Client feedback form shall be received 2.2 Client feedback form shall be reviewed	None	5 minute	RANDULPH NAVASCA (DRRM Director) MAY ANN ROSE MONTEMAYOR (Technical Staff)
	TOTAL:	None	15 minutes + Time of Response	



AUXILIARY SERVICES

INTERNAL SERVICES



1. REQUEST FOR AUXILIARY SERVICES

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		The client will provide		
Inspection Report Form		The client will provide/Auxiliary Office		
Job Completion Report Form		The client will provide/Auxiliary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of Request for vehicle/equipment	1.1 Review Request Letter	None	5 minutes	Head of Operating Unit
2.Fill-out request form	2.1 Determine the purpose, place, date, time of departure and name of passengers/s. 2.2 Coordinate to motorpool tor prepare trip ticket and withdrawal slip for the details of the trip. 2.3 In case of Disapproved request notify the requesting party.	None	5 minutes	Head of Auxiliary
3. Accomplish the Client Feedback Form and place in the drop box thereafter.		None	1 minute	End-user
TOTAL:		None	11 minutes	



2. REQUEST FOR MOTORPOOL SERVICES

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		The client will provide		
Request Form		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a fill-out Request Form and submit to the Chancellor's office for approval.	1.1 Review Request Form 1.2 Identify the services needed	None	5 Minutes 1 Minute	Head of Auxiliary Head of Auxiliary
2. Submit approved request form to the Auxiliary Office.	2.1 Assign Auxiliary personnel to inspect what is in the request form. 2.2 Determine the extent of services needed. 2.3 List down supplies and materials needed in the conduct of job requested.	None	1 Minute Minimum of 30 minutes Minimum of 10 minutes Minimum of 30 minutes	Head of Auxiliary Auxiliary Personnel Auxiliary Personnel Auxiliary Personnel
3. Prepares purchase request	3.1 If materials are already acquired, repair will be conducted Immediately 3.2 In case of unrepairable	None	1-2 hours Minimum of 5 days	End-user Outsource



	internally, outsource repair should be conducted. 3.3 If Materials and supplies listed are not available. Rescheduled job to be performed.			Head of Auxiliary
4. Fill-out the completion form	4.1 Certify the completion of the job requested.	None	1 minute	End-user
3. Accomplish the client Feedback Form and Place it in the drop box thereafter.		None	1 minute	End-user
	TOTAL:	None	Minimum of 5 days, 36 hours, and 19 minutes	

3. WASTE MANAGEMENT SERVICES

Office or Division:	Auxiliary Services Unit/Waste Management Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Observe waste management policy		Environmental Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be aware of the waste management policy of institution.	1.1 Implement the "No segregation No Collection" policy. 1.2 Implement the CAYGO,	None	5 Minutes	Head of Environmental Management / Head Auxiliary



	Clean As You Go, policy.			Services Office
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 Minute	Internal & External client
	TOTAL:	None	6 Minutes	



AUXILIARY SERVICES

EXTERNAL SERVICES



1. REQUEST FOR AUXILIARY SERVICES

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		The client will provide		
Inspection Report Form		The client will provide/Auxiliary Office		
Job Completion Report Form		The client will provide/Auxiliary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of Request for vehicle/equipment	1.1 Review Request Letter	None	5 minutes	Head of Operating Unit
2.Fill-out request form	2.1 Determine the purpose, place, date, time of departure and name of passengers/s. 2.2 Coordinate to motorpool tor prepare trip ticket and withdrawal slip for the details of the trip. 2.3 In case of Disapproved request notify the requesting party.	None	5 minutes	Head of Auxiliary
3. Accomplish the Client Feedback Form and place in the drop box thereafter.		None	1 minute	End-user
TOTAL:		None	11 minutes	



2. REQUEST FOR MOTORPOOL SERVICES

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		The client will provide		
Request Form		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a fill-out Request Form and submit to the Chancellor's office for approval.	1.1 Review Request Form 1.2 Identify the services needed	None	6 Minutes 1 Minute	Head of Auxiliary Head of Auxiliary
2. Submit approved request form to the Auxiliary Office.	2.1 Assign Auxiliary personnel to inspect what is in the request form. 2.2 Determine the extent of services needed. 2.3 List down supplies and materials needed in the conduct of job requested.	None	1 Minute Minimum of 30 minutes Minimum of 10 minutes Minimum of 30 minutes	Head of Auxiliary Auxiliary Personnel Auxiliary Personnel Auxiliary Personnel
3. Prepares purchase request	3.1 If materials are already acquired, repair will be conducted Immediately 3.2 In case of unrepairable	None	1-2 hours Minimum of 5 days	End-user Outsource



	internally, outsource repair should be conducted. 3.3 If Materials and supplies listed are not available. Rescheduled job to be performed.			Head of Auxiliary
4. Fill-out the completion form	4.1 Certify the completion of the job requested.	None	1 minute	End-user
3. Accomplish the client Feedback Form and Place it in the drop box thereafter.		None	1 minute	End-user
	TOTAL:	None	Minimum of 5 days, 36 hours, and 19 minutes	

3. WASTE MANAGEMENT SERVICES

Office or Division:	Auxiliary Services Unit/Waste Management Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Observe waste management policy		Environmental Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be aware of the waste management policy of institution.	1.1 Implement the "No segregation No Collection" policy. 1.2 Implement the CAYGO,	None	5 Minutes	Head of Environmental Management / Head Auxiliary



	Clean As You Go, policy.			Services Office
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 Minute	Internal & External client
	TOTAL:	None	6 Minutes	



SECURITY SERVICES

INTERNAL SERVICES



1. PROVISION OF SERVICES OF THE SECURITY UNIT

Office or Division:	Security			
Classification:	Simple			
Type of Transaction:	Government to clients			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clients must fill out the visitor's logbook			Security Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present trip ticket to the guard on duty	Verify signatories of trip tickets and record pertinent information on the logbook	None	N/A	Guard on duty
1.2 Present a BLOWFACTS form that is marked "Pre-departure Check", containing driver and vehicle's information	See to it that the pre-boarding check on the vehicle is conducted and record the odometer reading	None	2 minutes	Guard on duty
1.3 Halt for vehicle inspection upon arrival at its campus after a trip	Conduct walk-around check on the vehicle and fill-out BLOWFACTS form that is marked "Arrival Check", based on observations regarding the condition of the vehicle and record odometer reading; verify travel order of passenger if there is any	None	2 minutes	Guard on duty
1.4 Request for security services; fill out and submit the form	Provide a copy of the prescribed Security Services Request form to be filled out by the client; sign and	None	2-3 minutes	Guard on duty



	receive, and photocopy the duly accomplished request form; give 1 copy to the client and keep the other copy to be transmitted to the chancellor/ head of operating unit for approval			
1.5 Report incident/s	Fill out an Incident Report template by providing all the pertinent information; the IR template will be signed by the one who reported the incident and by the guard on duty; submit the IR to the immediate supervisor for appropriate action	None	5 minutes	Guard on duty
1.6 Request a copy of Load Manifest form for PUVs conveying passengers from the campus	Fill out a copy of the Load Manifest form and write the names of the passenger/s and the driver, destination, and the plate number and/or body number of the PUV.	None	2-3 minutes	Guard on duty
2. (Student/s) properly wear ID before entering the campus	See to it that students wear their school IDs; students without ID may be allowed to enter the campus if they have plausible reasons, but their names will be recorded for future reference and will be forwarded to their program chairperson for appropriate action	None	1 minute	Guard on duty
3. (Visitors) present a valid identification card before entry	Verify the identity of the person presenting an ID; call/ inform the person to be visited and ask if he/she will allow the visitor; record information on the logbook; give	None	3 minutes	Guard on duty



	visitor's gate pass to the visitor in exchange to his/her valid ID; return the visitor's Identification Card in exchange to the visitor's gate pass.			
3.1 Present gate pass for scrap/salvage materials	Inspect construction workers' bags and contractors' vehicles before exit; if scrap/salvage materials are to be brought out, check, verify, and keep the gate pass for records purposes	None	5 seconds for bag inspection; 30 seconds for vehicle inspection; 2 minutes or more depending on the volume of materials to be brought out	Guard on duty
	TOTAL:	None	21 minutes and 35 seconds	



SECURITY SERVICES

EXTERNAL SERVICES



1. PROVISION OF SERVICES OF THE SECURITY UNIT

Office or Division:	Security			
Classification:	Simple			
Type of Transaction:	Government to clients			
Who may avail:	Students, Parents/Guardians, Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clients must fill out the visitor's logbook			Security Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present trip ticket to the guard on duty	Verify signatories of trip tickets and record pertinent information on the logbook	None	N/A	Guard on duty
1.2 Present a BLOWFACTS form that is marked "Pre-departure Check", containing driver and vehicle's information	See to it that the pre-boarding check on the vehicle is conducted and record the odometer reading	None	2 minutes	Guard on duty
1.3 Halt for vehicle inspection upon arrival at its campus after a trip	Conduct walk-around check on the vehicle and fill-out BLOWFACTS form that is marked "Arrival Check", based on observations regarding the condition of the vehicle and record odometer reading; verify travel order of passenger if there is any	None	2 minutes	Guard on duty
1.4 Request for security services; fill out and submit the form	Provide a copy of the prescribed Security Services Request form to be filled out by the client; sign and	None	2-3 minutes	Guard on duty



	receive, and photocopy the duly accomplished request form; give 1 copy to the client and keep the other copy to be transmitted to the chancellor/ head of operating unit for approval			
1.5 Report incident/s	Fill out an Incident Report template by providing all the pertinent information; the IR template will be signed by the one who reported the incident and by the guard on duty; submit the IR to the immediate supervisor for appropriate action	None	5 minutes	Guard on duty
1.6 Request a copy of Load Manifest form for PUVs conveying passengers from the campus	Fill out a copy of the Load Manifest form and write the names of the passenger/s and the driver, destination, and the plate number and/or body number of the PUV.	None	2-3 minutes	Guard on duty
2. (Student/s) properly wear ID before entering the campus	See to it that students wear their school IDs; students without ID may be allowed to enter the campus if they have plausible reasons, but their names will be recorded for future reference and will be forwarded to their program chairperson for appropriate action	None	1 minute	Guard on duty
3. (Visitors) present a valid identification card before entry	Verify the identity of the person presenting an ID; call/ inform the person to be visited and ask if he/she will allow the visitor; record information on the logbook; give	None	3 minutes	Guard on duty



	visitor's gate pass to the visitor in exchange to his/her valid ID; return the visitor's Identification Card in exchange to the visitor's gate pass.			
3.1 Present gate pass for scrap/salvage materials	Inspect construction workers' bags and contractors' vehicles before exit; if scrap/salvage materials are to be brought out, check, verify, and keep the gate pass for records purposes	None	5 seconds for bag inspection; 30 seconds for vehicle inspection; 2 minutes or more depending on the volume of materials to be brought out	Guard on duty
	TOTAL:	None	21 minutes and 35 seconds	



