



**DAVAO ORIENTAL STATE UNIVERSITY**

**CITIZEN'S CHARTER**

2021 (3<sup>rd</sup> Edition)



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## **I. UNIVERSITY MANDATE**

The University is mandated to provide academic programs in science and technology, agriculture, engineering, teacher education, technical education and other areas as may be instituted on the basis of national, regional and local development goals. It is also mandated to provide research and extension services to its primary clientele - the province of Davao Oriental and outwards.

The University is commissioned to:

- provide higher quality tertiary education
  - characterized by cultural sensitivity and inter-disciplinary approach
  - informed by active research, community connection and institutional collaboration
  - providing the lifelong diverse needs of students and their parents
- advance knowledge by research and community involvement
  - to standards achieving national recognition
  - throughout its subject range
- support national and regional economic development agenda and directions
- build vigorously its close ties within the region, the nation and continue to develop wider international relationships.

## **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

We, officials and employees of Davao Oriental State University do hereby pledge to:

- Service Paradigm
  - D** – Diligent delivery of ....
  - O** – Outstanding services to ....
  - S** – Satisfy human resource economy with ....
  - C** – Competence, excellence & integrity to ....
  - S** – Spell difference in a real ....
  - T** – Time
  
- Commit ourselves to serve the public with:

### **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



## DO<sub>r</sub>SU QUALITY POLICY STATEMENT

**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.

To sustain this culture of quality, DO<sub>r</sub>SU is committed to:

- **D**eliver quality education, research, and extension and progressive leadership to its stakeholders;
- **O**ffer relevant value-adding programs and products responsive to the Sustainable Development Goals;
- **S**ustain conducive environment for learning, research, and extension through continuous professional development and providing state-of-the-art technologies, facilities and infrastructure;
- **C**omply with all applicable statutory and regulatory requirements;
- **S**erve its stakeholders better by implementing value-adding improvements using different tools such as Risk Management and 5S; and
- **T**ransfer organizational knowledge and QMS expertise to other institution.



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## **EXTERNAL SERVICES**



## I. OFFICE OF STUDENT AFFAIRS

### 1. 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.

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



1. Submits all the required documents	Evaluates the documents	None	7 working days upon setting of deadline of submission	OSA Staff
2. Claims Certificate of Accreditation	Releases Certificate for the Organization and Special Order for the Adviser	None	5 minutes	OSA Staff
	<b>TOTAL</b>		<b>7 Days, 5 minutes</b>	

## 1.2 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.

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



4. Checks the correctness of the information and affixes his signature	Prints the ID card of the student	None	2 minutes	OSA Staff
5. Accomplishes the student ID Monitoring record (1 copy)	Releases the ID card to the student	None	1 minute	OSA Staff
	<b>TOTAL</b>		<b>13 Minutes</b>	

### 1.3 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.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni of the College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		OSA		
Official Receipt		Cashier		
Exit Clearance		Registrar		
Application Form for Certification of GMC		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pays for Certificate of Good Moral Character	Receives payment	20.00	1 minute	Cashiering Office Staff
2. Accomplishes and submits the application form (1 copy)	Encodes the information to the computer	None	5 minutes	OSA Staff
3. 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
	<b>TOTAL</b>		<b>8 Minutes</b>	

## 1.4 SIGNING OF CLEARANCE

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

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of the College			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Form ( 1copy)			Accounting office	
Attendance to every Student Activity			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student gets the clearance form	Prints the clearance of the student	None	1 minute	Accounting Office
2. Checks the attendance of the activities for the whole semester	Posts the copies of attendance sheets outside the office	None	5 minutes	OSA Staff
3. 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
4. Presents the clearance for signing	Sings the clearance of the students	None	30 seconds	OSA Head



	<b>TOTAL</b>		<b>1 Hours, 6 Minutes and 30 Seconds</b>	
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## 1.5 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.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of the College			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complaint form (1 copy)			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits written report	Evaluates the degree/level of student complaint whether minor or major	None	5 minutes	OSA Head
2. 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
3. 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



	<b>TOTAL</b>		<b>5 days, 5 minutes</b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 Student Affairs
Contact Information of CCB, PCC, ARTA	Email your concerns to <a href="mailto:library@dorsu.edu.ph">library@dorsu.edu.ph</a> . Send your messages at Dorsu Lib FB account

