DAVAO ORIENTAL STATE UNIVERSITY

CITIZEN'S CHARTER

2021 (2nd Edition)

AGENCY PROFILE

I. **Mandate**: DAVAO ORIENTAL STATE UNIVERSITY is an educational institutional established and sustained by quality education. It seeks to successfully implement and improve its Quality Management System in order to better serve its students and community, further contributing to the nation-building.

II. **Vision:** A university of excellence, innovation and inclusion.

III. **Mission:**
- To elevate knowledge generation, utilization and distribution
- To promote inclusive sustainable development through R&D-based higher quality education, technical-vocational skills, responsive to the needs of local and global community
- To produce holistic, creative, and inclusive human resource who are responsive and resilient to global challenges while maintaining a strong sense of nationhood

IV. **Service Pledge:**

CORE VALUES

God-centered and Humane
Critical Thinking and Creativity
Discipline and Competence
Commitment and Collaboration
Resilience and Sustainability

GRADUATE OUTCOMES

Research-Oriented and Innovative
Sense of Professionalism
ICT-enabled
Effective Communicator
Gratitude and Compassion

LIST OF SERVICES

Registrar Office

Guidance Counselor and Testing Center

**Financial Assistance, Scholarship and Studentship
(FASSt) Unit**

DAS-Use Rental of Facilities/Equipment

GAD-Gender and Development Center

EDMO-Enterprise Development and Management Office

Office of Student Affairs

1. Accreditation/Recognition of Student Organization

Accreditation/recognition of the student organization is done every first semester of the academic year. This is a procedural aspect in operationalizing any organized student group in the campus, which provides autonomy to the respective student groups to establish their identity by applying for the grant of authority to operate as an organization.

Office or Division:	Office of Student Affairs	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Student Organization	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Organizational Structure		
Transmittal Letter		
Table of Contents		
Application Form		
Affidavit of Owning Responsibility on Organizational Actions		
Promise to do away with hazing (*for fraternities/sororities*)		
Adviser's Consent (*Regular Permanent Faculty*)		
Constitution and By-Laws (*Notarized*)		
List of Officers (*with copy of grades for the prev. semester*)		
List of *bona fide* members (*at least 15 members*)		
Parent's Consent (*for fraternities/sororities*)		
Calendar of Activities for the academic year applied for		
College Service (*w/ documentation & attendance sheet*)		
Community Service (*w/ documentation & attendance sheet*)		
Accomplishment Report for 1st Semester		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all the required documents	Evaluates the documents	None	1 day	OSA Staff
Claims Certificate of Accreditation	Releases Certificate for the Organization and Special Order for the Adviser	None	5 minutes	OSA Staff

2. Processing and Issuance of Student ID Cards

Identification (ID) cards of all students are issued at the Office of Student Affairs. The students pay to the cashier and present their official receipt to the OSA.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashiering Office		
ID Application Form		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays for Student Identification Card	Receives payment	100.00	1 minute	Cashiering Office Staff
Accomplishes the ID application form	Encodes the information to the system	None	7 minutes	OSA Staff
Submits self for picture taking	Takes photo of the student and incorporate it to the system	None	2 minutes	OSA Staff
Checks the correctness of the information and affixes his signature	Prints the ID card of the student	None	2 minutes	OSA Staff
Accomplishes the student ID Monitoring record	Releases the ID card to the student	None	1 minute	OSA Staff

3. Application and Issuance of Certification of Good Moral Character

Certificate of good moral character is one of the requirements for transfer, scholarship, employment, and the like. This is released by the Office of Student Affairs to students and alumni having no record of any instance wherein they were directly involved in a case of infraction of College rules and regulations.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		OSA		
Official Receipt		Cashier		
Exit Clearance		Registrar		
Application Form for Certification of GMC		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays for Certificate of Good Moral Character	Receives payment	20.00	1 minute	Cashiering Office Staff
Accomplishes and submits the application form	Encodes the information to the computer	None	5 minutes	OSA Staff
Waits for the clearance to be printed	Prints the clearance	None	1 minute	OSA Staff
Accomplishes the release of good moral character certificate.	Releases the Certificate of good moral character	None	1 minute	OSA Staff

4. Signing of Clearance

The Office of Student Affairs starts signing the clearances of the students two (2) weeks before the final examination.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Accounting office		
Attendance to every Student Activity		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student gets the clearance form	Prints the clearance of the student	None	1 minute	Accounting Office
Checks the attendance of the activities for the whole semester	Posts the copies of attendance sheets outside the office	None	5 minutes	OSA Staff
Identifies the missed activities	Imposes sanctions to every missed activity based on the rules per student handbook	None	1-hour college services for 1-hour missed activity	OSA
Presents the clearance for signing	Sings the clearance of the students	None	30 seconds	OSA Head

5. Student Grievance Mechanism

Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. This procedure covers from submitting written complaint to forwarding the decision to the higher office for further action if no amicable settlement between two parties done in the OSA. This is applicable to all bonafide students who wish to file their complaints.

Office or Division:	Office of Student Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint form		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits written report	Evaluates the degree/level of student complaint whether minor or major	None	5 minutes	OSA Head
Meets the OSA head for amicability with the conflicted party.	Schedules a separate meeting with the conflicting parties and sets a date for possible amicability.	None	4 days	OSA Head
Waits for further action by the higher office if no amicable settlement done.	Forwards the decision to the higher office for further action if no amicable settlement between two parties done in the Office	None	1 day	OSA Head

Library

1. Registration

All Library users must register to the Integrated Library System (ILS)

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Registration
Who may avail:	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal Appearance		
• COR and Valid ID (Old Students)		Registrar/OSA
• Appointment for Faculty and Staff		HRMO
2. Online Appointment Schedule		Ask-a-Librarian at Dorsu Lib FB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Library and secure a queue number for filling the registration form.	Provide number	None	1 minute	Frontline Staff
2. Present filled form to the encoder once called.	Check COR and ID or appointment and then encode personal data to the integrated library system. Online picture taking will follow.	None	5 minutes	Encoder/ Frontline Staff
3. Apply validation for individual account.	Check COR	None	1 minute	Encoder/Frontline Staff

4. If nonconstituent, proceed to the library and look for the Head Librarian. Bring a request letter to use the library facilities. Pay an entrance fee at the cashier.	Check ID and letter request. Assists logbook entry and check also the entrance fee receipt.	25.00/ per week	5 minutes	Head Librarian, Cashier, Frontline/office staff
5. Registration online	Lists of new students/clients are requested at the ITSU. The library staff will do the encoding of such lists into the Integrated Library System.	None	3 minutes per student	Library Staff
6.Validation online	Clients are requested to present a picture of their COR to validate their active status for the semester through FB messenger.	None	3 minutes per student	Library Staff/Encoder

Steps in checking in and checking out of library materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Borrowing			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Call Number Slip			Library	
2. Title or Author of the book (online)			Ask-A-Librarian @ Dorsu Lib FB	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask any frontline staff where to find your research needs	Locate and explain resources by section or refer to the OPAC (Online Public Access Catalog).	None	5 minutes	Frontline Staff
2.Present validated college ID or COR. If non-constituent, present a valid ID and an entrance fee receipt.	Check ID and verify accounts. If non-constituent check ID and entrance fee receipt.	None	3 minutes	Frontline Staff
3. Inquire if title of book/item needed is available.	Check availability or physically locate the books in the shelves. Or may refer to use the OPAC	None	3 minutes	Frontline Staff in every section
4. If book/item is available proceed to borrowing/releasing.	Checking-out thru online account and thru logbook signing.	None (fine – except when due P30.00	3 minutes	Frontline Staff in every section

		per day)		
5. If non-constituent, books and other resources are for inside reading purposes only. Photocopying is allowed but need to observe Fair Use Policy.	Check and submit valid ID for photocopying. Logbook items.	None	5 minutes	Frontline Staff
6. Online: Ask-a-Librarian- is an activity wherein a patron can ask possible resources available online, from any downloaded databases, providing links to reliable open access cites, or from available online linkages.	Message Dorsu Lib FB account	None	10 minutes	Frontline Staff
7. Digitized book collections can also be disseminated per request basis (e.g. pictures of pages of books with needed topics), can be shared online thru google drive view only mode.	Email: library@dorsu.edu.ph	None	10 minutes	Frontline Satff

2. Retrieval of borrowed books/items

Steps in the retrieval of all borrowed materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Retrieval of Borrowed books/items			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fine Slip			Library	
2. Cashier's Official Receipt			Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return book/s, and other borrowed resources.	Check-in loaned books/items online.	None	2 minutes	Frontline Staff
2. Logbook returned books/items .	Retrieve books/item from borrower. Inform incurred fine/penalties if applicable and verify payment receipt.	Fine of P30.00 per day once due. But fine is waived during Covid-19 period	2 minutes	Frontline Staff

3. Signing of Clearance

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Signing of Clearance
Who may avail:	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Clearance		Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. All students shall borrow at least 1 book every semester with short review/summary of the book being read.	Check account. Sign if no borrowed book for the first time and implement: >First warning. >Second warning for two semester offense and has to borrow 1 book. > Third warning must borrow at least 1 book with a promissory note. >Fourth – shall be referred to the Guidance Office. Inform again and again the patron about the requirement before signing the clearance.	None	3 minutes/pat ron.	Designated Staff
2. Graduating with research/thesis/c apstone/ f asibility studies	Check account and verify if thesis/capstone/ feasibility studies were submitted both print and cd format.	None	3 minutes/pat ron	Designated Staff

3. Part Time Faculty, Regular Faculty and alumni etc.	Check account, sign clearance if no accountability.	None	3 minutes/patron	Designated Staff
4. All books and other materials borrowed must be returned before or during the signing of exit clearance.	Signing of clearance at designated window.	Fines-waived during Covid-19 period.	2 minutes	Frontline Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the front desk
How feedbacks are processed	Drop in the suggestion box
How to file a complaint	Inform our Officer of the Day.
How complaints are processed	Submit letter of complaint to the Office of the Library Director
Contact Information of CCB, PCC, ARTA	Email your concerns to library@dorsu.edu.ph. Send your messages at Dorsu Lib FB account

Health Services Related

Health Services Unit

1. Medical and Dental Services

Office or Division:	Office of Director for Student Services			
Classification:	Simple			
Type of Transaction:	Medical Services and Dental Services			
Who may avail:	Students, Faculty and Immediate Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card		Office of the Student Affairs Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School Identification Card	1.1 For old client locate the outpatient record/dental record 1.2 For new client fill up the outpatient /center record 1.3 Ask and record the complaint of the clients 1.4 Take the vital signs (Blood Pressure, Temperatures, height and weight) 1.5 Assessment	None	10-20 minutes	Health Services Unit Personnel and Physician

2. If the Client needs to be referred to the higher facility	2.1 If "Yes" Refer to the school physician/dentist for consultation and perform medical/dental procedures 2.2 Give prescribed medicine and correct dosage with proper health	none	10-20 minutes	Physician assisted by HSU staff
	teaching 2.3 If "No" give over the counter medicine (necessary) or independent nursing intervention as needed 2.4 Refer to specialized medical practitioner or higher facility			

4. **Responding to medical emergency**	4.1 Take client vital signs (Assessment)	none	10-15 minutes	Health Services Unit Personnel
	4.2 Apply first aide			
	4.3 Refer to school physician/Give OTC Meds or TO Meds(If Necessary)			
	4.4 HSU Personnel Fills up the emergency care record form			
	4.5 HSU Personnel informs clients Relative/Parents/Instructor			
	4.6 Reassessment of clients		15 to 30mins	Health Services Unit Personnel
	4.7 call Dreams Rescue 166 (if necessary) College Vehicle or any available vehicle.			
	4.8. Refer to the nearest hospital			
	4.9 Discharge the client with complete health teaching and home instructions			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the front desk
How feedbacks are processed	Drop in the suggestion box
How to file a complaint	Inform our Officer of the Day.
How complaints are processed	Submit letter of complaint to the Office of the Library Director
Contact Information of CCB, PCC, ARTA	Email your concerns to library@dorsu.edu.ph. Send your messages at Dorsu Lib FB account