OFFICES UNDER THE VICE PRESIDENT FOR PLANNING AND DEVELOPMENT



INFRASTRUCTURE PLANNING AND DEVELOPMENT OFFICE

INTERNAL SERVICES



1. PROJECT PLANNING

Office or Division:	Office of the Infrastructure Planning and Development
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Internal Clients/End-User/Requisitioning Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
DED Form – F003 OPLAN – F001 APP PPMP Preliminary Design Final DED	Infrastructure Planning and Development Office Institutional Planning Office Procurement Officer Procurement Officer/End-User Infrastructure Planning and Development Office Infrastructure Planning and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DED Form indicating the services needed	1.1 Receives the request for Detailed Engineering Design properly signed and approved by the Chancellor	None	30 minutes	End-User Infrastructure Planning Campus Engineer
2. Provides design requirements	2. Prepare a preliminary design based on the design requirement of the end-user	None	1 week -simple 2 weeks -complex	Campus Infrastructure Head, Campus Engineer, Draftsman, End-user
3. Receive a copy of the preliminary design for approval	3. Furnish a copy of the preliminary design	None	1 day	Infrastructure Head End-User



4. Return the preliminary design bearing the signature of the end-user	4.1 Receive the preliminary design. 4.2 Preparation of the complete detailed engineering design of the project 4.3 Preparation of the Program of Works and Technical Specifications	none	30 mins 2 weeks to 1 month 1 week to 2 weeks	Campus Infrastructure Head, Campus Engineer, Draftsman, University Architect, University Engineer
5. Attend a pre-procurement conference	5. Finalization of the detailed engineering design, program of works, and technical specifications	None	1 hour	Campus Infrastructure Head, Campus Engineer, Draftsman, University Architect, University Engineer, End-User, BAC Members
TOTAL:		None	60 days 1 hour	



2. PROJECT IMPLEMENTATION

Office or Division:	Office of the Infrastructure Planning and Development	
Classification:	Highly Technical	
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Final DED	Infrastructure Planning Office	
Procurement Documents	UBAC	
Notice to Award	UBAC	
Contract Agreement	UBAC	
Notice to Proceed	UBAC	
University policies and guidelines on the project implementation	Infrastructure Planning Office	
Monthly Accomplishment Report and Statement of Time Elapse	Infrastructure Planning Office	
Field Memo and Punchlist	Infrastructure Planning Office	
Pouring Request Form	Infrastructure Planning Office	
Joint inspection Report	Infrastructure Planning Office	
Certificate of Completion	Infrastructure Planning Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the procurement documents, NOA, Contract, and Notice to Proceed	1. Receive the NOA, Contract, and Notice to Proceed	none	1 hour	Infrastructure Planning UBAC
2. Attend pre-construction meeting	2. Conduct pre-construction meeting to discuss the University policies and guidelines on the project implementation and the detailed engineering design	none	3 hrs	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)



3. Implements Construction Proper	3.1. Supervise the implementation of the project 3.2. Conduct monthly construction meeting 3.2. Prepare monthly accomplishment report, 3.3. Issue field memo as needed 3.4 Prepare and Submit quarterly GPAPs to the COA	None None None None None	Whole project duration 3 hrs. 1 day 1 day 1 day	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)
4. Request for the conduct of inspection for accomplishment validation for progress billing purposes	4.1 Receive request for billing and Conduct joint inspection for SWA validation 4.2. Prepare accomplishment report and Statement for time elapsed for billing attachment 4.3 Approval of the accomplishment report	None none none	1 day 1 day Within 7 cal.days	Inspectorate Committee, Campus Engineer, End-User, and External Provider Campus Engineer Infrastructure Head, University Engineer, End-user, Chancellor, Director for Infra, VP for PRD and the President



5. Request for the conduct of final inspection for the project completion	5.1 Receive request for final billing and Conduct final joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider
	5.2. Prepare accomplishment report and Statement for time elapsed and certificate of completion	None	1 day	Campus Engineer
	5.3 Approval of the accomplishment report, Final Joint Inspection and certificate of Completion	none	7 days	Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President
TOTAL:		None	21 days 7 hrs	



3. POST-CONSTRUCTION ACTIVITIES

Office or Division:	Office of the Infrastructure Planning and Development	
Classification:	Highly Technical	
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen G2G – Government to Government	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Completion Certificate of Acceptance Letter of Turn-Over		Infrastructure Planning Office Infrastructure Planning Office Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides project completion documents	1. Evaluates project completion based on the approved plans and specifications	None	1 day	Infrastructure Head, Campus Engineer, University Engineer, University Architect, End-user, Chancellor
2. Provide services during the one year liability period	2. Monitor the completed project against quality of workmanship and issue letter of repair if applicable within the 1 year liability period	none	1 year	Campus Infrastructure Head, Campus Engineer,



3. Request for final inspection and letter of acceptance (after the 1 yr liability period)	3.1. Conduct joint inspection	None	1 day	Inspectorate Committee, End-user, Infrastructure Head, Campus and University Engineer and Campus Architect
	3.2 Issue Certificate of Acceptance	none	1 day	Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President
TOTAL:		None	1 year 3 days	



INFRASTRUCTURE PLANNING AND DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. PROJECT IMPLEMENTATION

Office or Division:	Office of the Infrastructure Planning and Development	
Classification:	Highly Technical	
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen	
Who may avail:	External Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Final DED	Infrastructure Planning Office	
Procurement Documents	UBAC	
Notice to Award	UBAC	
Contract Agreement	UBAC	
Notice to Proceed	UBAC	
University policies and guidelines on the project implementation	Infrastructure Planning Office	
Monthly Accomplishment Report and Statement of Time Elapse	Infrastructure Planning Office	
Field Memo and Punchlist	Infrastructure Planning Office	
Pouring Request Form	Infrastructure Planning Office	
Joint inspection Report	Infrastructure Planning Office	
Certificate of Completion	Infrastructure Planning Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the procurement documents, NOA, Contract, and Notice to Proceed	1. Receive the NOA, Contract, and Notice to Proceed	none	1 hour	Infrastructure Planning UBAC
4. Attend pre-construction meeting	2. Conduct pre-construction meeting to discuss the University policies and guidelines on the project implementation and the detailed engineering design	none	3 hrs	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)



<p>5. Implements Construction Proper</p>	<p>3.1. Supervise the implementation of the project 3.2. Conduct monthly construction meeting 3.2. Prepare monthly accomplishment report, 3.3. Issue field memo as needed 3.4 Prepare and Submit quarterly GPAPs to the COA</p>	<p>None None None None None</p>	<p>Whole project duration 3 hrs. 1 day 1 day 1 day</p>	<p>Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)</p>
<p>4. Request for the conduct of inspection for accomplishment validation for progress billing purposes</p>	<p>4.1 Receive request for billing and Conduct joint inspection for SWA validation 4.2. Prepare accomplishment report and Statement for time elapsed for billing attachment 4.3 Approval of the accomplishment report</p>	<p>None none none</p>	<p>1 day 1 day Within 7 cal.days</p>	<p>Inspectorate Committee, Campus Engineer, End-User, and External Provider Campus Engineer Infrastructure Head, University Engineer, End-user, Chancellor, Director for Infra, VP for PRD and the President</p>



5. Request for the conduct of final inspection for the project completion	5.1 Receive request for final billing and Conduct final joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider
	5.2. Prepare accomplishment report and Statement for time elapsed and certificate of completion	None	1 day	Campus Engineer
	5.3 Approval of the accomplishment report, Final Joint Inspection and certificate of Completion	none	7 days	Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President
	TOTAL:	None	21 days 7 hrs	



4. POST-CONSTRUCTION ACTIVITIES

Office or Division:	Office of the Infrastructure Planning and Development	
Classification:	Highly Technical	
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen G2G – Government to Government	
Who may avail:	External Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Completion Certificate of Acceptance Letter of Turn-Over		Infrastructure Planning Office Infrastructure Planning Office Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides project completion documents	1. Evaluates project completion based on the approved plans and specifications	None	1 day	Infrastructure Head, Campus Engineer, University Engineer, University Architect, End-user, Chancellor
2. Provide services during the one year liability period	2. Monitor the completed project against quality of workmanship and issue letter of repair if applicable within the 1 year liability period	none	1 year	Campus Infrastructure Head, Campus Engineer,



3.Request for final inspection and letter of acceptance (after the 1 yr liability period)	3.1. Conduct joint inspection	None	1 day	Inspectorate Committee, End-user, Infrastructure Head, Campus and University Engineer and Campus Architect
	3.3 Issue Certificate of Acceptance	none	1 day	Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President
TOTAL:		None	1 year 3 days	



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



1. CONTROL OF NEW AND REVISED DOCUMENTED INFORMATION

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



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

3. REQUEST FOR DOCUMENTED INFORMATION

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



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



INFORMATION AND COMMUNICATIONS TECHNOLOGY

INTERNAL SERVICES



1. REQUEST FOR IT SERVICES

This service allows DMMMSU constituents to request for ICT Services.