## II. OFFICE OF THE DIRECTOR FOR LIBRARY SERVICES

### 1.1 REGISTRATION

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

<b>Office or Division:</b>	Office of the Director for Library Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty, Staff and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Personal Appearance				
<ul style="list-style-type: none"> <li>COR and Valid ID (Old Students)</li> </ul>			Registrar/OSA	
<ul style="list-style-type: none"> <li>Appointment for Faculty and Staff</li> </ul>			HRDS	
2. Online Appointment Schedule			Ask-a-Librarian at DOrSU Lib FB	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the Library and secure a queue number for filling the registration form.	Provide number	None	1 minute for at most 200 clients per day	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	5 minutes for at most 200 clients per day	Encoder/Frontline Staff
4. If non-constituent, 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
	<b>TOTAL</b>		<b>22 Minutes</b>	

## 2.2 BORROWING

Steps in checking in and checking out of library materials

<b>Office or Division:</b>	Office of the Director for Library Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Faculty, Staff and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Call Number Slip			Library	
2. Title or Author of the book (online)			Ask-A-Librarian @ Dorsu Lib FB	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 per day)	3 minutes	Frontline Staff in every section
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	Email: library@dorsu.edu.ph	None	10 minutes	Frontline Staff



(e.g. pictures of pages of books with needed topics), can be shared online thru google drive view only mode.				
	<b>TOTAL</b>		<b>39 Minutes</b>	

### 2.3 RETRIEVAL OF BORROWED BOOKS/ITEMS

Steps in the retrieval of all borrowed materials

<b>Office or Division:</b>	Office of the Director for Library Services/Academic Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Faculty, Staff and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Fine Slip			Library	
2. Cashier's Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	2 minutes	Frontline Staff
	<b>TOTAL</b>		<b>4 Minutes</b>	



## 2.4 SIGNING OF CLEARANCE

Steps in the signing of clearance

<b>Office or Division:</b>		Office of the Director for Library Services/Academic Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Faculty, Staff and Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Clearance			Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/patron.	Designated Staff
2. Graduating with research/thesis/capstone/ feasibility studies	Check account and verify if thesis/capstone/ feasibility studies were submitted both print and cd format.	None	3 minutes/patron	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.	Fine of P30.00 per day once due.	2 minutes	Frontline Staff
	<b>TOTAL</b>		<b>11 Minutes</b>	

### 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 <a href="mailto:library@dorsu.edu.ph">library@dorsu.edu.ph</a> . Send your messages at Dorsu Lib FB account

## III. HEALTH AND WELLNESS SERVICES

### 3.1 MEDICAL AND DENTAL SERVICES

This health services provides to the DOrSU constituents within the framework of a clinic-out patient setting and referral system-as the need arises. This involves consultation, treatment of health-related problems and referrals.

<b>Office or Division:</b>	Health and Wellness Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	GTC-Government to Citizen; G2G-Government to Government			
<b>Who may avail:</b>	Students, Faculty, staff and their Immediate Family			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School Identification Card		Office of the Student Affairs Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



		<b>BE PAID</b>		
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 /dental record 1.3 Ask and record the complaint of the clients 1.4 Take the vital signs (Blood Pressure, Temperatures, height and weight)	none	3 minutes	Health and Wellness Services Personnel
2. If the Client needs to be referred to the school physician	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 teaching 2.3 If "No" give over the counter medicine (necessary) or independent nursing intervention as Needed; or 2.4 Refer to specialized medical practitioner or higher facility	none	10 minutes	Physician/Dentist and HWS personnel
3. Responding to medical emergency	3.1 Take client vital signs (Assessment) 3.2 Apply first aide 3.3 Refer to school	None	10 minutes	Health and Wellness Services Personnel/Registered Health Personnel



	<p>physician/Give OTC Medicine or TO Medicine (If Necessary)</p> <p>3.4 HWS Personnel Fills up the emergency care record form</p> <p>3.5 HWS Personnel informs clients relative/parents/Instructor</p> <p>3.6 Reassessment of client</p> <p>3.7 calls City EMS/CDRRMO (if necessary)/ College Vehicle or any available vehicle.</p> <p>3.8. Refer to the nearest hospital/</p> <p>3.9 Discharge the client with complete health teaching and home instructions</p>			
4. Medical Profiling (enrollment period only)	<p>4.1. For old students, fill-up the Updated Physical Examination Record Form.</p> <p>4.2 For new students, fill-up the Physical Examination Record.</p> <p>4.3 Take vital sign (Blood Pressure, Temperatures, Height and Weight).</p> <p>4.4 Assessment and interview and attachments of required laboratory results and medical certification.</p> <p>4.5 Needs follow -up- if YES to come back for consultation. If NO, keep the file</p>	None	3 minutes	Health and Wellness Services personnel
	<b>TOTAL</b>		<b>26 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 Health and Wellness Services Unit Head.
How complaints are processed	Submit letter of complaint to the Office of the Health and Wellness Services Unit Head
Contact Information of CCB,PCC, ARTA	Email your concerns to <a href="mailto:hsu@dorsu.edu.ph">hsu@dorsu.edu.ph</a> . Send your messages at Hsu Dorsu (Health Services Unit)FB page.