Financial Related Office

Finance Services Unit

1. Procedures for Disbursements by ORS/BURS. A. Processing of ORS/BURS.

Office or Division:	Budget Section		
Classification:	Simple		
Type of Transaction:	Payment of Salaries, Travels, Procurement of Supplies, and Equipment		
Who may avail:	DOSCST Employees		
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**		
Payment for Salaries: -Approved Contracts -Approved Payroll -DTR/FSR	HR Office Accounting Office HR Office		
Payment of Travels: -Approved Travel Order -Approved Communication -Approved Itinerary of Travel -Certificate of Appearance -Plane/Bus tickets (Fare) -Registration- Official Receipt -Certification of Expenses not Requiring Receipts	End User End User End User End User End User End User End User		
Payment of Supplies & Materials/Procurement: -Purchase Order -Abstract & Public Bidding -Request for Quotation to BID -Purchase Request -PPMP -BAC Resolution -PhilGeps -IAR -RSM/RIS -ICS/PAR -Charge Invoice/SOA -Official Receipt/Cash Invoice	Procurement Office Procurement Procurement End User End User Procurement Office Procurement Office Supply & Property Office Supply & Property Office Supply & Property Office Supplier Supplier		
Petty Cash Fund Replenishment: -Summary of Petty Cash Vouchers -Replenishment Report	Petty Cashier Petty Cashier		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESS ING TIME**	**PERSON RESPONSIBLE**

1. Requesting/Originating Office submit the supporting documents and check the completeness of the attached supporting documents for the issuance of ORS/BURS.	1.1 Received documents & check the completeness of supporting documents from Requesting / Originating Office. 1.2 Prepares ORS/BURS for obligation based on the approved budget allocation per GAA and for off budgetary and custodial funds. 1.3 Obligates the ORS or BURS in accordance of the Funding Source Code segmented by Fund Cluster, Fund Authorization, Major Final Output, Program/Activity/Project using the UACS Code. 1.4 The ORS or BURS must be signed by the Budget Head for the approval and serve as a subsidiary record for obligation maintained by the Budget Unit that contains the amounts for disbursements 1.5 Record the approved ORS or BURS. Forwards the documents to the Receiving/Releasing Staff for the preparation of Disbursement Voucher to the Accounting Office.	none	5 minutes	Budget Officer

2. Procedures for Disbursements by DV.

B. Processing of Disbursement Voucher (DV) according to its Fund Cluster.

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	Payment of Disbursements for DVs.
Who may avail:	DOSCST Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For supplies, other materials, and equipments	
BURS/ORS (3 copies)	Budget Section
PPMP	End-user
Purchase Request	End-user
Purchase Order	Procurement Office
BAC Resolution (if P50,000 and above)	Procurement Office
PhilGEPS (if P50,000 and above)	Procurement Office
RFQ	Supply and Property Unit
Abstract	Supply and Property Unit
IAR	Supply and Property Unit
RSMI/RIS	Supply and Property Unit
ICS/PAR	Supplier
Charge Invoice/SOA/Delivery Receipt	Supplier
For infrastructure payments	
BURS/ORS (3 copies)	Budget Section
Approved Request Letter	Contractor
Notice to Proceed	Infrastructure Committee
Notice of Award	Infrastructure Committee
Contract of Agreement	Infrastructure Committee
BAC Resolution	Procurement Office
Certificate for Payment	Infrastructure Committee
Accomplishment Report	Infrastructure Committee
Evaluation of Work Accomplished	Infrastructure Committee
Final Inspection Report	Inspectorate Committee
Certificate of Completion and Turn-over	Infrastructure Committee
Photo Documentation	Contractor
Transmittal received by COA	Procurement Office
For travel	
BURS/ORS (3 copies)	Budget Section
Travel Order	End-user
Certificate of Travel Completed	End-user
Certificate of Appearance/Attendance	End-user
Itinerary of Travel	End-user
Bus Tickets/Plane Tickets	End-user
Certification of Expenses Not Requiring Receipts (CENRR)	End-user
SOA	External Service Provider

Payment for Salaries: BURS/ORS (3 copies)	Budget Section			
-Approved Contracts -Approved Payroll -DTR/FSR	HR Office Prepared by Accounting Office and checked by HR Office HR Office			
For Remittance to Trust Liabilities/Banks/DOSCST MPC/ ASSSO and Others. -Billings -List of Remittances	Payroll In-charge/Accounting Office Payroll In-charge/Accounting Office			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Budget Staff submit the ORS/BURS,and Supply Staff submits other originals of supporting documents. Request Disbursement Voucher for Payment	1.1 Copies 1-3 of ORS/BURS form the Budget Unit. Checks completeness of supporting documents. If incomplete, returns to the concerned party for compliance. 1.2 If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV. 1.3 Assigns DV number and records in the logbook the DV number and date, payee, particular and amount. Forwards copies 1.4 Forward Copies 1-3 of DV, originals of supporting documents to the Head of Accounting Unit to review and for signature. 1.5 Forward copies 1-3 of DV, originals to the direct supervision officer/responsibility center for signature.	None	30 minutes 5 minutes 3 minutes	Accounting Staff Accounting Office Accounting Head Accounting Staff

3.Review of Itinerary of Travel

Accounting staff reviews submitted Itineraries of Travel with approved Travel Order

Office or Division:	Accounting Section
Classification:	Review of documents
Type of Transaction:	Financial
Who may avail:	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Itinerary of Travel Approved Travel Order Communication/Invitation Letters Certificate of Travel Completed Certificate of Appearance Official Receipts Bus Tickets/Plane Tickets	End-user End-user End-user End-user End-user End-user End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receives Itinerary of Travel with approved travel order and other supporting documents	1.1 Checks correctness of Itinerary of Travel 1.2 Forwards to higher offices	None	1 day	*Accounting Staff* Accounting Office

Preparation of General Payroll

Accounting staff prepares monthly General Payroll of faculty and staff

Office or Division:	Accounting Section
Classification:	Processing of documents
Type of Transaction:	Financial
Who may avail:	Faculty, Staff, External Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Payroll	Accounting Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 HRM Staff submits attendance report of regular employees	1.1 Payroll Master computes and prepares general payroll for the period 1.2 Forwards the general payroll to HR office for checking	None	3 days	Payroll Master Accounting Office

4. **Preparation and Approval of Checks, ADA/LDDAP**
C. Checks releasing and other disbursements.

Office or Division:	Cashiering Section
Classification:	Simple
Type of Transaction:	Disbursement of Payment for Disbursements by Checks, ADA,.LDDAP.
Who may avail:	DOSCST Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved ORS/BURS	
Approved DV	Head of Agency or Authorized Representative
Original Supporting Documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office of the Head of the Agency or Authorized Representatives submit the copies 1-3 of approved ORS/BURS, DV and originals of supporting documents. Records in the logbook the date of receipt, DV number, payee, particulars and amount.	1.1 Verifies completeness of signatories on the DV. Prepares check in three copies. 1.2 Retrieves from file the Check Disbursement Records, ADA, LDDAP and records the date, reference or check number, name of payee, nature of payment and amount of the DV and extract the new balance of the NCA/bank account. 1.3 Verifies completeness of	None	10 minutes	Cashier-in-Charge Cashier Head Disbursing Officer

	signature on the DV. Reviews the amount of the check against the DV and supporting documents. Signs the check. 1.4 Records in the logbook the date of release of Copies 1-3 of check. Copies 1-3 of DV, Copy 3 of BURS/ ORS, ADA/LDDAP and other supporting documents. 1.5 Countersigns check. Forwards Copies 1-3 of check, Copies 1-3 of DV, Copy 3 of ORS/BURS and supporting documents to Receiving/Releasing Staff for return to the Cashier. 1.6 Releasing of Checks and notify suppliers/payee 1.7 Submit ADA, LDDAP through bank transaction.		3minutes One Day 30 minutes	Head of the Agency/Authorized Representative Cashier's Head Cashier Head Disbursing Officer

Financial Management-Related Office

Accounting Section

Billing of Students

A. Assessment of Student Accounts/Updating of Student Account Balances

Student Account in-charge processes, prints, and gives Certificate of Billing to students during enrollment or upon request

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Billing Transaction			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Admission Office		
Preliminary Registration Form (PRF) (1 copy)		Institute/Program Secretary		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Student presents School ID/PRF to Accounting Student Account in-charge	1.1 Student Account incharge checks the subjects enrolled, students' tuition fees, and miscellaneous fees 1.2 Student Account incharge processes and prints assessment/billing form	None – if during enrollment Lost Form – Php 25	Five (5) minutes	*Student Account incharge* Accounting Office

B. Releasing of Examination Permits/Clearance Forms

Student Account in-charge checks students' remaining balances, prints, and signs Examination Permits/Clearance Forms

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	Permits/Clearance/ and Billing Transaction
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School ID	Admission Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Student presents School ID to Accounting Student Account in-charge	1.1 Student Account incharge checks student's account balances 1.2 Student Account incharge prints and signs permits/clearance if students have no existing balance, otherwise, he/she prints the permits/clearance and writes remaining balances at the back of the documents for students' information	None Lost Form – Php 25	Five (5) minutes	*Student Account incharge* Accounting Office

Financial Related Office

Financial Services Units

Processing of Financial Reports

1. Preparation of Monthly Financial Reports in Accounting Office.

Accounting staff prepares monthly Financial Reports

Office or Division:	Accounting Section			
Classification:	Technical			
Type of Transaction:	Financial Report Preparation			
Who may avail:	COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Report of Collection and Deposit		Cashier Section		
Daily Report of Checks Issued		Cashier Section		
Daily Report of ADA Issued		Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 Cashier Staff submits daily Report of Collection and Deposit	1.1 Accounting Staff prepares daily JEV	None	3 days	Accounting Staff Bookkeepers Accountant Accounting Office
	1.2 Accounting Staff prepares daily JEV		Daily	
2 Cashier Staff submits daily Report of Checks Issued	1.3 Accounting Staff prepares daily JEV		Daily	
3 Cashier Staff submits daily Report of ADA Issued	1.4 Accounting Staff prepares daily JEV		Daily	
4 Cashier Staff submits cash advance liquidation reports	1.5 Bookkeepers prepare monthly reports		Monthly	
	1.6 Submits monthly reports to Office of COA		Monthly	

2. Preparation of Monthly Financial Reports in Cashier's Office.

Cashier's staff prepares monthly Financial Reports

Office or Division:	Cashier Section
Classification:	Technical
Type of Transaction:	Financial Report Preparation
Who may avail:	COA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Report of Collection and Deposit Daily Report of Checks Issued Daily Report of ADA, LDDAP,ACIC Issued RAAF Report of Disbursement	Cashier In-charge Cashier In-charge Cashier In-charge Cashier In-Charge Cashier In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cashier's In-charge records and reports the daily transactions.	Preparation of Daily Reports a. Prepares Daily Report of Collection and Deposit (RCD) b. Prepares Daily Report of Checks Issued (RCI) c. Prepares Daily Report of ADA, LDDAP, and ACIC d. Submit reports to the Accounting Office	None	Daily	Cashier Head Cashier's Staff Disbursing Officer
Cashier's In-charge record and reports the monthly and quarterly transactions.	Preparation of Monthly and Quarterly Reports 1.1 Report of Accountabiliti es for Accountable Forms (RAAF)	none	Monthly and quarterly	Cashier Staff Cashier Head Disbursing Officer
	1.2 Report of Checks Issued (RCI) 1.3 Report of Disbursement s (RD) 1.4 Submit reports to the Accounting, Budget, and COA Office.			