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



STRATEGIC COMMUNICATIONS

INTERNAL SERVICES



1. PUBLICATION OF MATERIALS FOR DISSEMINATION

The service allows a systematic procedure of receiving and checking the quality of all Publication Materials for dissemination via the Official University website and Social Media Platforms.

Office or Division:	Strategic Communication (StratCom)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Publication Material (Articles, Photos, Announcements, Advisories, etc) 2. Publication Material Evaluation and Approval Form		The client will provide the Publication Material and Publication Material Evaluation and Approval Form.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the Publication Material Evaluation and Approval Form for content evaluation and approval	2.1 Receives the publication material requested for content evaluation and approval 2.2 Checks for the authenticity and validity of the publication material 2.3 If approved, submits the publication material to the StratCom Head for the first level of quality assurance. 2.4 If disapproved, returns the content evaluation and approval form.	None	Within 8 hours, depending on the quality of the article submitted	Dean/Unit Head/ StratComm Head
3. Complies with the recommendation before it will be resubmitted to the	2.1 Receives the edited publication material for approval.			StratComm Head



Dean/Unit Head/ StratCom Head	2.2 If approved, endorses the publication material to the Stratcom Director for final review.	None	Within 8 hours	StratCom Director
	<p>2.3 Reviews, proofreads, edits, and refines the publication material for campus/unit or university publication.</p> <p>2.4 Sends the publication material to the University Graphics Designer/layout artist.</p> <p>2.5 Prepares the publication materials following the University brand.</p> <p>2.6 Reviews the publication material</p> <p>2.7 Uploads the publication material (graphics design) on the University website.</p> <p>2.8 Uploads the publication material on the website and/or official social media platform</p>	None	Within 8 hours	<p>StratCom Head</p> <p>StratCom Director</p> <p>University Graphics Designer/Campus/Unit Designer</p> <p>StratCom Director</p> <p>Social Media Manager</p> <p>Social Media Manager</p>
	TOTAL:	None		



STRATEGIC COMMUNICATIONS

EXTERNAL SERVICES



1. RECEIVING EXTERNALLY GENERATED DOCUMENTS

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

Office or Division:	Strategic Communication			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G- Government to Government			
Who may avail:	Agencies, Private entities, and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Publication Materials from other agencies, private entities, and individuals		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends communication/ Publication material including attachments, if any.	1.1 Receives incoming communication/publication material. 1.2. Endorses the publication material to the StratCom Director 1.3. Sends the publication material to the University Graphics Designer/layout artist. 1.4 Prepares the publication materials following the University brand. 1.5 Uploads the publication material on the University website and/or official social media platform	None		StratCom Head StratCom Director Media Manager



SERICULTURE RESEARCH AND DEVELOPMENT INSTITUTE



OFFICE OF THE EXECUTIVE DIRECTOR

INTERNAL SERVICES



1. RESPONSE TO QUERIES/ASSISTANCE TO VISITORS

Office or Division:		Office of the Executive Director		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government, G2C – Government to Citizen		
Who may avail:		All employee of DMMMSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter		The client will provide		
Supporting Documents		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may call, text, submit a letter, or email the institute for inquiries.	1.1. Receive and forward communication to the Office of the Executive Director	None	5 minutes	Records Officer
	1.2 Receive call or text inquiries and incoming visitors and answer their queries and assist them to the concerned offices.	None	5 minutes	PACD Staff
	1.3 Review the forwarded communication from the Record's Office for the Executive Director's action.	None	5 minutes	Secretary/OD Staff
	1.4 Acts on the received communication.	None	10 minutes	Executive Director
2. Clients/visitors may visit the Office of the Executive Director.	2.1 Accommodate clients/visitors on a first come-first served basis (walk-in clients/visitors) or through scheduled appointments (clients/visitors who has submitted a letter).	None	30 minutes	Executive Director
		TOTAL:	55 minutes (depending on the nature of queries)	



OFFICE OF THE EXECUTIVE DIRECTOR

EXTERNAL SERVICES



1. INSTITUTE TOUR SERVICES

Office or Division:	Office of the Executive Director			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter/Letter of Intent		The client will provide		
Supporting Documents		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may call, text, submit a request letter/letter of intent addressed to the Executive Director, or email the institute for proper scheduling of visit/tour.	1.1. Receive and forward communication to the Office of the Executive Director	None	5 minutes	Records Officer
	1.2 Receive call or text inquiries and incoming visitors and answer their queries and assist them to the concerned offices.	None	5 minutes	PACD Staff
	1.3 Review the forwarded communication from the Record's Office for the Executive Director's action.	None	5 minutes	Secretary/OD Staff
	1.4 Acts on the received communication and notifies the Information Officer and other concerned personnel.	None	10 minutes	Executive Director
2. Clients/visitors arrive at the institute on the scheduled date and time for the tour.	2.1 Provides briefings and tour the visitors around the different areas of the institute.	None	1-2 hours	Information Officer All Other Concerned Personnel
TOTAL:		None	2 hours and 25 minutes (depending on the itinerary of the tour)	



ADMINISTRATIVE SUPPORT SERVICES

INTERNAL SERVICES



1. FILING OF GRIEVANCE/COMPLAINTS

This service allows an employee to report/file a grievance/complaint that becomes the subject of an administrative concern/issue or any violation of the Civil Service Rules.

Office or Division:	Administrative Support Services Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Any aggrieved individual/party Representative of the aggrieved party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		The client will provide		
Supporting Documents		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a grievance/complaint letter	1.1. Receives verified complaint with supporting documents	None	3 minutes	Records Office
2. Receive a copy of the complaint	2.1. The records officer forwards the grievance/complaint letter to the Office of the Director and the Chief of Administrative Officer	None	3 Minutes	Executive Director Administrative Officer
	2.2. Review and determine the substance of the complaint	None	10 Minutes	Executive Director/ Administrative Officer Concerned Immediate Supervisor
3. Call the attention of the concerned employee/s	3.1. Conduct an initial interview/investigation for the aggrieved party and the respondent	None	1 hour	Division Chiefs Administrative Officer Research Extension
	3.2. Determine if both parties agree to settle the issue/concern in a peaceful manner 3.3. Require both parties to sign and agree to resolve the complaint	None	30 minutes	Division Chiefs Administrative Officer Research Extension



4. Conduct of a Grievance Committee Meeting	4.1. Conduct a grievance committee meeting if the complainant further requests for intensive investigation of the case	None	1 hour	Grievance Committee
	4.2. Require the respondent to submit a comment/response within five (5) days from the receipt thereof	None	10 minutes	Grievance Committee
	4.3. Conduct a preliminary investigation and submit an investigation report to the Office of the President	None	10 days	Grievance Committee
	TOTAL:	None	10 days 2 hours and 56 minutes	

2. CONSULTATION AND REFERRAL

This pertains to general legal inquiries on official matters.

Office or Division:	Administrative Support Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		The client will provide.		
Pertinent documents		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present ID and communicate purpose, and present pertinent documents when applicable	1.1 Accommodates client	None	1 minute	Administrative 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	Administrative Officer
	1.3 Make indorsements, if applicable	None	5 minutes	Administrative Officer
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	22 minutes (depending on the nature of the concern)	

3. ISSUANCE OF OFFICE CLEARANCE AND/OR CERTIFICATIONS

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

Office or Division:	Administrative Support Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	DMMMSU SRDI Personnel DMMMSU Personnel's Authorized Representative/Beneficiary
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Principal				
Letter request (1 original, 1 photocopy) Personal Appearance Service Record of employee Personal Data Sheet of employee, if necessary		Client Client Records Office HRMO		
Representative				
Authorization Letter or Special Power of Attorney (1 original, 1 photocopy) Personal Appearance Government Issued Identification Card of the person being represented (1 original, 1 photocopy) Valid Photo ID of representative Service Record of person being represented Personal Data Sheet of the person being represented, if necessary Death Certificate of deceased personnel		Citizen or client being represented Client representative Employee ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG Employee ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG Records Office HRMO Local Civil Registrar, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book and submit the required documents for initial assessment and verification	1. Receive the required documents and check for completeness	None	6 Minutes	Office staff, Administrative Services
2. Wait for the processing and release of Clearance or Certification	2. Process the request	None	5 Minutes	Office Staff, Head of Administrative Services
3. Receive the Clearance or Certification	3. Issue the Certificate or Clearance to the Client	None	2 Minutes	Office Staff, Head of Administrative Services



4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	14 minutes	



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

Office or Division	Supply and Property Management Office			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who May Avail	End-user/Requisition Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Requisition and Issue Slip(RIS)	Supply office			
Inventory and Custodian Slip(ICS)				
Property/Acknowledgment Receipt(PAR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Purchase Request	Prepare requisition and issue slip for supplies and materials. 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 above 50K.	None	20 minutes	Property Custodian SPMO staff in- charge
2. Receive Supplies, Materials and Equipment. Sign RIS/ICS/PAR	Check, count, and issue items to end users.	None	20 minutes	Property Custodian SPMO in-charge
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	41 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

EXTERNAL SERVICES



1. RECEIPT OF DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT

This service authorizes the receipt, inspection and acceptance of deliveries of Supplies, Materials and Equipment

Office or Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who may Avail		Suppliers/Dealers/Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approves Purchase Order/Contract		Bids and Awards Committee Office/Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Purchase Order/Contract for the delivery of Supplies, Materials and Equipment	Check/Verify approved Purchase Order/Contracts and other supporting documents	None	5 minutes	SPMO staff-in-charge
2. Deliver items	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 TWG
	Prepare Inspection and Acceptance report. Check, inspect and accept deliveries.	None	5 minutes	SPMO staff-in-charge, Inspection Committee, end user.
3. Receive original copy of delivery receipt, Charge invoice /Sales invoice	Affix signature in the delivery receipt, Sales invoice/Charge invoice	None	2 minutes	SPMO staff in-charge
TOTAL:		None	32 minutes	