## **IV. FINANCE DIVISION**

### **4.2 PROCEDURES FOR DISBURSEMENTS**

Accounting staff prepares Disbursement Vouchers (DVs) according to their Fund Cluster charging

<b>Office or Division:</b>	Accounting Section
<b>Classification:</b>	Simple – Highly Technical
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who may avail:</b>	Faculty, Staff, External Parties
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	





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



<b>For Remittance to Trust Liabilities/Banks/DOSCST MPC/ ASSO and Others.</b> -Billings -List of Remittances		Payroll In-charge/Accounting Office Payroll In-charge/Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	30 minutes	Accounting Staff Accounting Office
	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.		5 minutes	Accounting Head
	1.5 Forward copies 1-3 of DV, originals to the direct supervision officer/responsibility center for signature.		3 minutes	Accounting Staff
	<b>TOTAL</b>		<b>38 Minutes</b>	

### 4.3 REVIEW OF ITINERARY OF TRAVEL



Accounting staff reviews submitted Itineraries of Travel with  
approved Travel Order

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Itinerary of Travel		End-user		
Approved Travel Order		End-user		
Communication/Invitation Letters		End-user		
Certificate of Travel Completed		End-user		
Certificate of Appearance		End-user		
Official Receipts		End-user		
Bus Tickets/Plane Tickets		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Receives Itinerary of Travel with approved travel order and other supporting documents	1.1 Checks the correctness of the Itinerary of Travel	None	30 minutes	<i>Accounting Staff</i> Accounting Office
	1.2 Forwards to higher offices			
	<b>TOTAL</b>		<b>30 Minutes</b>	

#### 4.4 PREPARATION OF GENERAL PAYROLL

Accounting staff prepares monthly General Payroll of faculty and staff

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may avail:</b>	Faculty, Staff, External Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Payroll		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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
	<b>TOTAL</b>		<b>3 Days</b>	

#### 4.5 PREPARATION AND APPROVAL OF CHECKS, ADA/LDDAP

Checks releasing and other disbursements.

<b>Office or Division:</b>	Cashiering Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	DORSU Employees, Clients, Providers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved ORS/BURS for 3 copies				
Approved DV for 3 copies		Head of Agency or Authorized Representative		
Original Supporting Documents for 2 copies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	1.1 Verifies completeness of signatories on the DV. Prepares check in three copies. 1.2 Retrieves from file the Check Disbursement Records, ADA,	None	10 minutes	Cashier-in-Charge Cashier Head Disbursing Officer



in the logbook the date of receipt, DV number, payee, particulars and amount.	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			
	<b>TOTAL</b>		<b>10 minutes</b>	

#### 4.6 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

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID		Admission Office		
Preliminary Registration Form (PRF) (1 copy)		Institute/Program Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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	None – if during enrollment  Lost Form – Php 25	Five (5) minutes	Student Account incharge Accounting Office
	1.2 Student Account incharge processes and prints assessment/billing form			
	<b>TOTAL</b>		<b>5 Minutes</b>	

#### 4.7 RELEASING OF EXAMINATION PERMITS/CLEARANCE FORMS

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

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID		Admission Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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	<i>Student Account incharge</i> Accounting Office
	<b>TOTAL</b>		<b>5 Minutes</b>	

#### 4.8 PREPARATION OF MONTHLY FINANCIAL REPORTS IN ACCOUNTING OFFICE

Accounting staff prepares monthly Financial Reports

<b>Office or Division:</b>	Accounting Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	COA
<b>CHECKLIST OF REQUIREMENTS</b> <span style="float: right;"><b>WHERE TO SECURE</b></span>	



Daily Report of Collection and Deposit Daily Report of Checks Issued Daily Report of ADA Issued		Cashier Section Cashier Section Cashier Section		
1 Cashier Staff submits daily Reports of Collection and Deposit	1.1 Accounting Staff checks reports and prepares daily JEV	None	22 days (1 month)	<i>Accounting Staff</i> <i>Bookkeepers</i> <i>Accountant</i> Accounting Office
2 Cashier Staff submits daily Reports of Checks Issued	1.2 Bookkeepers prepare monthly reports			
3 Cashier Staff submits daily Reports of ADA Issued	1.3 Submits monthly reports to the Office of COA at month-end			
4 Cashier Staff submits cash advance liquidation reports				