3. Preparation of Monthly Financial Reports in Budget Office.

Preparation of Budget Forms and Registries.

Office or Division:	Budget Section
Classification:	Technical
Type of Transaction:	Financial Report Preparation
Who may avail:	COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Report of Collection and Deposit	Cashier Section
Daily Report of Checks Issued	Cashier Section
Daily Report of ADA Issued	Cashier Section
Report of Disbursement	Cashier Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cashier's Staff submit the required reports for the preparation of Budget maintained monthly and quarterly financial reports.	Preparation for the registries maintained by the Budget Unit to wit; 1 Registry of Appropriations and Allotments 2 Registry of Allotments, Obligations and Disbursements 3 Registry of Budget, Utilization and Disbursements	None	Monthly and Quarterly for submission to Commission on Audit (COA) Office.	Budget Officer
Budget In-charge record and reports transactions.	Preparation for the Budgetary Reports maintained by the		Monthly and Quarterly Reports for	Budget Officer
	Budget Unit to wit; 4 Journal of Allotments and Obligations (JAO) from all Funding Source and Fund Cluster. 5 Statement of Allotments and Obligations (SAOB) from all Funding Source and Fund Cluster.		submission to Commission on Audit (COA) office.	

Budget In-charge record and report transactions.	Preparation for the National Budgetary Reports maintained by the Budget Unit to wit; 6 Financial Accomplishment Report (FAR) 7 Budget Accountability Report (BAR) 8 On Line Submission of Budget Proposal (OSBP) 9 Budget Execution Documents (BED)		Quarterly Reports for submission to Commission on Audit (COA), Department of Budget & Management (DBM), and National Economic Development Authority (NEDA).	Budget Officer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplished Feedback Forms are submitted through a designated Suggestion Box located in front of the office
How feedbacks are processed	The Office of the Human Resource Management Officer summarizes, prints, and distributes copies to concerned offices
How to file a complaint	Letters of complaint are submitted through a designated Suggestion Box located in front of the office
How complaints are processed	The Office of the Human Resource Management Officer summarizes, prints, and distributes copies to concerned offices
Contact Information of CCB, PCC, ARTA	Venson B. Sarita, LPT, MPA

Office	Address	Contact Information

Accounting Office Budget Office Cashier Office Office of the Director for Finance	G/F Administration Bldg., DOSCST, Guangguang, Dahican, Mati, Davao Oriental	(082)3883-477

Cashier's Office

1. ## Preparation and Approval of Checks, ADA/LDDAP

   ### A. Checks releasing and other disbursements.

Office or Division:	Cashiering Section			
Classification:	Simple			
Type of Transaction:	Disbursement of Payment for Disbursements by Checks, ADA, LDDAP			
Who may avail:	DOrSU Employees, Students, Suppliers and Service-providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved ORS/BURS				
Approved DV		Head of Agency or Authorized Representative		
Original Supporting Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office of the Head of the Agency or Authorized Representatives submits 3 copies of approved ORS/BURS, DV and original copies of supporting documents. Records in the logbook the date of receipt, DV number, payee, particulars and amount.	1.1 Verifies completeness of signatories on the DV and prepares check in three copies. 1.2 Retrieves from file the Check Disbursement Records, ADA, LDDAP and records the date, reference or check number, name of payee, nature of payment and amount of the DV and extract the new balance of the NCA/bank account. 1.3 Verifies completeness of signature on the DV. Reviews the amount of the check against the DV and supporting documents. Signs the check.	None	10 minutes 10 minutes 3minutes	Cashier-in-Charge Cashier-in-Charge Cashier Head

	1.4 Records in the logbook the date of release of Copies 1-3 of check. Copies 1-3 of DV, Copy 3 of BURS/ ORS, ADA/LDDAP and other supporting documents.		3 minutes	Cashier-in-Charge
	1.5 Countersigns check. Forwards Copies 1-3 of check, Copies 1-3 of DV, Copy 3 of ORS/BURS and supporting documents to Receiving/Releasing Staff for return to the Cashier.		One Day	Head of the Agency/AuthorizeRepresentative
	1.6 Releasing of Checks and notify payee		10 minutes	Disbursing Officer
	1.7 Submit ADA, LDDAP through bank transaction.		30 minutes	Cashier Head

1. Preparation of Monthly Financial Reports in Cashier's Office.

Cashier's staff prepares monthly Financial Reports

Office or Division:	Cashier Section			
Classification:	Technical			
Type of Transaction:	Financial Report Preparation			
Who may avail:	COA			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Report of Collection and DepositReport of Checks Issued Summary of ADA, LDDAP, ACIC Report of Accountability of Accountable Forms Report of Disbursements			Cashier In-charge Cashier In-charge Cashier In-chargeCashier In-ChargeCashier In-Charge	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Cashier's In-charge records and reports the daily transactions.	Preparation of Daily Reports a. Prepares Daily Reportof Collection and Deposit(RCD) b. Prepares Daily Reportof Checks Issued (RCI) c. Prepares Daily Reportof ADA, LDDAP, andACIC d. Submit reports to the Accounting Office	None	Daily	Cashier Head Cashier's Staff Disbursing Officer
Cashier's In-charge record and reports the monthly and quarterly transactions.	Preparation of Monthly and Quarterly Reports 1.1 Report of Accountability for Accountable Forms (RAAF)	None	Monthly and quarterly	Cashier Staff Cashier Head Disbursing Officer

	1.2 Report of Checks Issued (RCI)			
	1.3 Report of Disbursements (RD)			
	1.4 Submit reports to the Accounting, Budget, and COA Office.			

2. Procedures for Collections and Deposits through the CollectingOfficer.

Students/Clients pay fees transactions and Graduate School fees transactions.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Cash/Check Collection			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Certificate of Billing (1 copy)		Accounting Section		
2. Clearance (1 copy)		Accounting Section		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students/Clients show their Certificate of Billing for partial payment or full payment for enrollment purposes.	1.1 Receives cash/check from payor representing collection based on the Order of Payment (OP) or Billing prepared by the Accounting Unit. 1.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check. Note: The OR shall be prepared in three copies and shall be distributed as follows: Original-Payor Copy 2-To be attached to the Report of Collections and Deposits (RCD) Copy 3- Cash Unit File	At least 50% payment of the old balances for old students with accounts.	3 min./client	Cashier-in-Charge
2. Students/Clients show the cashier-in-charge the billing or order of Payment (OP) for payment	2.1 Receives cash/check from payor representing collection based on the Order of	Compre -Php 4,500.00 Defense Fee	3 min./client	Cashier-in-Charge

| transactions from Graduate School. | Payment (OP) or Billing prepared by the Accounting Unit.

2.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check.

Note:
The OR shall be prepared in three copies and shall be distributed as follows: Original-PayorCopy 2-To be attached to the
Report of Collections and Deposits (RCD) Copy 3- Cash Unit File | -Php 6,500.00 Grad Fee
-Php 400.00 | | |

3. Procedures for Collections and Deposits through the Bank.

Students/Clients deposit their payments through the bank (DBP) to pay their fees.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Cash Collection via Bank Deposit			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Billing (1 copy)		Accounting Section		
2. Clearance (1 copy)		Accounting Section		
3. Original copy of Deposit Slip		Payor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/client forwards copy of original deposit slip to Cashier-in-Charge	1.1 Receives Original copy of deposit slip from payor representing payment based on the Order of Payment (OP) or Billing prepared by the Accounting Unit.	At least 50% payment of the old balances for old students with accounts.	3 min./client	Cashier-in-Charge
	1.2 Verifies deposit slip by checking the bank statement and takes note of said payment. Retains original copy of deposit slip for documentation. Issues an Official Receipt (OR) to acknowledge the receipt of payment. Note: The OR shall be prepared in three copies and shall be distributed as follows: Original-Payor Copy 2-To be attached to the Report of Collections and Deposits (RCD) Copy 3- Cashiering Unit File		5 min./client	Cashier-in-Charge

4. Collection of Fees for Students/Clients Request/Fines/Forms

Students/Clients pay fees for requested documents, library fines, and other forms theyintend to pay for.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Cash Collection			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Exit Clearance (1 copy)		Registrar Office		
2. Payment Slip (1 copy)		Registrar Office		
3. Library Payment Slip (1 copy)		Library		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/Client shows their payment slip/exit clearance verified by the Registrar-in-Charge.	1.1 Cashier-in-Charge receives payment for credentials requested and issues Official Receipt	TOR -Php 20/page Honorable Dismissal -Php 50.00 Good Moral -Php 20.00 Certificates -Php 75.00 Diploma -Php 100.00	3 min./client	Cashier-in-Charge
2. Student/Client shows their library payment slip.	2.1 Cashier-in-Charge receives payment for library fines and issues Official Receipts	-Php 30.00/day	3 min./client	Cashier-in-Charge
3. Student/Client shows the Cashier-in-Charge for other payment transactions.	3.1 Cashier-in-Charge receives payment for other student/client requests	Lost Forms -Php 25.00 I.D. -Php 100.00	3 min./client	Cashier-in-Charge

5. Collection from Income Generating Projects.

The IGP collections are taken from payments of rentals, livestock, crops and goods andbidding purposes.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Cash Collection			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Booking Form (1 copy)		DAS		
2. Pass Slip (1 copy)		EDM		
3. Note from Procurement Head Office		Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients show their booking form for rental of facilities, vehicle and other property of the schoolto the Cashier-in- Charge.	1.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Gym Rental -Php 150.00/hr AVR Rental -Php 2,500.00/ day Van Rental -Php 3,500.00/ unit RIC Rental -Php 187.5/hr Monoblock Rental -Php 5/pc	3 min./client	Cashier-in-Charge
2. Clients show their Pass Slip for livestock, other crops and goods to the Cashier-in-Charge.	2.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the Current Market Price	3 min./client	Cashier-in-Charge

3. Clients show their note from the procurement office to the Cashier-in-Charge.	3.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the total bidding amount	3 min./client	Cashier-in-Charge

4 – Collection of MDS

The MDS collections are from return of excess after liquidation of cash advances.

Office or Division:	Cashiering Office				
Classification:	Simple				
Type of Transaction:	Cash Collection				
Who may avail:	Students; Clients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Liquidation Report (1 copy)			Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Clients shows their liquidation report to the Cashier-in-Chargewith the amount to be returned	1.1 Cashier-in-Charge receives the amount returned andissues Official Receipt.	Excess amount after liquidation	3 min./client	Cashier-in-Charge	

5 – Collection of OCR-CDA

The OCR-CDA collections from payments of tuition & miscellaneous fees from other agenciesthat offers educational assistance to students.