BAC AND PROCUREMENT OFFICE

INTERNAL SERVICES



1. PREPARATION AND SUBMISSION OF PROJECT PROCUREMENT AND MANAGEMENT PLAN (PPMP)

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

Office or Division	Bids and Awards Committee & Procurement Office			
Classification	Highly technical			
Type of Transaction	Government to government			
Who may Avail	Employees Only			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
PPMP Forms	Bids and Awards Committee Office/Procurement Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The heads of the different Division/Section/Unit will prepare and submit their Project Procurement Management Plan (PPMP)	The BAC secretariat will receive and record all the submitted PPMP from end-users.	None	5 minutes	Procurement Officer End-users
PPMPs shall be forwarded to the Bids and Awards Committee (BAC)	The BAC secretariat will review/evaluate the submitted PPMP to ensure that it is complete, properly formatted and includes all the required information.	None	10 days	Procurement Officer
	All PPMP forwarded to the BAC Office will be consolidated into Indicative Annual Procurement Plan.	None	44 days	Executive Director, Accountant, Budget Officer, Supply Officer and Procurement Officer
	The Division/Section/Unit is notified of the approval, and they can proceed with the procurement activities outlined in the plan.	None	1day	Procurement Officer



	The BAC secretariat will submit the approved APP-CSE and APP to the University BAC & Procurement Office	None	15minutes	Procurement Officer
	TOTAL:	None	55 days 20 minutes	

2. PROCUREMENT OF COMMON GOODS THRU-PROCUREMENT SERVICE-DEPARTMENT OF BUDGET AND MANAGEMENT (PS-DBM)

Office or Division	BAC & Procurement Office			
Classification	Complex			
Type of Transaction	Government to government			
Who May Avail	End-user (Employees)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order			Procurement Office BAC committee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The BAC secretariat will prepare Agency Procurement Request (APR) and submit to the Accounting Office for signing and to the Office of Director for approval	None	5 minutes	Procurement Officer
	Forwards APR to PS-DBM for Quotation. If the items are available, PS-DBM will issue the Price Quotation and Stock Availability Certification	None	1 day	Procurement Officer



	and if not available, the PS-DBM will stamp received in the APR and issue of Non-Availability of Stocks			
	Receives Price Quotation and Stock Availability Certification	None	5 minutes	Procurement Officer
	All items available at the PS-DBM will be procured while those that are not will be procured through other Alternative mode of procurement.	None	3 days	
	Prepares Purchase Order based on the Price Quotation forwarded by PS-DBM	None	5 minutes	Supply Officer
	Forwards Purchase Order to Budget Officer for funding and Accounting Office for signing	None	5 minutes	Accountant Budget Officer
	Forwards to the Office of Director for signing/approval	None	5 minutes	Director
	Prepares Disbursement Voucher and attached all supporting documents for the processing of payment to PS-DBM	None	5 minutes	Procurement Officer Accountant Supply Officer Executive Director
	TOTAL:	None	4 days 30 minutes	



3. PROCUREMENT OF COMMON GOODS THRU SHOPPING

Office or Division	BAC & Procurement Office			
Classification	Highly Technical			
Type of Transaction	Government to Business			
Who May Avail	End-user (Employees)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, CNAS			Procurement Office BAC committee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the Request for Quotation approved by BAC Chair	None	10 minutes	Procurement Officer
	Determine the procurement if it is above 50 thousand or not No- Distribute RFQ YES- Post RFQ to Philgeps	None	2 minutes	Procurement Officer
	Distribute RFQ for at least three suppliers or dealers who are PhilGeps registered or eligible	None	1 day	Buyer/Canvass Officer
	The RFQ submitted must comply with the minimum requirements indicated in the RFQ	None	5 days	Buyer/Canvass Officer
	Prepare the Abstract of Quotation for the Opening of RFQ	None	1 day	BAC Committee Supply Officer BAC Secretariat
	Evaluates the Abstract of Quotation and prepare	None	10 minutes	BAC, TWG, BAC Secretariat



	Notice of Award to the winning supplier or dealers.			
	Prepare the Purchase Order & forward to the Accounting Office for obligation and to the Director for Approval	None	1 day	Supply Office Accounting Office/Executive Director
	Prepare Notice to Proceed for approval and issue to the winning supplier/dealer	None	20 minutes	BAC Secretariat Executive Director Supplier/Dealer
	TOTAL:	None	8 days 42 minutes	

4. PROCUREMENT OF COMMON GOODS SMALL VALUE PROCUREMENT

Office or Division	BAC & Procurement Office			
Classification	Complex			
Type of Transaction	Government to Business			
Who May Avail	End-user (Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, Resolution		Procurement Office BAC committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Purchase Request with items included in the PPMP to be Approved by the Director The Approved PR shall be submitted to Procurement Office for numbering	None	10 minutes	End-User Procurement Officer



	Prepare Request for Quotation approved by the BAC Chairman	None	15 minutes	Procurement Officer
	Posts RFQ's at PhilGEPS	None	30 minutes	Procurement Officer
	-Distribute RFQs to Suppliers and Dealers -Prepare invitation letter to Prospective Suppliers and Dealers	None	1 day	
	-Retrieve RFQ from Suppliers/Dealers -The RFQ submitted must comply with the minimum requirements indicated in the RFQ	None	1 day	Supply Officer/Supply Staff
	-Prepare the Abstract of Quotation for the opening -Opens RFQ - No quotation - Reissues RFQ - One quotation is sufficient to proceed the opening of RFQ	None	1 day	BAC, BAC Secretariat, TWG, Supply Officer
	Evaluates the Abstract of Quotation	None	30 minutes	BAC, BAC Secretariat, TWG, Supply Officer
	Prepares Notice of Award to the Winning Suppliers/Dealers	None	10 minutes	Supply Officer
	Prepare the Purchase Order & forward to the Accounting Office for Obligation and to the Director	None	10 minutes	Supply Officer Accountant Budget Officer Executive Director
	Prepare Notice to Proceed for Approval and issue to	None	5 minutes	Supply Officer Executive Director



	the winning supplier/dealer			
	TOTAL:	None	3 days 1 hour 40 minutes	

5. BIDDING FOR GOODS AND INFRASTRUCTURE

Office or Division	BAC & Procurement Office
Classification	Highly Technical
Type of Transaction	Government to Business
Who May Avail	End-user (Employees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, Resolution	Procurement Office BAC committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Plans/Prepares Procurement	None		End-user Budget Officer
	Conducts Pre-Procurement Conference -Prepare memorandum/notice of pre-procurement conference -Confirms the readiness of the procurement process	None	1 day	End-user BAC Procurement Officer TWG
	Post Invitation to Bid	None	30 minutes	Procurement Officer
	Issue Public bidding documents to prospective bidders	None		



	-PBD shall be ready upon posting of the ITB -Issue PBD upon payment			
	Conducts Pre-bid Conference (Not earlier than seven days from posting)	None	1day	End-user BAC Procurement Officer TWG Observer
Suppliers and Dealers submits bid proposal	Receive bid proposals (at least 12 calendar days after the conduct of pre-bid conference)	None	20 minutes	Procurement Officer
	Opens Bid proposals -Open and verify the submitted sealed bid document using non-discretionary "pass/fail" criterion	None	30 minutes	End-user BAC Procurement Officer TWG Observer External experts
	"PASSED" No-Executes Request for Reconsideration to be either granted or denied by the BAC Yes- conducts bid evaluation			
	Conducts bid evaluation	None	1 day	BAC Procurement Officer TWG End-users
	Conducts post qualification "QUALIFIED" No- Execute Request for consideration	None	1day	BAC Procurement Officer TWG End-users



	Yes- Issues Notice of Award			
	Approve and Award to the bidder with LCRB	None	20 minutes	Procurement Officer Executive Director
	Post Notice of Awards to PhilGEPS Website (post within 3calendar days from the issuance of the Notice of Award)	None	20 minutes	Procurement Officer
	Contract preparation signing and Approval -Post the required Performance Security and enter into contract with the Institute (10 days)	None	10 days	Executive Director Accountant Administrative Officer
	Issues Notice to Proceed -Issue the Notice to Proceed to the winning bidder together with the approved contract -Post a copy of the Notice to Proceed and the Approved Contract in the PhilGEPS	None	7 days	Executive Director
	TOTAL:	None	21 days 2 hours	



BAC AND PROCUREMENT OFFICE

EXTERNAL SERVICES



1. PROCUREMENT OF COMMON GOODS THRU-PROCUREMENT SERVICE-DEPARTMENT OF BUDGET AND MANAGEMENT (PS-DBM)

Office or Division	BAC & Procurement Office			
Classification	Complex			
Type of Transaction	Government to government			
Who May Avail	PS-DBM PERSONNEL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order			Procurement Office BAC committee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The BAC secretariat will prepare Agency Procurement Request (APR) and submit to the Accounting Office for signing and to the Office of Director for approval	None	5 minutes	Procurement Officer
	Forwards APR to PS-DBM for Quotation. If the items are available, PS-DBM will issue the Price Quotation and Stock Availability Certification and if not available, the PS-DBM will stamp received in the APR and issue of Non-Availability of Stocks	None	1 day	Procurement Officer
	Receives Price Quotation and Stock Availability Certification	None	5 minutes	Procurement Officer