5	Cashier Staff submits daily Reports of Collection and Deposit	1.4 Accounting Staff checks reports and prepares daily JEV	None	22 days (1 month)	Accounting Staff Bookkeepers Accountant Accounting Office
6	Cashier Staff submits daily Reports of Checks Issued	1.5 Bookkeepers prepare monthly reports			
7	Cashier Staff submits daily Reports of ADA Issued	1.6 Submits monthly reports to the Office of COA at month-end			
8	Cashier Staff submits cash advance liquidation reports				
		<b>TOTAL</b>		<b>44 Days</b>	

#### 4.9 PREPARATION OF DAILY FINANCIAL REPORTS IN CASHIER'S OFFICE

Cashier's staff prepares monthly Financial Reports

<b>Office or Division:</b>	Cashier Section
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	COA
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Daily Report of Collection and Deposit (3 copies) Daily Report of Checks Issued (3 copies) Daily Report of ADA (4 copies), LDDAP (3 copies), ACIC Issued (3 copies) RAAF (2 copies) Report of Disbursement (3 copies), soft copy		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	10 minutes	Cashier Head Cashier's Staff Disbursing Officer
	<b>TOTAL</b>		<b>10 Minutes</b>	

## V. CASHIER'S OFFICE

### 5.1 PREPARATION AND APPROVAL OF CHECKS, ADA/LDDAP

#### A. Checks releasing and other disbursements.

<b>Office or Division:</b>	Cashiering Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B, G2C, G2G



<b>Who may avail:</b>		DOrSU Employees, Students, Suppliers and Service-providers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved ORS/BURS for 3 copies				
Approved DV for 3 copies		Head of Agency or Authorized Representative		
Original Supporting Documents for 2 copies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>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.</p> <p>2. Records in the logbook the date of receipt, DV number, payee, particulars and amount.</p>	<p>1.1 Verifies completeness of signatories on the DV and prepares check in three copies.</p>	None	10 minutes	Cashier-in-Charge
	<p>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.</p>		10 minutes	Cashier-in-Charge
	<p>1.3 Verifies completeness of signature on the DV. Reviews the amount of the check against the DV and supporting documents. Signs the check.</p>		6 minutes	Cashier Head



	<p>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.</p> <p>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.</p> <p>1.6 Releasing of Checks and notify payee</p> <p>1.4 Submit ADA, LDDAP through bank transaction.</p>		<p>7 minutes Cashier-in-Charge</p> <p>8 minutes Head of the Agency/Authorize Representative</p> <p>9 minutes Disbursing Officer</p> <p>30 minutes Cashier Head</p>
	<b>TOTAL</b>		<b>1 Hour, 9 Minutes</b>



## 5.2 PREPARATION OF MONTHLY FINANCIAL REPORTS IN CASHIER'S OFFICE

Cashier's staff prepares monthly Financial Reports

<b>Office or Division:</b>	Cashier Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	COA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report of Collection and Deposit Report of Checks Issued for 3 copies Summary of ADA for 4 copies, LDDAP for 6 copies, ACIC for 3 copies Report of Accountability of Accountable Forms for 3 copies Report of Disbursements for 3 copies		Cashier In-charge Cashier In-charge Cashier In-charge Cashier In-Charge Cashier In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Cashier's In-charge records and reports the monthly/ quarterly transactions.	Preparation of Monthly/ Quarterly Reports a. Prepares Report of Collection and Deposit (RCD) b. Prepares Report of Checks Issued (RCI) c. Prepares Report of ADA, LDDAP, and ACIC d. Submit reports to the Accounting Office	None	5 days period	Cashier Head Cashier's Staff Disbursing Officer



2. 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	5 days period	Cashier Staff Cashier Head Disbursing Officer
	<b>TOTAL</b>		<b>10 days</b>	



### 5.3 PROCEDURES FOR COLLECTIONS AND DEPOSITS THROUGH THE COLLECTING OFFICER

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G, G2B			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Billing (1 copy)		Accounting Section		
2. Clearance (1 copy)		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students/Clients show their Certificate of Billing for partial payment or full payment for enrollment purposes.	<p>1.1 Receives cash/check from payor representing collection based on the Order of Payment (OP) or Billing prepared by the Accounting Unit.</p> <p>1.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check.</p> <p>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</p>	At least 50% payment of the old balances for old students with accounts.	3 min./client	Cashier-in-Charge
2. Students/Clients	2.1 Receives	Compre	3 min./client	Cashier-in-



show the cashier-in-charge the billing or order of Payment (OP) for payment	cash/check from payor representing collection based on the Order of	-Php 4,500.00 Defense Fee		Charge
	<b>TOTAL</b>		<b>6 Minutes</b>	