Office or Division:	Cashiering Office				
Classification:	Simple				
Type of Transaction:	Cash Collection				
Who may avail:	Students; Clients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Clients shows documents related to their transactions, (e.g. Disbursement vouchers, list of grantees, check, LDDAP, etc.)	1.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the actual amount of assistance	5 min./client	Cashier-in-Charge	

Academic Related

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	REGISTRATION OF STUDENTS
Who may avail:	INCOMING FRESHMEN, TRANSFEREES AND OLD STUDENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Process Form duly signed by the officer of the admission section (for incoming freshmen & Transferees)	DOSCST Admission Office
2. Clearance /Permit (for Old Students)	DOSCST Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Transact any window of the Registrar's Office	1.1 Check process form duly signed by respective offices	None	20 mins.	Registrar's Staff
2. Wait and Claim your Printed Certificate of Registration (COR) with the final Phrase: OFFICIALLY ENROLLED with the authorized Registrar's Staff signature.	2.1 Signed the Process Form (for incoming freshmen students & Transferees) and proceed to next step ; Signed & collects the process form (for Old students) 2.2 Register the enrollee in the eSMS 2.3 Print Certificate of Registration (COR) Stamps and signs the form with the with the phrase "Officially Enrolled" 2.4 Release the Registration Form	None	15 mins.	Registrar's Staff

Office of the Registrar

Office or Division:	REGISTRAR'S OFFICE				
Classification:	SIMPLE				
Type of Transaction:	Change of Matriculation				
Who may avail:	College Students				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
1. Note from adviser (that student is allowed to add/dropped the subject for the current semester.)			Adviser of the student in the Institute		
2. Change of matriculation form duly signed by the instructor and recommended by the Adviser and approved by Institute Dean.			DOSCST Registrar's releasing In-charge at window 10		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**	
1.Client secure an adding /dropping 2.form Fills-up the form with reasons stated.	1.1 Release a Form	None	3 mins.	Registrar's Staff	
1.Presents the form to the adviser for recommendation and approved by the Institute Dean and signed by the instructor for notification that student has made a change on the subjects he/she enrolled.

2.Submits the | 2.1 Receives and checks the signatures of the instructor, adviser and | None | | - Academic Adviser

-Respective Instructors of the student

-Institute Dean | |

		None	5 mins	Registrar's Staff
accomplished form to the registrar-in charge				
	Institute Dean 2.2 Enter the changed/add subject in the **e-sms** 2.3 Gives the student's copy of the form with signature of the registrar's Incharge			

Office or Division:	REGISTRAR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Completion of Deficient Grades			
Who may avail:	College Students			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of grades with deficiencies incurred 2. Official receipt (for the form)		DOSCST Registrar's releasing In-charge at window 10 DOSCST CASHIER'S OFFICE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Presents the official receipt and report of grades 2. Fills-up the form legibly and completely	1.1 Checks /Verify the report of grades and instructor's name in the eSMS with official receipt 1.2 Issues completion form 1.3 Sign Verified correct on the subject to be complied	P50.00 per subject	5 mins.	Registrar's Staff

1. Presents the form to the academic adviser and to the instructor for their recommending signatures & approved by the Registrar	1.1 Checks if the form is duly signed by the academic adviser and subject instructor 1.2 Receives the completion let the instructor record the grade in the Log Sheet with his /her affix signature. (The instructor will receive a copy of the completion form)	No fees will be charged if filed during the examination period	5 mins	Registrar's Staff at Window 1
2 If approved, the student is permitted to: a) take removal examination; b) complete other requirements 3 Student will proceed to the instructor to take the removal and give the form.	1.3 Enter the completed grade in the *esms*			

Office or Division:	REGISTRAR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Crediting of Subject			
Who may avail:	College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Records (transferee)		DOSCST Registrar's In-charge at window 9		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client (transferee) secures an advance credit form	1.1 Checks the Transcript of records of the student 1.2 Issues an advance credit form	None	3 mins.	Registrar's Staff
2. Fills-out the				

form and submits to the academic adviser of the institute to identify the subjects to be credited.				
3. Let the registrar signed the form	3.1 Signed form to check the application for credit is in accordance of the college rules and regulation		3mins	Registrar
4. Go to Institute Dean ask for identified evaluator for the course/subject to be credited and signed the form.	3.2 Receives and records the grade on the course applied and update student record in eSMS.			Institute Dean
5. Secure the approved signature of the Institute Dean for the subject to be credited.		5pesos per approved Subjects	5 mins	Registrar's Staff

Office or Division:	REGISTRAR'S OFFICE

Classification:	SIMPLE
Type of Transaction:	Substituting of Subject
Who may avail:	College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Report of grades of old student	DOSCST Registrar's releasing In-charge at window 10

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client secures a substitution form	1.1 Checks the report of grades of the student and corresponding courses applied for substitution 1.2 Issues a substitution form	None	3 minutes	Registrar's Staff
1 Fills-out the form and submits to the adviser of the institute for the recommending approval of the petition of substitution 2 Submits to the in-charge once approved by the Institute Dean	1.1 Receives and records the grade on the course applied for substitution	None	5 minutes	Registrar's Staff

Office or Division:	REGISTRAR'S OFFICE

Classification:	SIMPLE
Type of Transaction:	Issuance of Honorable Dismissal
Who may avail:	Transferring students and graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished exit clearance 2. Receipt of payment	DOSCST Registrar's releasing In-charge at window 10 DOSCST Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills-out Clearance form legibly and Correctly 2. Complete the signatories on process of the clearance form 3. Client pays the service fee 4. Presents the exit clearance and official receipt to the registrar incharge 5. Claim the stub and scheduled date of release.	1.1 Issues an exit clearance form 1.2 Checks the credentials of client 1.3 Signed record's verifier	P150.00 per set of transfer credentials	3 days	Registrar's Staff In-Charge Cashier's Office

Office or Division:	REGISTRAR'S OFFICE
Classification:	COMPLEX
Type of Transaction:	**Issuance of Certification, Authentication and Verification (CAV),Transcript of Records and Diploma**
Who may avail:	College Students and Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished exit clearance (for fresh graduates only) w/ photocopy of Transcript of records of the student. 2. Payment Stub (for the reissuance of the documents.) 3. Official receipt	DOSCST Registrar's releasing In-charge at window 10 DOSCST Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client fills-out an exit clearance form	1.1 Issues an exit clearance form or the Payment Stub		3 mins.	Registrar's Staff
2. Client pays the service fee at cashiers' office	2.1 Checks the credentials of client 2.1 Issue a certification, authentication and verification (CAV) to client, Transcript of Records(TOR), and Diploma	CAV-75 Pesos TOR-80 pesos Diploma-100 pesos (reissuance)	5 days	Registrar's Staff Registrar's Staff
3. Presents the exit clearance and official receipt to the registrar incharge				
4. Presents the exit clearance and official receipt to the registrar incharge				

5.	Signs in the logbook to receive the document requested.	5.1 Keep record of CAV, TOR, Diploma issued in the Log Sheet file of the office		3mins.	Registrar's Staff

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	Re-Issuance of Report of Grades and Certificate of Registration (COR)

Who may avail:	College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student school ID 2. Official Receipt	DOSCST Registrar's releasing In-charge at window 10

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Pay the services to the cashier for the document to be requested. 2. Present the official receipt to the registrar's Incharge for the release of the requested document.	1.1 Prints and issues report of grades or Certificate of Registration certified by the records In-charge	25 pesos	3 mins.	Registrar's Staff Window 10

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	Application for Leave of Absence
Who may avail:	College Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Certificate of Registration (COR) (if the client is enrolled in the semester.)	DOSCST Registrar's releasing In-charge at window 10			
2. Duly accomplished clearance for not enrolled on the current semester.	DOSCST Accounting Office			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client asks for the leave of absence form	1.1 Issues a leave of absence form	None	3mins.	Registrar's Staff
2. Fills-out the form, states reason of absence and submits to the adviser and Institute Dean approval.	2.1 Received the accomplished form and record the same in the eSMS start notes and file form at the student individual envelope.	None	3mins.	Registrar's Staff
3. Submits the Leave of Absence (LOA) to the Registrar records Incharge.				

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	Application for Graduation
Who may avail:	College Graduating Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Student School ID 2. Certificate of Registration(COR) 3. NSO Birth certificate	DOSCST Registrar's releasing In-charge at window 10

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client asks for an application for graduation form	1.1 Issues an application for graduation form	None	3mins.	Registrar's Staff
2. Fills-out the form completely and legibly with the affix signature of the student.	2.1 Receives the accomplished form (from the program head) records the same in the list and on the eSMS.	None	3mins.	Registrar's Staff
3. Submit the form to the Program Head of the institute.				

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	Evaluation of Student's Scholastic Record
Who may avail:	College Graduating Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Student School ID 2. Official Receipt 3. Certificate of Registration (COR) (to qualify as a graduating student)		DOSCST Registrar's releasing In-charge at window 10		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Client asks for an evaluation of Report of grades 2. Ask for a claim stub for the schedule of date to be released.	1.1 Retrieve student records 1.2 Issued an evaluation of report of grades certified by the registrar	20 pesos	3days	Registrar's Staff

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	Certifying Credentials/ Authentication
Who may avail:	College Graduating Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

	DOSCST Registrar's releasing In-charge at window 10
1. Photocopy of the documents to be authenticated 2. Official receipt of payment 3. Valid ID and Authorization letter from student concern (if transaction done by a proxy.)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client submits the document to be authenticated at the records In- charge window. 2. Wait for the release of the documents requested.	1.1 Issues credentials certified by the records In –charge personnel.	5 pesos per page	20 mins.	Registrar's Staff

Office of the Director for Student Services

Guidance Counseling and Testing Center

1. Administration of SCAST

State College Aptitude and Scholarship Test (SCAST) will be provided using a standardized tool to measure the student's aptitudes and bases for University Admission.

Schedule of Availability: Regular Schedule every **Thursday and Friday** on specified date as per announcement in every year.

Time Schedule:
8:30 -10:00 AM & 10:00 - 11:30 AM 1:30 - 3:00 PM &   3:00 - 4:30 PM

Office or Division:	Guidance Counseling and Testing Center			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Students			
Who may avail:	Incoming First Year Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document 1 (1 copy original or photocopy) duly filled-out SCAST Application Form)		DOrSU- Guidance Counseling and Testing Center (GCTC)		
Document 2 (1 copy of either of the following: Photocopy of High School Report Card (for graduate) Original Copy of Certification as graduating (for Grade 12) Photocopy of Certificate of Rating (for ALS and PEPT Passer)		Previous School		
1 pc. 2x2 Identification Photo				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present the requirements to the Guidance Counseling and Testing Center (GCTC) 1.1 Sign in the SCAST logbook	1. Guidance Counseling and Testing Center examines the completeness of the requirements 1.1 Direct the students to the testing room	None	5 Minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC
2.Take the State College Aptitude and Scholarship Test (SCAST)	2.The GCTC personnel administer the test	None	1 Hour	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC
	2.1 The GCTC personnel check , score, encode and print the test results		6 days	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC
3.Claim the SCAST Result	3.GCTC personnel interprets the result by group	None	45 Minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC

2.Processing the Student Individual Inventory

Student Individual Inventory (SII) will be provided to gather student's personal information that can be used by the guidance counselor during counseling session.

Schedule of Availability: Regular Schedule during the Pre-Registration period of each semester on specified date by the admissions office.

Time Schedule:
8:30 A.M. – 5:00 P.M.

Office or Division:	Guidance Counseling and Testing Center				
Classification:	Complex Transaction				
Type of Transaction:	G2C - Government to Students				
Who may avail:	All New Prospective Enrollees				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Guidance Information Form (GIF)			DOrSU- Guidance Counseling and Testing Center (GCTC)		
1 short brown envelope 2 pcs. 2x2 ID Photos					
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Present the requirements to the Guidance Counseling and Testing Center (GCTC)	1. Guidance Counseling and Testing Center examines the completeness of the requirements 1.1 Provide the students with the Guidance Information Form (GIF).	None	5 Minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC	

2. Fill-out the Guidance Information Form (GIF) completely and paste the 2x2 ID photo on the space provided.	2.The GCTC personnel evaluate the completeness of the GIF. 2.2 Insert the completely filled-out GIF in the short brown envelope. 2.3 Keep the student Individual Inventory for filing.	None	10 minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC *Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC

3. Guidance Counseling Service

This service is provided to assist the students overcome their personal (emotional, behavioral, psychological, social, cultural) problems

Schedule of Availability: Regular Schedule every Monday to Friday as agreed by counselee and the counselor.