	All items available at the PS-DBM will be procured while those that are not will be procured through other Alternative mode of procurement.	None	3 days	
	Prepares Purchase Order based on the Price Quotation forwarded by PS-DBM	None	5 minutes	Supply Officer
	Forwards Purchase Order to Budget Officer for funding and Accounting Office for signing	None	5 minutes	Accountant Budget Officer
	Forwards to the Office of Director for signing/approval	None	5 minutes	Director
	Prepares Disbursement Voucher and attached all supporting documents for the processing of payment to PS-DBM	None	5 minutes	Procurement Officer Accountant Supply Officer Executive Director
	TOTAL:	None	4 days 30 minutes	



2. PROCUREMENT OF COMMON GOODS THRU SHOPPING

Office or Division	BAC & Procurement Office			
Classification	Highly Technical			
Type of Transaction	Government to Business			
Who May Avail	Supplier/Dealer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, CNAS			Procurement Office BAC committee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the Request for Quotation approved by BAC Chair	None	10 minutes	Procurement Officer
	Determine the procurement if it is above 50 thousand or not No- Distribute RFQ YES- Post RFQ to Philgeps	None	2 minutes	Procurement Officer
	Distribute RFQ for at least three suppliers or dealers who are PhilGeps registered or eligible	None	1 day	Buyer/Canvass Officer
	The RFQ submitted must comply with the minimum requirements indicated in the RFQ	None	5 days	Buyer/Canvass Officer
	Prepare the Abstract of Quotation for the Opening of RFQ	None	1 day	BAC Committee Supply Officer BAC Secretariat
	Evaluates the Abstract of Quotation and prepare	None	10 minutes	BAC, TWG, BAC Secretariat



	Notice of Award to the winning supplier or dealers.			
	Prepare the Purchase Order & forward to the Accounting Office for obligation and to the Director for Approval	None	1 day	Supply Office Accounting Office/Executive Director
	Prepare Notice to Proceed for approval and issue to the winning supplier/dealer	None	20 minutes	BAC Secretariat Executive Director Supplier/Dealer
	TOTAL:	None	8 days 42 minutes	

3. PROCUREMENT OF COMMON GOODS SMALL VALUE PROCUREMENT

Office or Division	BAC & Procurement Office			
Classification	Complex			
Type of Transaction	Government to Business			
Who May Avail	Supplier/Dealer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, Resolution			Procurement Office BAC committee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Purchase Request with items included in the PPMP to be Approved by the Director	None	10 minutes	End-User Procurement Officer



	The Approved PR shall be submitted to Procurement Office for numbering			
	Prepare Request for Quotation approved by the BAC Chairman	None	15 minutes	Procurement Officer
	Posts RFQ's at PhilGEPS	None	30 minutes	Procurement Officer
	-Distribute RFQs to Suppliers and Dealers -Prepare invitation letter to Prospective Suppliers and Dealers	None	1 day	
	-Retrieve RFQ from Suppliers/Dealers -The RFQ submitted must comply with the minimum requirements indicated in the RFQ	None	1 day	Supply Officer/Supply Staff
	-Prepare the Abstract of Quotation for the opening -Opens RFQ - No quotation - Reissues RFQ - One quotation is sufficient to proceed the opening of RFQ	None	1 day	BAC, BAC Secretariat, TWG, Supply Officer
	Evaluates the Abstract of Quotation	None	30 minutes	BAC, BAC Secretariat, TWG, Supply Officer
	Prepares Notice of Award to the Winning Suppliers/Dealers	None	10 minutes	Supply Officer
	Prepare the Purchase Order & forward to the Accounting Office for	None	10 minutes	Supply Officer Accountant Budget Officer Executive Director



	Obligation and to the Director			
	Prepare Notice to Proceed for Approval and issue to the winning supplier/dealer	None	5 minutes	Supply Officer Executive Director
	TOTAL:	None	3 days 1 hour 40 minutes	

4. BIDDING FOR GOODS AND INFRASTRUCTURE

Office or Division	BAC & Procurement Office
Classification	Highly Technical
Type of Transaction	Government to Business
Who May Avail	Supplier/Dealer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request, Agency Procurement Request, Request for Quotation, Abstract of Quotation & Purchase Order, Resolution	Procurement Office BAC committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Plans/Prepares Procurement	None		End-user Budget Officer
	Conducts Pre-Procurement Conference -Prepare memorandum/notice of pre-procurement conference -Confirms the readiness of the procurement process	None	1 day	End-user BAC Procurement Officer TWG



	Post Invitation to Bid	None	30 minutes	Procurement Officer
	Issue Public bidding documents to prospective bidders -PBD shall be ready upon posting of the ITB -Issue PBD upon payment	None		
	Conducts Pre-bid Conference (Not earlier than seven days from posting)	None	1day	End-user BAC Procurement Officer TWG Observer
Suppliers and Dealers submits bid proposal	Receive bid proposals (at least 12 calendar days after the conduct of pre-bid conference)	None	20 minutes	Procurement Officer
	Opens Bid proposals -Open and verify the submitted sealed bid document using non-discretionary "pass/fail" criterion	None	30 minutes	End-user BAC Procurement Officer TWG Observer External experts
	"PASSED" No- Executes Request for Reconsideration to be either granted or denied by the BAC Yes- conducts bid evaluation			
	Conducts bid evaluation	None	1 day	BAC Procurement Officer TWG End-users
	Conducts post qualification	None	1day	BAC Procurement Officer



	<p align="center">“QUALIFIED”</p> <p>No- Execute Request for consideration Yes- Issues Notice of Award</p>			TWG End-users
	Approve and Award to the bidder with LCRB	None	20 minutes	Procurement Officer Executive Director
	Post Notice of Awards to PhilGEPS Website (post within 3calendar days from the issuance of the Notice of Award)	None	20 minutes	Procurement Officer
	Contract preparation signing and Approval -Post the required Performance Security and enter into contract with the Institute (10 days)	None	10 days	Executive Director Accountant Administrative Officer
	Issues Notice to Proceed -Issue the Notice to Proceed to the winning bidder together with the approved contract -Post a copy of the Notice to Proceed and the Approved Contract in the PhilGEPS	None	7 days	Executive Director
	TOTAL:	None	21 days 2 hours	



RECORDS OFFICE

INTERNAL SERVICES



1. AUTHENTICATION OF RECORDS/DOCUMENTS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authentic and valid records/documents and reproduced copies (plus one (1) set for Records Office file)		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copies of records / documents for authentication/ certified photocopy together with reproduced copies	1.1. Receive the records/ documents requested for authentication / certified photocopy 1.2. Check for the authenticity and validity of the original copies of records/documents presented for authentication / certified photocopy 1.3. 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	5 minutes	Records Officer



2. Accomplishes the Authentication Request Form.	2.1. Stamp "Certified True Copy" the records / documents for authentication indicating name of certifying officer and signature. 2.2. Register in the Authentication Log book the authenticated records / documents and retain the copies for the Records Office file.	None	3 minutes	Records Officer
3. Claim the authenticated / certified photocopied records/ documents together with the original copies and accomplish the Client Feedback Form and place it in the drop box thereafter.	3.1. Release the authenticated/certified photocopied records/ documents together with the original copies.	None	1 minute	Records Officer
TOTAL:		None	9 minutes	

2. RECEIVING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	DMMMSU employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives incoming document/s. 1.2. Fills-out data required in the Collection Identification Form (F-003) in the Records Management System 1.3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RECEIVED", reference document control number (F03-#), signature of the Receiving Personnel, and date received.	None	3 minutes	Records Officer/Office Staff
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Gives the document/s to the Office of the Secretary/Head of Operating Unit for action and referral.	None	2 minutes	Records Officer/Office Staff
	3. Receives from the President/Head of Operating unit acted upon documents checking on the following: a. Approval/Disapproval b. Referral Notes c. Other instructions like dissemination	None	3 minutes	Records Officer



	4. Scans/Photocopies documents based on dissemination instruction.	None	2 minutes	Records Officer/Office Staff
	5. Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	2 minutes	Records Officer/Office Staff
	TOTAL:	None	12 minutes	

3. RELEASING OF EXTERNAL COMMUNICATIONS

The service allows a systematic procedure of releasing correspondence transmitted to other agencies, entities, associations or organizations as well as individuals that are not DMMMSU personnel.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives communications for release to other agencies, entities, associations or organizations as well as individuals who are not DMMMSU personnel.	None	5 minutes	Records Officer/Office Staff



	<p>1.2. Determines whether the records are ready for release and ensure completeness by checking the following:</p> <ul style="list-style-type: none"> a. Communications are prepared in triplicate copies. b. Enclosures and attachments c. Duly signed by the President/Head of Operating Unit d. Signatures needed for the action on the communication e. Page sequence 			
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for External Communications (F002) in the Records Management System.	None	3 minutes	Records Officer
	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F02-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Officer/Office Staff
	4. Emails/delivers communications to recipients. First Copy-for recipient Second Copy-marked with "FILE COPY" for receiving 3 rd Copy-for the Records Office	None	2 minutes	Records Officer/Office Staff
	TOTAL:	None	12 minutes	



4. RELEASING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives the correspondence to be transmitted within the University. 1.2. Determines whether the documents are ready for release and ensure completeness by checking the following: a. Communications are prepared in triplicate copies. b. Enclosures and attachments c. Duly signed by the President/Head of Operating Unit d. Signatures needed for the action on the communication e. Page sequence	None	5 minutes	Records Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for Internal Communications (F004) in the Records Management System	None	3 minutes	Records Officer/Office Staff
	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F04-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Officer/Office Staff
	4. Emails/delivers communication to recipients. a. First copy for recipient b. Second copy marked with "FILE COPY" for receiving. c. Third copy for the Records Office	None	2 minutes	Records Officer/Office Staff
	TOTAL:	None	12 minutes	