<p>transactions from Graduate School.</p>	<p>Payment (OP) or Billing prepared by the Accounting Unit.</p> <p>2.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check.</p> <p>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</p>	<p>-Php 6,500.00 Grad Fee -Php 400.00</p>		
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## 5.4 PROCEDURES FOR COLLECTIONS AND DEPOSITS THROUGH THE BANK

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G, G2B			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Billing (1 copy)		Accounting Section		
2. Clearance (1 copy)		Accounting Section		
3. Original copy of Deposit Slip		Payor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.  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)	At least	3 min./client	Cashier-in-
		50% payment of the old balances for old students with accounts.	5 min./client	Cashier-in-Charge



	Copy 3- Cashiering Unit File		
	<b>TOTAL</b>		<b>8 Minutes</b>

## 5.5 COLLECTION OF FEES FOR STUDENTS/CLIENTS REQUEST/FINES/FORMS

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Exit Clearance (1 copy)		Registrar Office		
2. Payment Slip (1 copy)		Registrar Office		
3. Library Payment Slip (1 copy)		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>		<b>9 Minutes</b>	



## 5.6 COLLECTION FROM INCOME GENERATING

## PROJECTS

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Booking Form (1 copy)		DAS		
2. Pass Slip (1 copy)		EDM		
3. Note from Procurement Head Office		Procurement Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients show their booking form for rental of facilities, vehicle and other property of the school to 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
	<b>TOTAL</b>		<b>9 Minutes</b>	



## 5.7 COLLECTION OF MDS FROM REFUNDS

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Liquidation Report (1 copy)		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients shows their liquidation report to the Cashier-in-Charge with the amount to be returned	1.1 Cashier-in-Charge receives the amount returned and issues Official Receipt.	Excess amount after liquidation	3 min./client	Cashier-in-Charge
	<b>TOTAL</b>		<b>3 Minutes</b>	

## 5.8 COLLECTION OF OCR-CDA AND OTHER EXTERNALLY FUNDED PROJECTS

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

<b>Office or Division:</b>	Cashiering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Students; Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LDDAP-ADA (1 copy) or Check		Funding Agency		
Certificate of Deposit		Bank		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



## VI. REGISTRAR'S OFFICE

### 6. 1 REGISTRATION OF STUDENTS

All students enrolled every semester be Officially Registered at the Office of the Registrar.

<b>Office or Division:</b>	REGISTRAR'S OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	REGISTRATION OF STUDENTS			
<b>Who may avail:</b>	INCOMING FRESHMEN, TRANSFEREES AND OLD STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PRF- Preliminary Registration Form -2 copies (signed by the Academic Adviser and the Fasst office In-charge)		Course Academic Adviser		
2. Process Form - 1 Original copy (duly signed by the officer of the admission section (for incoming freshmen & Transferees)		DOrSU Admission Office		
3. Clearance /Permit -1 Original copy (for Old Students)		DOSCST Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
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
	<b>TOTAL</b>		<b>35 Minutes</b>	

## 6.2 CHANGE OF MATRICULATION

The change of Matriculation is the Changing/ Adding and Dropping process of Subjects of students during enrolment period.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		College Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Note from adviser -1 Original copy (That student is allowed to add/drop the subject for the current semester.)		Adviser of the student in the Institute		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>



<p>1. Client secure an adding /dropping form</p> <p>2. Form fills-up the form with reasons stated.</p>	<p>1.1 Release a Form</p>	<p>None</p>	<p>10 minutes</p>	<p>Registrar's Staff</p>
<p>3. Secure the required signatures of the faculty; Adviser and Institute Dean for approval of the transaction made.</p> <p>4. Submits the accomplished form to the registrar-in charge</p>	<p>3.1 Receives and checks the signatures of the instructor, adviser, and Dean</p> <p>3.2 Enter the changed/add /dropped subject in the <b>e-SMS</b></p> <p>3.3 Gives the student's copy of the form with signature of the registrar's In-charge</p>	<p>None</p> <p>None</p>	<p>20 minutes</p>	<p>- Academic Adviser</p> <p>- Respective Instructors of the student</p> <p>- Institute Dean</p> <p>Registrar's Course In-charge</p>
	<p><b>TOTAL</b></p>		<p><b>30 Minutes</b></p>	



## 6.3 COMPLETION OF DEFICIENT GRADES

The process of completing student's deficient grades given by their instructors/ professors, with allowable period of 1 academic year.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		College Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report of grades with deficiencies incurred		DOSCSST Registrar's releasing In-charge at window 10		
2. Official receipt -1 Original copy (Payment for the completion form)		DOSCSST CASHIER'S OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Presents the official receipt and report of grades	1.1 Checks /Verify the report of grades and instructor's name in the e-SMS with official receipt	P50.00 per subject P25.00 per copy of re-issued grade	15 minutes	Registrar's In-charge at window 10
2. Fill-up the form legibly and completely & be verified by the registrar's In-charge.	1.2 Issues completion form			
	1.3 Sign Verified correct on the subject to be completed.			