Time Schedule:
8:30 -12:00 NN
1:30 - 5:00 PM

Office or Division:	Guidance Counseling and Testing Center			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Students			
Who may avail:	All Enrolled Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document 1 (2 copies of Counseling Referral Forms		DOrSU- Guidance Counseling and Testing Center (GCTC)		
Document 2 (2 copies of Counseling Call Slip)		DOrSU- Guidance Counseling and Testing Center (GCTC)		
Document 3 (1 copy of Counseling Evaluation Form)		DOrSU- Guidance Counseling and Testing Center (GCTC)		
Counseling Logbook		DOrSU- Guidance Counseling and Testing Center (GCTC)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Referral:	1. Guidance Counseling and Testing Center Guidance Counselor/Guidance Personnel In-charge receive the Counselling Referral Form.	None	5 Minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC
1. The referrer present the completely filled-out Counseling Referral Form to the Guidance Counseling and Testing Center (GCTC).	1.1 The Guidance Personnel In-charge endorse the referral to Guidance Counselor/ Advocate assigned by institute.			
	1.2 The Guidance Counselor/ Advocate assigned prepares the counselling session and the counseling forms 1.3 Guidance Counselor/ Advocate assigned call the client through a Counseling Call Slip			
2.The Client appears to the Counselling Office on the date and time as agreed by the Guidance Counselor/Advocate assigned	2. Guidance Counselor/ Advocate assigned, welcome the client and conduct the counselling session in the GCTC' Counseling Room.	None	45 Minutes -1 Hour	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC

	2.1 Guidance Counselor/ Advocate assigned provide the logbook and Counseling Evaluation Form after the session for Completion. 2.3 Guidance Counselor/ Advocate assigned send feedback to the referrer through a Response to Referral Form after the Counseling Session.		20 minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC
Walk-In: 1. The Client appears to the Counselling Office during office hours from Monday to Friday. ***Note:*** *Same Process for follow- session if needed.*	1. Guidance Counselor/ Advocate assigned, welcome the client and conduct the counselling session as agreed by the client and the Guidance Counselor/ Advocate In-charge. 1.1 Guidance Counselor/ Advocate assigned provide the Counseling Call Slip, logbook and Counseling Evaluation Form for completion.	None	45 Minutes to 1 Hour 10 minutes	*Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel* GCTC

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Inquiries will be asked immediately during the process through the GCTC Guidance Counselor/ personnel In-charge.
How feedbacks are processed	Received feedbacks will be answered by the GCTC personnel or assigned personnel.
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

Financial Assistance, Scholarship and Studentship (FASSt) Unit

1. Student Scholarship/Grant Application

Service Information

Office or Division:	Financial Assistance, Scholarship and Studentship (FASSt) Unit
Classification:	SIMPLE
Type of Transaction:	Weekdays from 8am to 5pm
Who may avail:	1. Must be a Filipino Citizen; 2. Must be a High School Graduate; 3. Must have at least a GWA of 1.75 for Mangalayan Scholars and at least a GWA of 1.50 for Bagani Scholars; and 4. Must qualify the grade requirement of the scholarship applied for.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Applicants:	
1. Filled-in Scholarship Form (1 copy)	FASSt Office/Staff
2. PSA Certified Birth Certificate (1 photocopy)	Philippine Statistics Authority
3. 1x1 Formal ID Picture (2 pcs)	Applicant
4. Preliminary Registration Form duly signed by the adviser (3 copies)	Applicant's Academic Adviser
5. Course Prospectus (1 copy)	Applicant's Academic Institute
6. High School Report Card for Incoming 1st Year/Transcript of Records for Transferees (1 photocopy)	Applicant's Previous School Attended
7. Endorsement from Scholarship/Grant Sponsor (1 copy)	Sponsoring Entity/Agency
8. Long Brown Envelope (1 copy)	Applicant
Applicants for Renewal:	
1. Preliminary Registration Form duly signed by the adviser (3 copies)	Applicant's Academic Adviser
2. Report of Grades (1 photocopy)	Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 – Documents Submission

Online Transaction (Submissions via email and Facebook page will be catered within the day or the day after) | 1.1 Evaluates completeness and authenticity of documents
1.2 Evaluates sanctions/deficiency of requirement from the previous semester/period | | 5 minutes | Scholarship Aide/Coordinator |

Step 2 – Verification and Rechecking of Documents Submitted Online Transaction (Submissions via email and Facebook page will be catered within the day or the day after)	2.1 Asks the client to sign in the logbook 2.2 Rechecks the completeness and authenticity of the submitted documents 2.3 Reminds the client on their grade deficiency, if there is any		5 minutes	Scholarship Aide/Coordinator

Step 3 – Issuance of Priority Number Online Transaction (Prioritization is based on date and time received)	3.1 Rechecks the completeness and authenticity of the submitted documents 3.2 Issues Priority Number to the Client		5 minutes	Scholarship Aide/Coordinator
Step 4 – Confirmation of Scholarship Application Online Transaction (Confirmation will be done via email or Facebook page reply)	4.1 Rechecks the completenes s and authenticity of the submitted documents 4.2 Confirms successful scholarship application 4.3 Updates client's scholarship status in the system 4.4 Applicant for renewal of scholarship updates his/her scholarship file/envelope while new applicant submits their documents enclosed in		15 minutes	Scholarship Aide/Coordinator

	a long brown envelope. This step shall be done by the Scholarship Aide/Coordinator, records of applicants will be safe keep in the Data Bank of the FASSt Unit.			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients fill up feedback form.
How feedbacks are processed	HRM office summarizes the results.
How to file a complaint	Clients fill up feedback form.
How complaints are processed	HRM office summarizes the results.
Contact Information of CCB, PCC, ARTA	

Administrative Services

1. Processing of permit to use/rental of physical facilities and equipment

Office or Division:	DAS/General Services Unit			
Classification:	Simple			
Type of Transaction:	Use/Rental of Facilities/equipment			
Who may avail:	Students, Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application to hold an Activity (3 cps)		DOSCST-OSA		
2. Booking Form (3 cps)		DOSCST-DAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

			1 to 3 minutes	
1. Students/Clients -prepare/ fill out forms: Application to Hold an Activity / Booking Form	1.1 For Application to Hold an Activity - Students comply the necessary signatures from OSA/Directors/Heads and approval from the Vice President for Admin. Services 1.2 For Booking Form – Clients comply the form and signatures from the DAS and approval from VP Admin and Finance			OSA/HEADS/DI/DAS – recommending approval VP ADMIN & FINANCE – approval
2. Students/Clients approach the cashier-in-charge for payment transactions.	2.1 3 Cashier-incharge issues official receipt to students and clients	Gymnasium 150.00/hr (daytime only) AVR – P2,500/day RIC – 187.50/hr Monoblock chairs 5.00	1 to 3 minutes	Cashier-in-Charge

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients fill up feedback form.
How feedbacks are processed	HRM office summarizes the results.
How to file a complaint	Clients fill up feedback form.
How complaints are processed	HRM office summarizes the results.
Contact Information of CCB, PCC, ARTA	

1.Information Technology Service Unit

Office or Division:	Information Technology Service Unit			
Classification:	Simple			
Type of Transaction:	IT Services (repair & maintenance)			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work order form		Office of the Director for Administrative Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit work order form for IT services	Receive work order form with complete signatures	NA	3 mins	ITSU Personnel
	Diagnose software or hardware problems.	NA	3 hours	ITSU Personnel
	Record the problems and solutions.	NA	5 mins	ITSU Personnel
	Return computer to the requesting party	NA	30 mins	ITSU Personnel
	Signed and confirmed the results.	NA	30 mins	Requestor and Inspector
	Submit the work order form	NA	10 mins	Director for Administrative Services

Procurement

1. Processing of Purchase Request for procurement of supplies, equipment and services

Office or Division:	Procurement Unit
Classification:	Complex
Type of Transaction:	Bidding – Alternative Mode of Procurement (shopping/SVP)
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. PR (3 cps)	Procurement Unit/End Users (e-copy)
4. PPMP 1 (3 photocopy)	Procurement Unit/End Users

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request (complete with signatures and PPMP)	1. Receive Purchase Request and indicate PR number	NA	3 minutes	Procurement Officer
2. Prepare Request for Quotation (RFQ)	2.1 Encode Request For Quotation (RFQ)	NA	3 minutes	Procurement Officer
	2.2 Comply BAC chair signature	NA	3 minutes	Procurement Officer
	2.3 Posting to PhilGEPS (50K) (minimum of 3 days)		3 minutes	
	2.4 Canvassing		2 days	Procurement Officer
	2.5 Bid Opening	NA	2 hours (Every Thursday)	Designated Canvasser BAC Members
3.Abstract of Bids	3.1 Encoding 3.2 Comply Signatures of BAC Members	NA	3 hours 1 day	Procurement Officer

4.BAC Resolution	4.1Encoding 4.2 Comply Signatures of BAC Members	NA	3 hours 1 day	Procurement Officer
5. Purchase Order(draft)	5.1 Encoding 5.2 For	NA	3 hours	Procurement Officer
	obligation (forward to budget, accounting, OP)			Budget, Accounting,OP
6. Request Obligations	Prepares ORS/BURS	N/A	5 minutes	Budget Officer
7. Obligated P.O.	Certifies the Availability of Funds	N/A	5 minutes	Accounting Head
8. Obligated P.O.	For Approval of HOPE	N/A	5 minutes	College President
9. Approved Purchase Order	6.1 Serve to winning Supplier for signature	NA	1 day	Procurement Officer
10. Approved PO with Supplier's Signature	7.1 Forward to PO and COA	NA	10 minutes	Procurement Officer

Supply and Property Office

Office or Division:	Supply and Property Office			
Classification:	Complex			
Type of Transaction:	Receiving and releasing of items			
Who may avail:	Procurement Office, Suppliers, Employee, & Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
DR, RIS, ICS/PAR		External Provider / Supply and Property Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Forward approved and served PO's	Record and attach monitoring slip	NA	3 mins	Edwin Trinidad
Complete delivery of items	Receive items delivered and signs DR	NA	30 mins	Edwin Trinidad / SPO Head
	Notify COA office for the delivery	NA	1 day	Rosalinda Loguinsa
	Store and facilitate inspection	NA	3 days	Inspectorate & Rosalinda Loguinsa
	Notify end-user the available stocks	N/A	3 mins	Rosalinda Loguinsa
Pick up supplies and materials	Prepare RIS, ICS/PAR	NA	Main campus (1 day) CEC (2 days) SIEC (1 day) BEC (1 day)	End-user
	Prepare RSMI and submit to Accounting Office	N/A	5 mins	Edwin Trinidad
	Forward for payment	N/A	5 mins	Edwin Trinidad

Gender and Development Center

1. Preparation and Review of GADC Research Proposal

This procedure is applicable to GAD-funded researches. It covers activities from logistics preparation to report presentation.

To ensure that all approved research proposals are conducted effectively to deliver reliable research results.