RECORDS OFFICE

EXTERNAL SERVICES



1. RECEIVING EXTERNALLY GENERATED DOCUMENTS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Agencies, Private entities, and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents from other agencies, private entities, and individuals		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives incoming document/s. 1.2. Fills-out data required in the Collection Identification Form (F-001) in the Records Management System 1.3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RECEIVED", reference document control number (F01-#), signature of the Receiving Personnel, and date received.	None	3 minutes	Records Officer/Office Staff
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Gives the document/s to the Office of the Secretary/Head of Operating Unit for action and referral.	None	2 minutes	Records Officer/Office Staff



	3. Receives from the President/Head of Operating unit acted upon documents checking on the following: a. Approval/Disapproval b. Referral Notes c. Other instructions like dissemination	None	3 minutes	Records Officer
	4. Scans/Photocopies documents based on dissemination instruction.	None	2 minutes	Records Officer/Office Staff
	5. Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	2 minutes	Records Officer/Office Staff
	TOTAL:	None	12 Minutes	

2. RECEIVING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit communication/record/document including attachments, if any.</p>	<p>1.1. Receives incoming document/s. 1.2. Fills-out data required in the Collection Identification Form (F-003) in the Records Management System 1.3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RECEIVED", reference document control number (F03-#), signature of the Receiving Personnel, and date received.</p>	<p>None</p>	<p>3 minutes</p>	<p>Records Officer/Office Staff</p>
<p>2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.</p>	<p>2.1. Gives the document/s to the Office of the Secretary/Head of Operating Unit for action and referral.</p>	<p>None</p>	<p>2 minutes</p>	<p>Records Officer/Office Staff</p>
	<p>3. Receives from the President/Head of Operating unit acted upon documents checking on the following: a. Approval/Disapproval b. Referral Notes c. Other instructions like dissemination</p>	<p>None</p>	<p>3 minutes</p>	<p>Records Officer</p>
	<p>4. Scans/Photocopies documents based on dissemination instruction.</p>	<p>None</p>	<p>2 minutes</p>	<p>Records Officer/Office Staff</p>
	<p>5. Emails/delivers documents to recipients. Original copies should be kept at the Records Office.</p>	<p>None</p>	<p>2 minutes</p>	<p>Records Officer/Office Staff</p>
	<p>TOTAL:</p>	<p>None</p>	<p>13 minutes</p>	



3. RELEASING OF EXTERNAL COMMUNICATIONS

The service allows a systematic procedure of releasing correspondence transmitted to other agencies, entities, associations or organizations as well as individuals that are not DMMMSU personnel.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives communications for release to other agencies, entities, associations or organizations as well as individuals who are not DMMMSU personnel. 1.2. Determines whether the records are ready for release and ensure completeness by checking the following: a. Communications are prepared in triplicate copies. b. Enclosures and attachments c. Duly signed by the President/Head of Operating Unit d. Signatures needed for the action on the communication e. Page sequence	None	5 minutes	Records Officer/Office Staff



2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for External Communications (F002) in the Records Management System.	None	3 minutes	Records Officer
	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F02-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Officer/Office Staff
	4. Emails/delivers communications to recipients. First Copy-for recipient Second Copy-marked with "FILE COPY" for receiving 3 rd Copy-for the Records Office	None	2 minutes	Records Officer/Office Staff
TOTAL:		None	12 minutes	

4. RELEASING OF INTERNAL COMMUNICATIONS

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

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DMMMSU students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1.1. Receives the correspondence to be transmitted within the University. 1.2. Determines whether the documents are ready for release and ensure completeness by checking the following: a. Communications are prepared in triplicate copies. b. Enclosures and attachments c. Duly signed by the President/Head of Operating Unit d. Signatures needed for the action on the communication e. Page sequence	None	5 minutes	Records Officer
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the FILE COPY and accomplish the Client Feedback Form and place it in the drop box thereafter.	2.1. Fills-out data required on the Collection Identification form for Internal Communications (F004) in the Records Management System	None	3 minutes	Records Officer/Office Staff



	3. Prints the QR Code on the upper rightmost part of the document bearing the mark "RELEASED", reference document control number (F04-#), signature of the Releasing Personnel, and date released.	None	2 minutes	Records Officer/Office Staff
	4. Emails/delivers communication to recipients. a. First copy for recipient b. Second copy marked with "FILE COPY" for receiving. c. Third copy for the Records Office	None	2 minutes	Records Officer/Office Staff
	TOTAL:	None	12 minutes	



ACCOUNTING OFFICE

INTERNAL SERVICES/EXTERNAL SERVICES



1. ASSESSMENT OF FEES FOR OTHER PAYORS

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

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Account/Billing Statement			Business Affairs Office	
Assessment/Enrollment Form			Concerned Colleges/Institutes/Registrar's Office	
Order of Payment for Fines, Penalties and Other Fees (e.g. liquidated damages, disallowances, etc.)			Concerned Office/Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	1 minute	Accounting Staff
	1.2. Assess Fees		10 minutes	Accounting Staff
TOTAL:		None	11 minutes	



2. PRE-AUDIT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

Office or Division:	Accounting Unit			
Classification:	Complex			
	Highly Technical **			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Disbursement Voucher (Purchase of Goods, Services, Infrastructure, Reimbursements, TEV, etc.) with supporting documents based on Commission on Audit (COA) Circular 2023-004 dated June 14, 2023 Updated Requirements for Common Government Transactions		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher and supporting documents	1.1 Receive Payroll/ Disbursement Voucher (DV) and supporting documents (SD)	None	10 minutes * 30 minutes **	Receiving/ Releasing Staff
	1.2 Process Payroll/ DV (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None	1 working day	Receiving/ Releasing Staff



	1.3 Pre-audit Payroll/ DV and SD	None	3 working days * 5 working days **	Accounting Staff (in- charge per Fund Cluster)
	1.4 Forward to University/ Campus/ Unit Accountants for review and signing of DV and SD	None	2 working days * 5 working days **	Accountant
	1.5 Release Payroll/ DV and SD from Accounting Office	None	5 minutes	Receiving/ Releasing Staff
	TOTAL:	None	6 working days, 15 minutes * ----- 11 working days, 35 minutes **	



ACCOUNTING OFFICE

INTERNAL SERVICES



1. PRE-AUDIT OF LIQUIDATION REPORTS

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

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



BUDGET OFFICE

INTERNAL SERVICES



1. ALLOCATION OF FUND

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

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Sub-Allotment Advice and Funding		Budget Office of the Operating Units		
Supporting documents, if applicable		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Budget Officer
	1.2 Validate the documents, record and affixed control number on the reference form	None	10 minutes	Budget Officer
	1.3 Evaluates, certify and sign the document.	None	2 workings days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Budget Officer
	TOTAL:	None	2 days 20 minutes	



2. PROCESSING OF PAYROLL/VOUCHERS

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

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Disbursement Voucher		Accounting Office		
Three (3) Copies of Payroll		Accounting Office		
Accomplished Obligation Request and Status (ORS)		Budget Office		
Supporting documents, (Request letter, travel order, invitation, tickets Itinerary of travel, etc and other applicable documents)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Budget Officer
	1.2 Validate the documents, record and affix control number on the reference form	None	10 minutes	Budget Officer
	1.3 Review, obligate, certify and sign the document	None	2 workings days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Budget Officer
TOTAL:		None	2 days and 20 mins	



BUDGET OFFICE

EXTERNAL SERVICES



1. ALLOCATION OF FUND

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

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Sub-Allotment Advice and Funding		Budget Office of the Operating Units		
Supporting documents, if applicable		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Budget Officer
	1.2 Validate the documents, record and affixed control number on the reference form	None	10 minutes	Budget Officer
	1.3 Evaluates, certify and sign the document.	None	2 workings days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Budget Officer
	TOTAL:	None	2 days 20 minutes	



CASHIER'S OFFICE

INTERNAL SERVICES



1. COLLECTION OF FEES FROM OTHER PAYORS

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

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g. OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 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		1 day	Cashier
	1.5. Submit report to the Accounting Office		30 minutes	Cashier Staff/ Cashier
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:None			1 day 51 minutes	

2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

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

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



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



CASHIER'S OFFICE

EXTERNAL SERVICES



1. COLLECTION OF FEES FROM OTHER PAYORS

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

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Bonafide DMMMSU students; Suppliers and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Request Form for School Credential/s (e.g. OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.6. Receive Form/ Documentary Requirement and Records in the Logbook	None	5 minutes	Cashier Staff
	1.7. Issue official receipt to acknowledge payment		10 minutes	Cashier
	1.8. Record the issued receipt to the cash book		5 minutes	Cashier



	1.9. Deposit to the ADB		1 day	Cashier
	1.10. Submit report to the Accounting Office		30 minutes	Cashier Staff/ Cashier
2. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:None			1 day 52 minutes	

2. PAYMENT OF PAYROLL/ DISBURSEMENT VOUCHERS

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

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

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



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



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES/EXTERNAL SERVICES



1. ASSISTANCE TO RETIRING/RESIGNING/TRANSFERRING EMPLOYEES

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

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C / G2G			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Intent/Request (2 copies)		The client will provide.		
Clearance (8 original copies)		The client will provide.		
Certificate of leave balance (1 original and one photo copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request of retirement/resignation/transfer	2. 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		None	1 minute	



place it in the drop box thereafter.				
	TOTAL:	None	9 minutes	

2. LEAVE ADMINISTRATION

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

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6: Application for Leave (2 copies)		HRMO		
For Sick Leave: Medical Certificate (1 original copy)		The client will provide.		
For 30 days or more: Clearance (copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. 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	Executive Director
2. Receive a copy of the CSC Form 6	4. Furnish a copy of the CSC Form 6	None	3 minutes	HRMO
	TOTAL:	None	7 minutes	