<p>3. Present and give the form to the instructor for completion of deficient grade. If approved, the student is permitted to:</p> <ul style="list-style-type: none"> <li>a) take removal examination.</li> <li>b) complete other requirements.</li> </ul>	<p>3.1 Receives the completion let the instructor record the grade in the Log Sheet with his /her affix signature.</p> <p>3.2 Enter the completed grade in the <b>e-SMS</b></p>	<p>No fees will be charged if filed during the examination period</p> <ul style="list-style-type: none"> <li>-Prelim</li> <li>-Midterm</li> <li>-Final Schedules.</li> </ul>	<p>25 minutes</p>	<p>Registrar's In-charge at window 10</p>
<b>TOTAL</b>			<b>40 Minutes</b>	

## 6.4 APPLICATION FOR SUBJECT CREDIT

The subject credit is a process of a transferee student who will not re-take the subject taken from previous school attended.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Enrolled Students (Transferees)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Transcript of Records- 1 Photocopy of OTR (transferee)</p> <p>2. Official Receipt -1 original copy</p>		<p>DOrSU Registrar's In-charge at window 9</p> <p>DOrSU CASHIER'S OFFICE</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<p>1. Client (transferee) secures an advance credit form</p>	<p>1.1 Checks the Transcript of records of the student</p> <p>1.2 Issues an advance credit form</p>	<p>P5.00 pesos per approved Subjects</p>	<p>10 minutes</p>	<p>Registrar's In-charge at window 10</p>
<p>2. Fills-out the form and submits to the academic</p>	<p>2.1 Signed form to check the application for credit is in</p>		<p>20 minutes</p>	<p>Registrar In-charge on window 9</p>



adviser of the institute to identify the subjects to be credited. 3. Let the registrar signed the form for School verification (Accredited School)	accordance of the college rules and regulation			
4. Go to Institute Dean ask for identified evaluator for the course/subject to be credited and signed the form. 5. Secure the approval of the Dean.			30 minutes	Institute Dean
6. Submits to the registrar in-charge once approved by the Dean	6.1 Receives and record the grade on the course applied and update student record in eSMS.		15 minutes	Registrar In-charge on window 9
	<b>TOTAL</b>		<b>1 hour and 15 minutes</b>	

## 6.5 SUBSTITUTING OF SUBJECT

The process of a subject credit to student's who took and passed the subject with different descriptive title on the curriculum.

<b>Office or Division:</b>	REGISTRAR'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	College Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Report of grades -1 original copy (old student/currently enrolled student)		DOrSU Registrar's In-charge window 10		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client secures a Subject Credit form and Fill-up the form.	1.1 Checks the report of grades of the student and corresponding course. 1.2 Issues a substitution form 1.3 Verified and sign the form	P 25.00 pesos per copy for re-issuance of report of grades  No fees on the Subject Credit Form	10 minutes	Registrar's In-charge window 10
2. Secures Academic Adviser's signature for recommending approval and signature of the evaluator. 3. Submits to the registrar's In-charge once approved by the Dean.	2.1 Receives and records the grade on the course applied for substitution	None	15 minutes	Registrar's In-charge window 9
	<b>TOTAL</b>		<b>25 Minutes</b>	

## 6.6 ISSUANCE OF HONORABLE DISMISSAL

Given to students who opted to transfer to other schools or for graduates to enroll further studies.

<b>Office or Division:</b>	REGISTRAR'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C- Government to Citizen



Who may avail:		Students who opted to Transfer School and Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance (All Signed)- 1 original sheet 2. Payment Receipt -1 original copy		DOrSU Registrar's In-charge at window 10  DOrSU Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill-out Clearance form legibly and Correctly  2. Complete the signatories on process required in the clearance form. 3. Client pays the amount of document requested 4. Presents the exit clearance and official receipt to the registrar In-charge.  5. Claim the stub for the scheduled date of release.	1.1 Issues an exit clearance form  1.2 Checks the credentials of client  1.3 Signed record's verifier of the clearance  4.1 Set schedule & release the claim of the client.	HD-50.00per copy TOR-80.00 set <u>GMC- 20.00</u> per copy  Total P150.00 per set of transfer credentials	3 days	Registrar's In-charge at window 10  Cashier's Office  Registrar's Course In-charge
	<b>TOTAL</b>		<b>3 Days</b>	

## 6.7 ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV), TRANSCRIPT OF RECORDS AND DIPLOMA

The releasing of CAV, Transcript of Records, Diploma and Other Certificates are issued to graduates or students who seeks employment or further studies or seek transfer of school.