Office or Division:	Gender and Development Center
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For research services ☐ Concept paper follow the detailed proposal format ☐ Work schedule ☐ Logical framework ☐ Budgetary requirements ☐ PPMP follow the prescribed format ☐ Peer Review form (internal reviewee) ☐ In-house review form (panelist/s) ☐ Transcript of remarks of the inhouse review panel ☐ Review Report with endorsement ☐ Special Order ☐ MOA/MOU ☐ Accomplishment/ Progress report ☐ Terminal Report ☐ Publication (if necessary) ☐ Other necessary documents required by higher offices	Gender and Development office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Interested Researchers	Call for Paper	None	3-5 days	Proponents, GAD Center Personnel
Submission of Research Proposals	Evaltion of submitted research proposal (e.g. researcher/s follow/s the prescribed format and submitted other attachments like work schedule, logical framework and budgetary requirements) *Note: if the researcher complied all the necessary documents, he/she will proceed to the next step. If not, he/she will refine the proposal*	None	1 day	Proponents, GAD Center Personnel
Submission of Refined Research Proposal	Review the research proposal following the peer review process	None	1-3 days	Proponents, GAD Center Personnel Peer Reviewer (internal)
Refinement and Submission of Peer Reviewed research proposal	Preparation for the In-house Review and Identification of the Review Panel	None	1-2 days	Proponents, GAD Center Personnel
Presentation of Research Proposal in the In-house Review	Consolidation of the In-house Panel recommendations of research proposal	None	1- 5 days	Proponents, GAD Center Personnel

Apply recommendations	Endorsement of Research Proposal to the R&D Office with the attached review report	None	1 day	Proponents, GAD Center Personnel

2. Preparation and Review of GADC Extension Projects/Programs/Activities

This procedure covers activities to GAD-funded projects/programs/activities. It covers activities from proposal preparation to approval.

To ensure that all submitted activity proposals are aligned in the college's thrust and priorities.

To check that the interventions being identified can answer the objectives of the proposed GAD activities and budgetary requirement is reasonable.

Office or Division:	Gender and Development Center
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For extension services ⬜Needs Assessment Activity form for the Target Beneficiaries/Barangay ⬜Activity proposal followed the prescribed format ⬜PPMP ⬜MOA/MOU (if necessary) ⬜Terminal/accomplishment report with attendance ⬜Activity evaluation form ⬜Other necessary documents required by higher offices ⬜Other necessary documents required by higher offices	Gender and Development office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submission of Activity Proposal following the prescribed format from the Extension Office *Note: Activity Proposal should be aligned in the GAD Center's Thrusts*	Review and Endorse the Activity Proposal to the Extension Office *Note: if the proponent/s complied all the necessary documents, he/she will proceed to the next step. If not, he/she will revise the activity proposal*	None	1-2 days	Proponents, GAD Center Personnel
Conduct of Activity and Submission of Terminal Report to the GAD Center	Consolidate Terminal Report for the inclusion in the Annual GAD Accomplishment Report	None	1 day	Proponents, GAD Center Personnel

3. **Provision of GAD Technical Assistance**

Office or Division:	Gender and Development Center	
Classification:	Complex	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

For GAD Technical Assistance ☐Approved Letter-Request of requisitioning agency/organization/association (for requested research and extension activities) with endorsement from the VP-RDE/Director for Extension/Director for R&D ☐MOA/MOU (Partner Agencies and communities) ***Outside*** ☐Travel Order ☐Itinerary of Travel ☐Certificate of Travel completed ☐Certificate of Appearance ☐Other necessary documents required by higher offices	Gender and Development office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Speakership as Resource Persons in the conduct of Trainings and Seminars	Serves as Resource Persons, Facilitators for the requested trainings and seminars	None	1-3 days	Proponents, GAD Center Personnel
Awards Certificate for Speakership and Facilitation as well as Terminal Reports and attendance	Compilation of Certificates for Speakership, Terminal Reports and attendance to be attached in the Annual GAD Accomplishment Report	None	1 day	Proponents, GAD Center Personnel

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the front desk

How feedbacks are processed	Drop in the suggestion box
How to file a complaint	Inform our Officer of the Day.
How complaints are processed	Submit letter of complaint to the Gender and Development Center
Contact Information of CCB, PCC, ARTA	Email your concerns to sacrojeralyn@gmail.com or mobile number 09465935568.

Enterprise Development and Management Office

Provision of Income Generating Services

1. Monitor and Evaluate Income Generating Projects (IGP)

This procedure is applicable to Income Generating Projects (IGP). It covers activities from monitoring to evaluating the status of income generating projects (IGP).

To ensure that all approved income generating projects (IGP) are conducted effectively to earn income.

Office or Division:	Enterprise Development and Management Office	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For monitoring and evaluation services ◻ Accomplishment/ Progress report ◻ Terminal Report ◻ Other necessary documents required by higher offices		Marfori Demo Farm and Cashier Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Staff of Marfori Demo Farm and other IGP	Monitor and Evaluate Sales from Marfori Demo Farm and other IGP	None	1-2 days	Proponents, EDMO Personnel
Submission of Accomplishment Reports	Evaluation of submitted accomplishment reports (e.g. reports indicating the sales of disposed farm products and income from other IGP)	None	1-2 days	Proponents, EDMO Personnel
Requests for a Copy of Sales	Serves as one of the basis for consolidating reports	None	1-2 days	Proponents, EDMO Personnel

Consolidation of Accomplishment Reports	Consolidate Accomplishment/Terminal Report for the inclusion in the Annual EDMO Accomplishment Report	None	1-3 days	Proponents EDMO Personnel

2. Plan and Procure Equipment, Materials and Supplies

This procedure covers activities from planning to procurement of EDMO IGP projects/programs/activities.
It covers activities from proposal preparation to approval.

To check and ensure that all EDMO IGP projects/programs/activities being identified has a reasonable budgetary requirement.

Office or Division:	Enterprise Development and Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For procurement services ⬜PPMP ⬜Terminal/accomplishment report ⬜Other necessary documents required by higher offices	Marfori Demo Farm Enterprise Development and Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of PPMP	Plan, Review and Submit the PPMP to the Budget Office	None	1-2 days	Proponents, EDMO Personnel
Procure Equipment, Materials and Supplies	Submit PR to the Budget Office	None	1 - 2 days	Proponents, EDMO Personnel

3. Collection of Funds/Payments of Sales

To facilitate and ensure the collection of all payments of sales of College's IGP.

Office or Division:	Enterprise Development and Management Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For collection of payments of sales services ☐Copy of billed customers ☐Copy of payroll for salary deductions ☐Other necessary documents required by higher offices	Marfori Demo Farm Enterprise Development and Management Office Human Resource Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for list of billed customers	Basis for salary deductions *Note: The customer (employees) will indicate the mode of their payment)*	None	1-3 days	Proponents, EDMO Personnel
Submission of payroll for salary deductions	Submit the payroll for salary deductions to the HRMO.	None	1 day	Proponents, EDMO Personnel

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the front desk
How feedbacks are processed	Drop in the suggestion box
How to file a complaint	Inform our Officer of the Day.
How complaints are processed	Submit letter of complaint to the Enterprise Development and Management Office
Contact Information of CCB, PCC, ARTA	Email your concerns to odessamagallones@gmail.com or mobile
	number 09301707830

Office of the Extension Unit

Delivery of Extension Services

1. Preparation and Review of Extension Proposal

- This procedure covers activities to both internally and externally funded extension proposals. It covers activities from proposal preparation to approval.
- To ensure that all submitted extension proposals are aligned in the college's thrust and priorities.
- To check that the interventions being identified can answer the objectives of the proposed   extension activities and budgetary requirement is reasonable.

Office or Division:	Extension Office, RD&E Division			
Classification:	Complex			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All faculty members, centers, institutes, and extension campuses			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
☐ Guide/Checklist for Pre-Activity ☐ RAE-Extension Forms		RD&E, Extension Unit Office, Admin Building 2F		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submission of Extension Proposals	Ensure that the submitted proposals are aligned in the college's thrusts and priorities	None	10 Minutes	*Proponents/RDE Coordinator/ Center and Extension Director* RDE Coordinator's/ Director's Office
2. Check and Endorse Proposals	Review of proposals should incorporate recommendations and signature	None	1 hour	*RDE Coordinator/ Center Director* RDE Coordinator's/ Director's Office
3. Review of corrected proposals	Review, recommend, and endorse the proposal to the Office of the President	None	1 hour	*Extension Director and VP for RDE* Extension Unit Office and Office of the VP-RDE

4. Proposal approval	Approves or may recommend revisions of proposals for further improvement and may endorse externally-funded proposals depending on the protocol requirements of the funding agency	None	1-2 days	*SUC President* Office of the President

2. Extension Activity Implementation, Monitoring and Evaluation

- This procedure covers activities to school-funded and externally-funded extension works. It covers activities from issuance of Office Order/Special Order to submission of terminal report.
- To ensure that all approved extension proposals are conducted effectively and efficiently.

Office or Division:	Extension Unit Office, RD&E Division
Classification:	Highly Technical
Type of Transaction:	G2C, G2G, G2B
Who may avail:	All faculty members, centers, institutes, and extension campuses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
☐ Guide/Checklist for During-Activity and Post-Activity ☐ RAE-Extension Forms ☐ TNA form ☐ M&E Tool (Post-Evaluation form)	RD&E, Extension Unit Office, Admin Building 2F

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Issue Office Order/ Special order	Issuance of Special order (for projects and programs)	None	1 week	*BOT Secretary* Office of the President
2. Prepare preimplementation procedure	Provide the checklist/guide for the pre-activity of every extension activity	None	5 Minutes	*Extension Staff* Extension Unit Office
3. Conduct/ implement the extension activity	Monitor and facilitate the activity according to the approved plan	None	1-3 days (depending on the approved duration of the extension activity)	*Extension Director/Staff* Extension Unit Office
4. Monitor progress of report (for projects/programs only)	Monitor and evaluate the implementation of the project/ program	None	1-2 days	*Monitoring and Evaluation Head/Team* M&E Unit Office

5. Prepare and submit Terminal Report	Approve or may recommend revisions of reports for further improvement	None	1-3 days	*RDE Coordinator/Center Director/ Extension Director/ VP for RDE/ SUC President*
6. Disseminate results	Publish on journal and publication, RDE bulletin, university website, facebook page, and other social platforms	None	1 day	*JPLU Staff* Journal, Publication, and Library Unit Office *Proponents*
	Recommend to attend to any related conference/fora	None	1 hour	*Extension Director* Extension Unit Office
7. Compile and consolidate reports	Data-banking	None	30 Minutes	*Extension Staff* Extension Unit *Proponents*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the Extension office/Public Information Desk and drop it at the designated suggestion box at the Public Information Desk, Admin building, ground floor.
How feedbacks are processed	Feedback requiring answers are forwarded to the office and required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following cell phone numbers: 0918-704-3274 or 0917-714-4973

How to file a complaint	Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&E Division with the following information: • Name of person being complained • Incident • Evidence For inquiries and follow-ups, clients may contact the following Cell phone numbers: 0918-704-3274 or 0917-714-4973
How complaints are processed	The complaints will be assessed and evaluated by the Head of Office and shall submit a report to the Head of Agency for appropriate action. The concerned office will give the feedback to the client. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 0918-704-3274 or 0917-714-4973
Contact Information of CCB, PCC, ARTA	Email your concerns to doscst.extensionunit19@gmail.com or send your messages thru DOSCST FB account.