3. RECRUITMENT

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

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



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



4. Attend to the (Interview/Written/ Practical Examination/ Psychological Test/Demonstration Teaching)	4.1. Conduct the following: <ul style="list-style-type: none"> • Interview • Written/Practical Examination • Psychological Test • Demonstration Teaching 	None	<ul style="list-style-type: none"> • 10 minutes • 30–45 minutes • ½ hour to 1 hour • 5 to 10 minutes 	SRDI-Human Resource Merit Promotion and Selection Board (HRMPSB)
	4.2. Final Deliberation	None	½ day	SRDI-HRMPSB
	4.3. Transmit result of the selection process to the University Review Committee.	None	½ day	SRDI-HRMPSB
	4.4. Conduct review on the Selection Process conducted by the campus/ operating unit.	None	5 days	University Review Committee (URC)
	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	None	5 minutes	HRMO



	result of application.			
6.	Accomplish the Client Feedback Form and place it in the drop box thereafter.	None	1 minute	
TOTAL:		None	19 days 2 hours 38 minutes	

4. REQUEST FOR CERTIFICATE OF EMPLOYMENT/SERVICE RECORD

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

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



2. Receive a copy of the requested form	2. Issue signed Certificate / Service record	None	1 minute	Records Officer
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
TOTAL:		None	7 minutes	



MARKETING SERVICES

INTERNAL SERVICES/EXTERNAL SERVICES



1. PROCESSING OF ORDERS AND PRODUCT AVAILMENT

Office or Division:	Marketing Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - All employee of DMMMSU - All interested clients 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may text or call personally visit the institute for orders of silk and other sericulture-allied products. or 2. Delivers cocoons or silk and other sericulture products to the institute for processing and utilization.	1.1. Accepts orders and provides form to be filled-up. 2.1 Accepts cocoons or silk products and provides form to be filled-up.	None None	5 minutes 5 minutes	Head, Marketing, Socio-Economics and Entrepreneurship Section Head, Marketing, Socio-Economics and Entrepreneurship Section
	TOTAL:	None	10 minutes (depending on order or product availment)	



EXTENSION SERVICES

INTERNAL SERVICES/EXTERNAL SERVICES



1. TRAINING SERVICES

Office or Division:	Training and Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - All employee of DMMMSU - All interested clients 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter/Letter of Intent Supporting Documents		The client will provide The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may submit a request letter/letter of intent for training addressed to the Executive Director, or email the institute.	1.1. Receive and forward communication to the Office of the Executive Director	None	5 minutes	Records Officer
	1.2 Review the forwarded communication from the Record's Office for the Executive Director's action.	None	5 minutes	Secretary/OD Staff
	1.3 Acts on the received communication and notifies the TTSD Division Chief and other concerned personnel.	None	10 minutes	Executive Director
	1.4 Acts promptly on the request and coordinates with the Section/Unit concerned.	None	10 minutes	Chief, TTSD Head, Training and Communication Section
	TOTAL:	None	30 minutes	



2. PROJECT AREA VALIDATION

Office or Division:	Training and Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - All employee of DMMMSU - All interested clients 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		The client will provide		
Supporting Documents		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may submit a request letter for area validation or technical assistance addressed to the Executive Director, or email the institute.	1.1. Receive and forward communication to the Office of the Executive Director	None	5 minutes	Records Officer
	1.2 Review the forwarded communication from the Record's Office for the Executive Director's action.	None	5 minutes	Secretary/OD Staff
	1.3 Acts on the received communication and notifies the TTSD Division Chief and other concerned personnel.	None	10 minutes	Executive Director
	1.4 Acts promptly on the request and coordinates with the Section/Unit concerned.	None	10 minutes	Chief, TTSD Head, Training and Communication Section
	TOTAL:	None	30 minutes	



RESEARCH SERVICES

INTERNAL SERVICES/EXTERNAL SERVICES



1. ASSISTANCE ON VARIOUS AREAS OF SERICULTURE RESEARCH AND DEVELOPMENT

Office or Division:	Research Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - All employee of DMMMSU - All interested clients 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter/Letter of Intent Supporting Documents		The client will provide The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may submit a letter requesting assistance on various research areas addressed to the Executive Director. <ul style="list-style-type: none"> • Mulberry Research 	1.1. Receive and forward communication to the Office of the Executive Director	None	5 minutes	Records Officer
	1.2 Review the forwarded communication from the Record's Office for the Executive Director's action.	None	5 minutes	Secretary/OD Staff
	1.3 Acts on the received communication and notifies the RDD Division Chief and other concerned personnel.	None	10 minutes	Executive Director
	1.4 Acts promptly on the request and immediately identify the subject matter specialist (SMS) who will provide assistance to the client.	None	10 minutes	Chief, RDD
	Evaluate the request and discuss the details with the client.	None	20 minutes	



• Silkworm Research	-do-	None	20 minutes	Head, Mulberry Research & Development Section
• Post-Cocoon Research	-do-	None	20 minutes	Head, Silkworm Research & Development Section
				Head, Post-Coon Research & Development Section
		TOTAL: None	1 hour and 30 minutes (depending on the nature of research)	



NATIONAL APICULTURE RESEARCH TRAINING AND DEVELOPMENT INSTITUTE



RESEARCH UNIT

INTERNAL SERVICES



1. APPROVAL OF RESEARCH PROPOSAL

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

Office or Division:	NARTDI-Research Division			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form Duly Accomplished Endorsements Form Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> ● Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> ● Project Proposal / DOST Form 2B (Revised2019) ● Project Workplan / DOST Form B (Revised2019) ● Project Line Item Budget / DOST Form A (Revised2019) ● Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised2018) ● Curriculum Vitae of Proponents ● GAD Score 		DMMMSU Portal		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research proposal package in printed and electronic copy (research.nartdi@dmmmsu.edu.ph)	Receive the research proposal package and review the completeness	None	2 minutes	Research staff/Facilitator,



	<p>Consolidate the submitted proposals package for AIHR evaluation</p> <p>Note: If one (1) proposal, The Research Head review, evaluate and/or forward to other evaluators. Provide the Proposal evaluation (DMMMSU-RES-F004) to the researcher.</p>	None	5/10 days	Research staff/Facilitator, Research Head,
2. Submit revised research proposal package with accomplished Compliance matrix (DMMMSU-RES-F040) to the University through the Research Office	Review the revision of the research proposal based from the comments/suggestions of evaluators if all are accomplished/incorporated.	None	10 days	Research staff/Facilitator, Research Head
3. Submit Application for Ethics Review of a New Protocol form in printed & electronic copy (DMMMSU-RETC-F013)	Check the completeness of the submitted application for Ethics Review form and endorse to the Head of Operating Unit/ University Research Office	None	2 days	Research staff/Facilitator, Research Head, Head of the Operating Unit
4. Prepare and submit Annual Plan and Quarterly Operational Plan (DMMMSU-RES-F008) & (DMMMSU-RES-F009)	Review and endorse the Annual and Quarterly Operational Plan to the Head of the Operating Unit/ University Research Office/ University President	None	2 days	Research staff/Facilitator Research Head, Head of the Operating Unit



5. Receive the Notice-to-Proceed	Provide copy of the Notice-to-Proceed, Signed Annual and Quarterly Operational Plan	None	10 minutes	Research staff/Facilitator
7. Request for the supplies and materials	Prepares and submit Purchase Request for programmed research supplies and materials, and submits the form to the Supply Office. The Operating Unit Research Office issues the supplies and materials to the researcher/s.	None	1 day	Research Head, Head of the Operating Unit
8. Submits Quarterly Research Monitoring/Accomplishment Report (DMMMSU-RES-F011)	Review, verifies, and consolidate the submitted Quarterly Research Monitoring report and endorse to the Head of the Operating Unit. Likewise, Institute Director verifies, reviews, and submits the monitoring report to the University Research Office.	None	2 days	Research staff/Facilitator, Research Head, Head of the Operating Unit
9. Submits Catch-Up-Plan	Review the submitted Catch-Up-Plan for endorsement to the Head of Operating Unit.	None	1 day	Research staff/Facilitator, Research Head, Head of the Operating Unit
10. Submit Research Modification form (DMMMSU-RES-F037)	Review and endorse the request for research modification form of the ongoing study.	None	30 minutes	Research staff/Facilitator, Research Head, Head of the Operating Unit
TOTAL:		None	9 days and 40 minutes	



2. APPROVAL OF TERMINAL REPORTS

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

Office or Division:	NARTDI-Research Division			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form Duly Accomplished Endorsements Form Electronic and 1 printed copy of the following: For internally-funded researches: Terminal Report Form (DMMMSU-RES-F015) and Applicable research outputs For externally-funded researches: Prescribed format by funding agency			DMMMSU Portal Website of Funding Agency	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Terminal report with Journal Article in printed and electronic copy to research NARTDI email	Review and evaluate the submitted Terminal report for endorsement to the University President	None	3 days	Research Head
2. Submit the revised Terminal report in printed and electronic copy with accomplished compliance matrix (DMMMSU-RES-F038)	Review the submitted revised Terminal report with compliance matrix for endorsement to the University President	None	3 days	Research Head



3. Submit final electronic and soft bound copies of the Terminal report and corresponding research output	Endorse the soft bound Terminal report to the Head of Operating Unit. Likewise, the Institute Director will endorse it to the University President through Office of the University Research, Development, and Innovation	None	3 days	Research Head, Head of the Operating Unit
4. Receive the Terminal report Clearance	Provide a copy of the Terminal report Clearance form	None	10 minutes	Research staff/Facilitator
TOTAL:		None	9 days and 10 minutes	



RESEARCH UNIT

EXTERNAL SERVICES



1. REQUESTS

This covers the requests for research-related documents, either hardcopy or electronic copy