<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All Graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Clearance (for fresh graduates only) 1-original copy</li> <li>2. Transcript of records (for Old graduates)-1 photocopy .</li> <li>3. Payment Stub- 1 original copy</li> <li>4. Official receipt – 1 original copy</li> </ol>		<p style="text-align: center;">DOrSU Registrar's In-charge at window 10</p> <p style="text-align: center;">DOrSU Cashier's Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Client fill-out an exit clearance form pays the service fee at cashiers' office and complete the signatories needed in the form.</li> <li>2. Presents the exit clearance and official receipt to the registrar in-charge.</li> <li>3. Sign the logbook to receive the document requested.</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Issues an exit clearance form or the Payment Stub</li> <li>2.1 Checks the credentials of client</li> <li>2.1 Set a schedule &amp; release the claim of the client request documents</li> </ol>	CAV-P75.00per copy TOR-P80.00 per copy Diploma-P100.00 per copy (reissuance) GWA- 25.00per copy	5 minutes  3-5 days on regular period (Schedule for the release of the documents requested)  5-10 days on enrollment period (Schedule for the release of the documents requested)	Registrar's In-charge at window 10  Registrar's Course In-charge





## 6.8 RE-ISSUANCE OF REPORT OF GRADES AND CERTIFICATE OF REGISTRATION (COR)

Issued to all students Officially Registered in the University.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All Students (Currently Enrolled Students)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student school ID -1 valid ID 2. Payment Stub- 1 original copy (for the reissuance of the documents.) 3. Official Receipt – 1 original copy		DOrSU Registrar's In-charge at window 10 DOrSU Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client, pay to the cashier for the document requested.  2. Present the official receipt to the registrar's In-charge 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	COR -P25.00 per copy  Report of Grade-P25.00 per copy	5 minutes	Registrar's Staff Window 10 and Window 9
	<b>TOTAL</b>		<b>5 Minutes</b>	

## 6.9 APPLICATION FOR LEAVE OF ABSENCE

An application process for students who opted to dropped for the semester.

<b>Office or Division:</b>		REGISTRAR'S OFFICE
<b>Classification:</b>		SIMPLE



<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Students who Opted to Dropped		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (COR) 1 original copy (if the client is enrolled in the semester.) 2. Clearance – 1 original copy		DOrSU Registrar's In-charge at window 10  DOrSU Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client asks for the leave of absence form	1.1 Issues a leave of absence form	None	3mins.	Registrar's In-charge at window 10
2. Fill-out the form, states reason of absence and submit 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.	
3. Submits the Leave of Absence (LOA) to the Registrar records In-charge.				Registrar's In-charge at window 9
	<b>TOTAL</b>		<b>6 Minutes</b>	



## 6.10 APPLICATION FOR GRADUATION

The process of Application of a graduating student to be Officially evaluated and be listed as Candidate for Graduation.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All Graduating Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student School ID – 1 Original 2. PSA Birth certificate -1 Photocopy		DOrSU Registrar's In-charge at window 10		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client asks for an application for graduation form	1.1 Issues an application for graduation form	None	3mins.	Registrar's In-charge at window 10
2. Fills-out the form completely and legibly with the affix signature of the student.	2.1Receives the accomplished form (from the program head) records the same in the list and on the eSMS.	None	3mins.	Registrar's In-charge at window 9
3. Submit the form to the Program Head of the institute.				
	<b>TOTAL</b>		<b>6 Minutes</b>	



## 6.11 EVALUATION OF STUDENT'S SCHOLASTIC RECORD

The evaluation of scholastic record is given to a student for the confirmation of their official status in the University.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Graduating Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student School ID – 1 Original 2. Official Receipt – 1 Original copy		DOrSU Registrar's Course In-charge DOrSU Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client asks for an evaluation of Report of grades	1.1 Retrieve student records	P 20.00 pesos per page	3days	Registrar's Courses In-charge
2. Ask for a claim stub for the schedule of date to be released.	1.2 Set a schedule for the issuance of an evaluation of report of grades certified by the registrar In-charge.			
	<b>TOTAL</b>		<b>3 Days</b>	



## 6.12 CERTIFYING CREDENTIALS/ AUTHENTICATION

Certifying Credentials or Authentication of document are process made to produce several original duplicate copies.