Internal Audit Service Office

1. **Processing of Official Business for Payment**

Office or Division:	IASO
Classification:	Simple
Type of Transaction:	Financial Transaction
Who may avail:	Personnel directed to Travel on Official Business
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. ORS or BURS (3 copies)	Budget Office
2. DV (3 copies)	Accounting Office

3. Supporting Documents:
   3.1. For Cash Advance
      3.1.1. Approved Travel Order (3 copies)
      3.1.2. Approved Itinerary of Travel (3 copies)
      3.1.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)
   3.2. For Reimbursement
      3.2.1. Approved Travel Order (3 copies)
      3.2.2. Approved Itinerary of Travel (3 copies)
      3.2.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)
      3.2.4. Certificate of Appearance (CA)
      3.2.5. Certificate of Travel Completed
      3.2.6. Receipts and/or Certificate of Expenses not requiring Receipt	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Obligation Request Status (ORS) or Budget Utilization Request and Status (BURS) with Disbursement Vouchers and necessary supporting documents	1. Log in the received documents	none	Two (2) minutes	IAS Staff
	2. Check the completeness of documents including signatures of authorized officials		One (1) minute	IAS Staff
	3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment		Three (3) minutes	IAS Officer
	4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client		Two (2) minutes	IAS Officer
	5. Forward documents to the approving authority		By bulk: 30 minutes	IAS Staff

2.Processing of Procurement for Payment

Office or Division:	IASO
Classification:	Simple to Technical
Type of Transaction:	Financial Transaction
Who may avail:	Responsibility Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS or BURS (3 copies)	Budget Office
2. DV (3 copies)	Accounting Office

3. Supporting Documents:
   3.1 Goods
       3.1.1 Approved PPMP
       3.1.2 Approved PR
       3.1.3 PhilGEPS Posting (for above Php50,000 Approve Budget of Contract)
       3.1.4 Signed Request for Quotation
       3.1.5 Signed Abstract of Bids
       3.1.6 Signed BAC Resolution
       3.1.7 Purchase Order
       3.1.8 Delivery Receipt
       3.1.9 Inspection & Acceptance Report
       3.1.10 Billing
       3.1.11 Tax Certificate
   3.2 Infrastructure
       3.2.1 Perspectives and Bill of Quantities
       3.2.2 Approved PPMP
       3.2.3 Approved PR
       3.2.4 PhilGEPS Posting
       3.2.5 TWG Evaluation
       3.2.6 Signed BAC Resolution
       3.2.7 Notice to Proceed
       3.2.8 Billing
       3.2.9 Tax Certificate	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Obligation Request Status	1. Log in the received documents	none	Two (2) minutes	IAS Officer

(ORS) or Budget Utilization Request and Status (BURS) with Disbursement Vouchers and necessary supporting documents	2. Check the completeness of documents including signatures of authorized officials		Three (3) minutes	IAS Officer
	3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment.[1]		Twenty (20) minutes	IAS Officer
	4. Stamp and affixed signature in the DV for complete and correct documents.		Two (2) minutes	IAS Officer
	5. Forward documents to the approving authority		By bulk: 30 minutes	IAS Officer
2.	Signs the Disbursement Voucher		Five (5) minutes	Authorized Official
3.	Prepares and signs Check or LDDAP[2]		Five (5) minutes	Cashier
4.	Signs check or Approves LDDAP		Three (3) minutes	Authorized Official
5.	Notifies payee to claim check		One day	Cashier
6.	Releases check to payee or submits LDDAP to bank		Three (3) minutes	Cashier

[1] Erroneous document will be returned to responsible office.

[2] LDDAP will be forwarded to the Accountant for signature before forwarding to the approving authority.

Notes:

Processing of Payroll for Payment

Office or Division:	IASO			
Classification:	Simple			
Type of Transaction:	Financial Transaction			
Who may avail:	Responsibility Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ORS or BURS (3 copies)		Budget Office		
2. DV (3 copies)		Accounting Office		
3. Supporting Documents: 　3.1. Regular Employees 　　　3.1.1. Signed Payroll (4 copies) 　3.2. Job Order, Contract of Services, Part-time Lecturers and Retainers 　　3.2.1. Signed Payroll (3 copies) 　　3.2.2. Electronic Print Out (1 copy) 　　3.2.3. Signed Daily Time Record (2 copies) 　　3.2.4. Accomplishment Report (1 copy) 　　3.2.5. Approved Travel Order (if necessary – 2 copies) 　　3.2.6. Employment Sheet (for Job Order, Contract of Services, Part-time Lecturers – 1 copy) 　　3.2.7. Contract and Board Resolution (1 copy) 　　3.2.8. Teaching Load (for Contract of Services and Part-time – 1 copy)		HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Obligation Request Status (ORS) or Budget Utilization Request and Status (BURS) with Disbursement Vouchers and necessary	1. Log in the received documents 2. Check the completeness of documents including signatures of authorized officials	none	Two (2) minutes Three (3) minutes	IAS Officer IAS Officer

supporting documents	3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment		15-day Payroll per person Five (minutes)	IAS Officer
	4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client		e.g. 20 persons * 5 minutes = 1 hour and 40 minutes Two (2) minutes	IAS Officer
	5. Forward documents to the approving authority		By bulk: 30 minutes	IAS Officer

3.Processing of Remittances

Office or Division:	IASO
Classification:	Simple
Type of Transaction:	Financial Transaction
Who may avail:	Responsibility Centers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DV (3 copies)	Accounting Office
2. List of Remittance	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Disbursement Vouchers and list of remittance	1. Log in the received documents	none	Two (2) minutes	IAS Officer
	2. Check the completeness of documents including signatures of authorized officials		Three (3) minutes	IAS Officer
	3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment		Three (20) minutes	IAS Officer
	4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client		Two (2) minutes	IAS Officer
	5. Forward documents to the approving authority		By bulk: 30 minutes	IAS Officer

Human Resource Management Office

1. Issuance of Service Record

Office or Division:	HRMO
Classification:	Simple
Type of Transaction:	Service Record

Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Approach the HRMO staff to request for Service Record	Based on request			Jessa Mae Burgos
2. Check the personal service record in the computer file	Carefully verify and check the personal file of requesting employee	None	15 minutes	Jessa Mae Burgos
3. Certify and sign service record	After verification, the HRMO head will sign the document	none	2 minutes	Catharine G. Caballero
4. Release the service record	Have the requesting employee signed the logbook after receiving the service record	none	2 minutes	Marie Joy Tan

2. Issuance of Certification

Office or Division:	HRMO			
Classification:	Simple			
Type of Transaction:	Certification			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Approach the HRMO personnel to request for Certification	Based on request	None	15 minutes	Lian Samantha Punzalan
2. Check the 201 File of the requesting employee	Carefully verify and check the personal file of requesting employee	None	15 minutes	Lian Samantha Punzalan

3. Certify and sign the certification	After verification, the HRMO head will sign the document	none	2 minutes	Catharine G. Caballero
4. Release the certification	Have the requesting employee signed the logbook after receiving the document	none	2 minutes	Marie Joy Tan

3. Processing of Application for Leave

Office or Division:	HRMO			
Classification:	Simple			
Type of Transaction:	Application for leave			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Received application for leave	Received and ensure that the date of application for leave and the date when to leave is in accordance with the policy of the CSC	None	3 minutes	Arlinda C. Reyes
2. Record number of days applied in the leave card and compute leave balance	Immediately after receipt, the in-charge will record the applied leave in the leave cards	None	2 minutes	Arlinda C. Reyes
3.Certify and sign application for leave	Immediately after indicating the leave balances, the HRMO head will certify and sign the form	None	2 minutes	Catharine G. Caballero

4.If monetization of leave is applied, compute the money value of the no. of days applies and prepare details of computation.	Based on request	None	5 minutes	Arlinda C. Reyes
5. Submit application for leave to authorize official for approval	Immediately after certifying the application for leave, it will be endorse to the authorize official for approval	None	2 minutes	Marie Joy Tan
6. Release approved application for leave	Based on request	none	1 minute	Marie Joy Tan

4. Inquiries on Personnel-related matters

Office or Division:	HRMO			
Classification:	Simple			
Type of Transaction:	Inquiries			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding CSC/GSIS/PHIC/Pag-IBIG and other HR-related matters	Provide assistance to the requesting employees. Coordinate with the agency concerned for information and appropriate action	None	1-2 hours	Catharine Caballero, HRMO Designate

Office of the Director for Student Services

OFFICE OF THE DIRECTOR FOR STUDENT SERVICES

The Office of the Director for Student Services is committed to supervise fast and efficient transactions and services by its units.

Office or Division:	Office of the Director for Student Services			
Classification:	Supervisory Service			
Type of Transaction:	Consolidation of Reports			
Who may avail:	Units under Office of the Director for Student Services **(INTERNAL)**			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Quarterly and Annually Accomplishment Reports with documentation as attachment.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive a memorandum issued by the *Office of the Director for Student Services*	1.1 *Office of the Director for Student Services* will issue a memorandum directing to pass the quarterly/annually accomplishment reports	None	Every end of the quarter Every end of the year	*DSS*
2. Prepare the accomplishment report with documentation attached	2.1 *Office of the Director for Student Services* will update the unit heads with the deadline of submission	None	---	*DSS*
3. Pass the reports to the *Office of the Director for Student Services*	3.1 *Office of the Director for Student Services* will evaluate the correctness and completeness of the report before signing and compiling	None	---	*DSS*
4. Receive a signed copy of the accomplishment report from the *Office of the Director for Student Services*	4.1 *Office of the Director for Student Services* will consolidate the accomplishment reports 4.2 Make a summary	None	---	*DSS*

	of the reports			
	4.3 Pass the consolidated report to the *Office of the Vice President for Academic Affairs*			

Office or Division:	Office of the Director for Student Services			
Classification:	Supervisory Service			
Type of Transaction:	Compilation of Monitoring Sheet and Document Analysis (Accreditation Purposes)			
Who may avail:	Units under Office of the Director for Student Services **(INTERNAL)**			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CMO 9, s. 2013 2. Area IV. Support to Students				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a memorandum issued by the *Office of the Director for Student Services*	1.1 *Office of the Director for Student Services* will issue a memorandum directing to fill-in the Monitoring Sheet and Document Analysis	None	Before accreditation period	*DSS*
2. Fill-in the Monitoring Sheet and Document Analysis	2.1 *Office of the Director for Student Services* will update the unit heads with the deadline of submission	None	---	*DSS*
3. Pass the Monitoring Sheet and Document Analysis to the *Office of the Director for Student Services*	3.1 *Office of the Director for Student Services* will evaluate the correctness and completeness of the report before signing and compiling	None	---	*DSS*

4. Wait for the Consolidated copy of the said forms	4.1 *Office of the Director for Student Services* will consolidate the said forms and provide a copy to the AACCUP Personnel.	None	---	*DSS*

Office or Division:	Office of the Director for Student Services			
Classification:	Supervisory Service			
Type of Transaction:	Enrolment Transaction			
Who may avail:	Units under Office of the Director for Student Services **(INTERNAL)**			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Directorate's Meeting				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive a notice of meeting issued by the *Office of the Director for Student Services*	1.1 *Office of the Director for Student Services* will issue a notice of meeting to the units under ODSS	None	Before enrolment period	*DSS*
2. Units under ODSS will attend the meeting	2.1 The main agendum will be the enrolment transaction	None	---	*DSS*
3. Each unit will explain their role, requirements and processes during enrolment period	3.1 *Director for Student Services together with the Unit Heads* will evaluate the efficiency of the process	None	---	*DSS*
4. Each unit will propose a location and an efficient process in catering clients during enrolment	4.1 *Director for Student Services together with the Unit Heads* will have an agreement with the location and the processes to be followed during the enrolment period	None	---	*DSS*

5. Units will follow the agreed processes during enrolment	5.1 *Director for Student Services* will monitor and supervise each unit during enrollment	None	---	*DSS*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	
How to file a complaint	Complaint can be filed through formal letter address to the concern personnel
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS (OVP-AA)

1. Processing New Curricular Program

To ensure effective processing of new curricular program, this procedure covers activities from conducting feasibility study to the approval of proposed curriculum.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Academic Related
Type of Transaction:	G2G
Who may avail:	Faculty and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Feasibility Study 2. Stakeholder's Summary of Responses 3. Curriculum Proposal 4. Minutes of Meeting 5. Stakeholders' Invitation Letter 6. CHED PSGS and Memoranda 7. Curriculum Committee Summary of Findings 8. Course Prospectus 9. Recommended Proposal 10. Endorsement Letter	Program Head Dean Curriculum Committee VPAA Academic Council CHEd College Board of Trustees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Feasibility Study and draft new proposal	Proponent drafts feasibility study questionnaire addressing the various stakeholders.	None	1 week	*Program Head*
2. Draft new curriculum proposal	Gather significant data from the stakeholders regarding the need for offering the program.	None	2 weeks	*Program Head*