Office or Division:	NARTDI-Research Division			
Classification:	G2C, G2B, G2G			
Type of Transaction:	Simple			
Who may avail:	Public, business entity, government agencies, government employees, students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form			DMMMSU Portal	
Duly Accomplished Endorsement Form			DMMMSU Portal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for hardcopy of research-related document (e.g. Work and Financial Plan)	1. Provide photocopy/ scanned copy of the requested document	None	1 minute per page	Research staff/Facilitator
2. Request for electronic copy of research-related documents	2. Email the requested document using the official Research NARTDI email	None	2 minutes	Research staff
3. Borrow Research document (e.g. Terminal report)	3. Hand the needed research document and record in the borrower's logbook document/s	None	5 minutes	Research staff
4. Borrow research device/ equipment	4. Provide the needed material	None	3 minutes	Research staff
5. Request for schedule of an Interview with Research Head/ concerned research personnel	5. Reply through email/ sms message	None	10 minutes	Research staff/Facilitator, Research Head,



6. Request for an interview with Research Head, concerned research personnel	6. Assist the client regards their queries	None	25 minutes	Research Head, concerned research personnel
7. Follows up on submitted research proposal/Terminal report status	7. Reply through sms messages/ messenger/ email /verbal	None	2 minutes	Research staff/ Facilitator
8. Request for schedule of an Interview with Research Head/ concerned research personnel	8. Reply through email/ sms message	None	10 minutes	Research staff/Facilitator, Research Head,
9. Request for research Division summary report/s/data	9. Reply/Send through email/G-drive the requested summary report/data	None	1 day	Research staff, Research Head
10. Sent emails regarding research-related inquiry/letters or edit via Google Drive	10. Recieve emails and response accordingly	None	3 minutes	Research staff/Facilitator, Research Head
	TOTAL:	None	1 day, 1 hour, and 1 minute	



DMMMSU OPEN UNIVERSITY SYSTEM
ADMISSION AND ENROLMENT SERVICES UNIT
INTERNAL SERVICES



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

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

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



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

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

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

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



	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.				
		TOTAL:	None	16 minutes

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

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

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



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 dmmmsu.edu.ph



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

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

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

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



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



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

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

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



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



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

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

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



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

This service allows students to process needed documents.

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



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



8. APPLICATION FOR GRADUATION

This service allows students to process needed documents for graduation.

Office or Division:	Registrar Services Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduation requirements		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out clearance form	1.3 Issue clearance form 1.4 Channel student to concerned office	None	2 minutes	Registrar, SAS, Program Coordinator, Library, Accounting, Executive Director
2. Secure and fill-out graduation application form	2.1 Issue graduation application form 2.2 Check student's records	None	5 minutes	Registrar
3. Pay corresponding fees	3.1 Process payment 3.2 Issue receipts	Undergraduate Students: Grad Fee – 150.00 Alumni Fee 200.00 Diploma Fee – 100.00 TOTAL: 450.00 Graduate Students: Grad Fee – 250.00 Alumni Fee 300.00 Diploma Fee – 200.00	2 minutes	Cashier



		TOTAL: 750.00		
4. Show receipts	4. Confirm payment	None	1 minute	Registrar
6. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	11 minutes	

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

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

Office or Division:	Admission and Enrolment Services Unit	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	New Entrants, Continuing, Returning and Cross-enrollee Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Admission requirements		The client will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for enrolment. Submit all requirements: <u>New Student:</u> CAT result (college applicant) Form 138 or OTR, Honorable dismissal/Transfer credentials, 2x2 ID picture, medical certificate with chest x-ray, Birth certificate Continuing Student: Certificate of grades <u>Returning Student:</u> Certificate of grades or OTR Cross-enrollee Student: Permit to cross-enroll	1.1 Check requirements 1.2 Encode student's records and subjects in the Database System 1.3 Generate student ID number 1.4 Assess fees	None	10 minutes	Registrar
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay fees Payment Modalities: <ul style="list-style-type: none"> • Personal payment at OUS • Auto-Debit or Mobile Banking service for those with personal bank account at Land Bank of the Philippines or Development Bank of the Philippines • Bank to bank transfer 	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



<ul style="list-style-type: none"> • Money Transfer Facilities (Western Union, Money Gram, Palawan Money Express) through Direct Bank Deposit Service • G-Cash <p>Bank Account Name: DMMMSU OPEN UNIVERSITY SYSTEM Contact No: 072-242-3608 LBP Account Number: 0202-0187-69 DBP Account Number: 00-0-05074-570-6 For Online Transaction: Scan deposit slip, write name on it and send e-copy at finance.ous@dmmmsu.edu.ph</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure class schedule and class cards	3. Release class schedule and class cards	None	2 minutes	Registrar Program Coordinator
4. Secure modules	4.1 Release modules 4.2 Ship modules to online students	None	2 minutes	Publication Liaison Officer
5. Secure ID and Library card	5. Process and issue ID and Library card	None	2 minutes	Library
6. Secure school uniform	6. Process and issue school uniform	None	2 minutes	BAO



7. Attend face-to-face or virtual orientation	7. Conduct orientation program face-to-face and virtual	None	10 minutes	OUS
8. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	1 minute	
	TOTAL:	None	31 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish our Feedback Form available in the offices and put it in the drop box at the Public Assistance and Complaints Desk. (Appendix A) There is also an online form available via: http://tinyurl.com/dmmmsufeedbackform
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 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

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



APPENDIX A

DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY
La Union, Philippines
dmmmsu@dmmmsu.edu.ph
+63 917 773 8884

CLIENT FEEDBACK FORM

Date: _____ Person Who Served: _____
Office Visited: _____ Service/s Received: _____

Internal Client	External Client	Gender	Age: _____
___ Faculty	___ Student	___ Male	
___ Non-teaching	___ General Public	___ Female	
	___ Gov't Employee	___ LGBTQ+	
	___ Businesses/Org.	___ 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 saw 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' on 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 5. 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.

						N/A
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	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 service was free, mark the 'N/A' column)						
SQD6 (Integrity). I feel the office was fair to everyone, or "walang 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)

DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY
La Union, Philippines
dmmmsu@dmmmsu.edu.ph
+63 917 773 8884

COMPLAINT FORM

Date: _____
Office Visited: _____

Internal Client	External Client	Gender
___ Student	___ General Public	___ Male
___ Faculty	___ Gov't Employee	___ Female
___ Non-teaching	___ Businesses/Org.	___ LGBTQ+
		___ Prefer not to say

Point of Origin: ___Luzon ___Visayas ___Mindanao ___Abroad

REQUEST FOR SERVICE/ PAGHINGI NG SERBISYO

Service/s Availed (Serbisyon hingi)

Time Required for Service Delivery:

COMPLAINT/REKLAMO
(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 Bacnotan, La Union, Philippines Mobile Number: +63 917-773-8884 Website Address: www.dmmmsu.edu.ph Email Address: president@dmmmsu.edu.ph	 RELEASED CA-RECORDS FO4-006 DATE: 03/07/2024					
OFFICE OF THE PRESIDENT							
SPECIAL ORDER NO. <u>2024-012</u>							
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: MARCH 7, 2024							
1. In the exigency of service and on trust and confidence, the following Personnel of the University are hereby designated to compose the Committee on Anti-Red Tape (CART) effective February 13, 2024 and shall remain in force until sooner revoked or rescinded:							
<table border="1"> <tr> <td>Chairperson</td> <td>Prof. Lilito D. Gavina Vice President for Administration and Quality Assurance</td> </tr> <tr> <td>Vice Chairperson</td> <td>Atty. Kristine Gay B. Balanag Director, Administrative Services</td> </tr> <tr> <td>Members</td> <td> 1. Atty. Kate C. Potingan-Licay Director, Quality Assurance 2. Atty. Rozzanne Victoria Buccat-Villamin Director, Legal Services 3. Ms. Remelyn V. Almodovar University Records Officer 4. Dr. Florendo Q. Damasco, Jr. Director, Auxiliary Services 5. Ms. Isella Drezden P. Tagura University Coordinator, Internal Quality Management Audit 6. Dr. Stephan Kupsch Director, Information and Communications Technology 7. Mr. Charlie C. De Vera Director, Institutional Planning and Futures Thinking </td> </tr> </table>	Chairperson	Prof. Lilito D. Gavina Vice President for Administration and Quality Assurance	Vice Chairperson	Atty. Kristine Gay B. Balanag Director, Administrative Services	Members	1. Atty. Kate C. Potingan-Licay Director, Quality Assurance 2. Atty. Rozzanne Victoria Buccat-Villamin Director, Legal Services 3. Ms. Remelyn V. Almodovar University Records Officer 4. Dr. Florendo Q. Damasco, Jr. Director, Auxiliary Services 5. Ms. Isella Drezden P. Tagura University Coordinator, Internal Quality Management Audit 6. Dr. Stephan Kupsch Director, Information and Communications Technology 7. Mr. Charlie C. De Vera Director, Institutional Planning and Futures Thinking	
Chairperson	Prof. Lilito D. Gavina Vice President for Administration and Quality Assurance						
Vice Chairperson	Atty. Kristine Gay B. Balanag Director, Administrative Services						
Members	1. Atty. Kate C. Potingan-Licay Director, Quality Assurance 2. Atty. Rozzanne Victoria Buccat-Villamin Director, Legal Services 3. Ms. Remelyn V. Almodovar University Records Officer 4. Dr. Florendo Q. Damasco, Jr. Director, Auxiliary Services 5. Ms. Isella Drezden P. Tagura University Coordinator, Internal Quality Management Audit 6. Dr. Stephan Kupsch Director, Information and Communications Technology 7. Mr. Charlie C. De Vera Director, Institutional Planning and Futures Thinking						
2. The said Committee shall perform the functions specified in Section 6.2 of Memorandum Circular (MC) No. 2020-07, with the subject, "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11302, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018,' and its Implementing Rules and Regulations (IRR); and in accordance with ARTA MC No. 2023-08 with the subject, "Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 Dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)".							
3. issued in the interest of public service.							
	 JAIMEL. V. MANUEL, JR. President						
Distribution: Head of Operating Units Offices Concerned University HRMS Resident Auditor Records File							
							
							



<http://www.dmmmsu.edu.ph>



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