3. Conduct meeting with concerned faculty	Evaluate and analyze the responses of the concerned faculty during the meeting.	None	4 hours	*Program Head*
4. Conduct consultative meeting with various stakeholders.	Consolidate and analyze the responses of the various stakeholders during the	None	3-5 hours	*Program Head*

5. Endorse deliberated proposal to Dean	consultative meeting. Incorporate the recommendations of the stakeholders on the Curriculum Proposal for enhancement. The minutes and the consolidated responses of the stakeholders during the consultative meeting will serve as documents in the revision of the proposal.	None	1-2 hours	*Program Head*
6. Receive and endorse the deliberated/consulted proposal to the Curriculum Committee		None	1-2 hours	*Dean*
7. Review, evaluate and endorse to VPAA		None	1-3 days	*Curriculum Committee*
8. Review, evaluate and endorse to Academic Council		None	1 day	*VPAA*
9. Deliberate and recommend proposal to CHED		None		*Academic Council*

10.Evaluate and approve and/or recommend the proposed Curriculum to the BOT for approval	In the case that the Academic Council has suggestions or recommendations, the proposed curriculum shall be returned back to the proponent thru channels. After the revision, the proposal shall be endorsed again to the Academic Council thru channels. The Academic Council endorses the proposed curriculum to CHED. The College thru the Academic Council may endorse the proposed curriculum at the same time to the BOT for approval.	None		*CHED*
11.Returned back the approved proposed curriculum to the College	In case that the CHED has suggestions or recommendations for improvement of the proposed curriculum, the same shall be returned back to the proponent, thru channels. After the revision, the proposal shall be endorsed again to CHED, thru channels.	None		*CHED*
12.The College endorses the approved curriculum by CHED to the Board for final approval		None		*College*
13.Approve the Curriculum		None		*Board of Trustees*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	HRM office summarizes the results
How to file a complaint	Clients fill up feedback form.
How complaints are processed	HRM office summarizes the results
Contact Information of CCB, PCC, ARTA	

2. Revision of Curricular Program

To ensure efficient flow for revision of current curricular program, this procedure covers activities from evaluating existing curriculum to approving of the revision.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Academic Related
Type of Transaction:	G2G
Who may avail:	Faculty and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Course Prospectus 2. Curriculum Evaluation Form 3. Proposal/Revision Form 4. CHED PSGS and Memoranda 5. Recommended Proposal 6. Endorsement Proposal	Program Head Institute Dean Chairman of the Curriculum Committee VPAA Academic Council CHED College Board of Trustees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

		None	1 day	Program Head
1. Evaluate existing curriculum and draft new proposal				
2. Conduct meeting for consultation and deliberation among faculty in the Program.		None	4 hours	Program Head
3. Receive and endorse the deliberated/consulted proposal.	Review then endorse the deliberated proposal to the Curriculum Committee	None	1 day	Institute Dean

4. Convene the Curriculum Committee and evaluate the proposed curriculum.	Review and evaluate the proposed curricula for further scrutiny	None	1-3 days	Chairman of the Curriculum Committee
5. Endorsed the Proposed Curriculum to the VPAA	Chairman of the Curriculum Committee endorses the scrutinized curriculum to the OVP Academic Affairs			Chairman of the Curriculum Committee
6. Review and endorse to academic council the proposed curriculum.	Review the proposed curriculum for further scrutiny		1 day	VPAA

7. Deliberate and recommend proposal to the CHED	In case the Academic Council has suggestions or recommendations, the proposed curriculum shall be returned back to the proponent, thru channels. After the revision, the proposal shall be endorsed again the Academic Council, thru channels. The Academic Council endorses the proposed curriculum to CHED. The College thru the Academic Council may endorsed the proposed curriculum at the same time to the BOT for approval.			Academic Council
sss8. Evaluate and approve and/or recommend the proposed Curriculum to the BOT for approval.	In case that the CHED has suggestions or recommendations for the improvement of the proposed curriculum, the same shall be returned back to the proponent, thru channels. After the revision, the proposal shall be endorsed again to the CHED, thru channels.			CHED
9. Returned back the approved proposed curriculum to the College.	The Board may approve in principle the submitted curriculum subject to the CHED's recommendation for approval			CHED

10. The College endorses the approved curriculum by CHED to the Board for final approval.				College
11. Approve the Curriculum.	Approve the Curriculum subject to CHED's action/recommendation.			Board of Trustees

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	HRM office summarizes the results
How to file a complaint	Clients fill up feedback form.
How complaints are processed	HRM office summarizes the results
Contact Information of CCB, PCC, ARTA	

3. Request for Subject Offering

To check whether requested subjects for approval are within justification such as appropriate schedule, faculty and room assignment. This procedure is applicable to all undergraduate and graduate student. It covers activities from consulting adviser to encoding the additional requested subject.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Academic Related
Type of Transaction:	
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student's Request Letter 2. Student's Academic Record 3. Request for Subject Offering 4. Recommendation Letter	Student Academic Adviser Program Head Dean Director for Instruction VPAA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the adviser on the subject to be requested.		None	30 minutes	Student
2. Evaluates the request of the student	Adviser to check and evaluate academic records of the student. Eg. Prospectus	None	1 hour	Academic Adviser
3. Secure Request for Subject Offering Form	Institute to issue Request for Subject Offering Form	None	5 minutes	Student
4. Accomplish Request for Subject Offering	Receives and checks the signatures of the instructor, adviser and Institute Dean	None	30 minutes	Student
5. Identify and ask confirmation of faculty to handle the requested subject	Rechecks and validates.	None	5 minutes	Program Head
6. Endorse the request to Dean	Evaluates and recommends.	None	15 minutes	Program Head
7. Evaluate and endorse the request to Director for Instruction	Double checks the student's academic records. Eg. Subjects taken, pre-requisites, prospectus, grades etc.	None	1-2 hours	Dean
8. Evaluate and endorse the request to VPAA	For final evaluation and perusal whether to approve/disapprove the requested subject.	None	30 minutes	Director for Instruction
9. Forward request to the Director for Instruction	Returns documents to Director for Instruction.	None	5 minutes	VPAA
10. Forward request to the Dean concerned	Returns documents to Institute Dean	None	5 minutes	Director for Instruction

11. Forward request to the Program Head.	Returns documents to Program Head	None	5 minutes	Dean
12. Encode additional subject to the Esms	Add requested subject upon encoding.		10 minutes	Program Head

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	HRM office summarizes the results
How to file a complaint	Clients fill up feedback form.
How complaints are processed	HRM office summarizes the results
Contact Information of CCB, PCC, ARTA	

4.

Permit to hold Activity

To facilitate the proper conduct of activity, this procedure covers from making of activity to safekeeping and filing of report. This is applicable to all activities to be conducted properly within and outside the college.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Academic Related
Type of Transaction:	
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Proposal 2. Student's Academic Record 3. Request for Subject Offering 4. Recommendation Letter	Student Academic Adviser Program Head Dean Director for Instruction VPAA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Make Activity Proposal	The class/organization representative makes Activity Proposal of the desired activity. According to the type of school activity, such as: a. Curricular Activity- activities anchored in the curriculum/subject matter. b. Co-curricular Activity- College Calendared Activities approved by BOT. c. Extra-curricular	None	4 hours	Class/Organization representative
	Activity- activities beyond College Calendared Activities or activities initiated by other national agencies.			
2. Secure Permit from OSA	The class/organization representative secures Permit to Hold an Activity form at the OSA.	None	10 minutes	Class/Organization representative

3.Secure Proposal and Permit Signatories	The class/organization representative fills up the Permit to Hold Activity with corresponding identified concerned signatories.	None	2-3 hours	Class/Organization representative
4. Submit Approve Proposal and Permit	The class/organization representative submits the fully signed permit to Hold Activity and approved activity proposal at OSA.	None	10-15 minutes	Class/Organization representative
5. Log approve schedule of activity	The Head of Office of the Student Affairs logs the approved activity.	None	5 minutes	OSA Head/ OSA Personnel
6. Conduct approved activity	The class/organization implements the approved activity as scheduled.	None	Will depend on the approved time frame and schedule	Class/Organization Representative
7. Submit Terminal Report	The class organization submits Terminal Report.	None	1-2 weeks after the conduct if activity	OSA Head

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	HRM office summarizes the results
How to file a complaint	Clients fill up feedback form.

How complaints are processed	HRM office summarizes the results
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
DOSCST- Office of the Vice President for Academic Affairs	Guang-guang, Dahican, City of Mati, Davao Oriental	Tel. no. 3884-815

Office of the Vice-President for
Research Development and Extension

Delivery of Services

1. Submission of RD&E and other related documents for endorsement to Higher Office and other offices

This procedure covers activities to both internally and externally funded research & extension activities.

To ensure that all submitted documents is aligned in the college's RD&E thrust and priorities.

To check that the interventions being identified can answer the objectives of the proposed research & extension activities and budgetary requirement are reasonable.

To ensure that all approved research and extension activities are conducted effectively and efficiently.

Office or Division:	Office of the Vice-President for Research Development and Extension			
Classification:	Complex			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
☐ RAE-Forms (ISO Mandatory forms) ☐ MOA/MOU ☐ Activity Design ☐ Terminal, Quarterly & Annual reports ☐ M&E evaluation form		VP-RD&EOffice, Admin Building 2ndFloor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Sign in the Log Book at the VP-RD&E Office	Give the Log book to the client (contains info of the client and type of transaction)	None	10 Minutes	*VP-RD&E Staff*
2. Submit the approved research and extension activity proposals from the Director's level for endorsement to the Office of the President	Receive the approved research and extension proposals and check the completeness for endorsement	None	1 Day	*Research and Extension Director and VP for RDE*
3. Submit the terminal, quarterly and annual reports from respective offices under RD&E Division for endorsement to the Office of the President	Receive the documents/reports and check the completeness for endorsement	None	1 Day	*Center directors, Research and Extension Director and VP for RDE*
4. Submit proposals/activity design of faculty and other external partners/collaborators for partnership forging	Receive and ensure that the submitted documents is aligned with the College RD&E agenda (*need to present to RD&E monthly meeting/council meeting)	None	1-2 days	*DOSCST Faculty, other stakeholders, Center directors, Research and Extension Director and VP for RDE*

5. Submit the monitoring and evaluation report of internally & externally funded research and extension activities from the unit head for endorsement to the Office of the President	Receive and ensure that the submitted documents is complete for endorsement	None	1 day	*M&E Unit Head, Center directors, Research and Extension Director and VP for RDE*
6. Return to the VPRD&E office once the documents is approved and submit one (1) copy of the document for data banking and information dissemination	Ensure that the office has copies of the documents for compilation, Forward a copy of documents to JPLU unit for posting to RD&E bulletin and other IEC materials	None	1 hour	*DOSCST Faculty, other stakeholders, JPLU Unit head, Center directors, Research and Extension Director and VP for RDE*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the VP-RD&E Office /Public Information Desk and drop it at the designated suggestion box at the Public Information Desk, Admin building, ground floor.
How feedbacks are processed	Feedback requiring answers are forwarded to the office and required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403

How to file a complaint	Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&E Division with the following information: • Name of person being complained • Incident • Evidence For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403
How complaints are processed	The Complaints will be assessed and evaluated by the Head of Office and shall submit a report to the Head of Agency for appropriate action. The concerned office shall give the feedback to the client. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403
Contact Information of CCB, PCC, ARTA	Email your concerns to echolima1821@gmail.com or send your messages at DOSCST RD&E Facebook account.