<b>Office or Division:</b>		REGISTRAR'S OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All students (Graduates or Non-Graduate)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Photocopy of the documents to be authenticated - 3 copies or more</li> <li>2. Official receipt of payment -1 original copy</li> <li>3. Valid ID and Authorization letter from student concern – 1 photocopy each (if transaction done by a proxy)</li> </ol>		DOrSU Registrar's Course In-charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Client submits the document to be authenticated at the records In- charge window.</li> <li>2. Wait for the release of the documents requested.</li> </ol>	1.1 Issues credentials certified by the records In-charge.	P5.00 pesos per page	45 mins.	Registrar's Course In-charge
	<b>TOTAL</b>		<b>45 Minutes</b>	



## VII. GUIDANCE COUNSELING AND TESTING CENTER

### 7.1 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

<b>Office or Division:</b>	Guidance Counseling and Testing Center			
<b>Classification:</b>	<b>Complex Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	Incoming First Year Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Present the requirements to the Guidance Counseling and Testing Center (GCTC)</p> <p>1.1 Sign in the SCAST logbook</p>	<p>1. Guidance Counseling and Testing Center examines the completeness of the requirements</p> <p>1.1 Direct the students to the testing room</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Guidance Counselor I</i> <i>Guidance Counselor III</i> <i>Assigned Guidance Personnel</i> <i>GCTC</i></p>
<p>2. Take the State College Aptitude and Scholarship Test (SCAST)</p>	<p>2. The GCTC personnel administer the test</p> <p>2.1 The GCTC personnel check , score, encode and print the test results</p>	<p>None</p>	<p>1 Hour</p> <p>6 days</p>	<p><i>Guidance Counselor I</i> <i>Guidance Counselor III</i> <i>Assigned Guidance Personnel</i> <i>GCTC</i></p> <p><i>Guidance Counselor I</i> <i>Guidance Counselor III</i> <i>Assigned Guidance Personnel</i> <i>GCTC</i></p>
<p>3. Claim the SCAST Result</p>	<p>3.GCTC personnel interprets the result by group</p>	<p>None</p>	<p>45 Minutes</p>	<p><i>Guidance Counselor I</i> <i>Guidance Counselor III</i> <i>Assigned Guidance Personnel</i> <i>GCTC</i></p>
	<p><b>TOTAL</b></p>		<p><b>6 Days, 1 Hour and 50 Minutes</b></p>	



## 7.2 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.

<b>Office or Division:</b>		Guidance Counseling and Testing Center		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All New Prospective Enrollees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Guidance Information Form (GIF)		DOrSU- Guidance Counseling and Testing Center (GCTC)		
1 short brown envelope 2 pcs. 2x2 ID Photos				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the 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	<i>Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel GCTC</i>





<p>2. Fill-out the Guidance Information Form (GIF) completely and paste the 2x2 ID photo on the space provided.</p>	<p>2.The GCTC personnel evaluate the completeness of the GIF.</p> <p>2.2 Insert the completely filled-out GIF in the short brown envelope.</p> <p>2.3 Keep the student Individual Inventory for filing.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel GCTC</i></p> <p><i>Guidance Counselor I Guidance Counselor III Assigned Guidance Personnel GCTC</i></p>
	<p><b>TOTAL</b></p>		<p><b>15 Minutes</b></p>	



### 7.3 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

<b>Office or Division:</b>	Guidance Counseling and Testing Center			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<b>Referral:</b> 1. The referrer present the completely filled-out Counseling Referral Form to the Guidance Counseling and Testing Center (GCTC).	1. Guidance Counseling and Testing Center Guidance Counselor/Guidance Personnel In-charge receive the Counselling Referral Form.  1.1 The Guidance Personnel In-charge endorse the referral to Guidance Counselor/ Advocate assigned by institute.	None	5 Minutes	<i>Guidance Counselor I          Guidance Counselor III          Assigned Guidance Personnel          GCTC</i>
	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	<i>Guidance Counselor I          Guidance Counselor III          Assigned Guidance Personnel          GCTC</i>



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



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	Inform the GCTC personnel or assigned personnel.
How complaints are processed	Submit letter of complaint to the Guidance Counselor
Contact Information of CCB, PCC, ARTA	Email your concerns to <a href="mailto:gctc.doscst@dorsu.edu.ph">gctc.doscst@dorsu.edu.ph</a> Send your messages at Office of Student Counseling and Development OSCD account



## VIII. FINANCIAL ASSISTANCE, SCHOLARSHIP AND STUDENTSHIP (FASST) UNIT

### 8.1 STUDENT SCHOLARSHIP/GRANT APPLICATION

#### Service Information

<b>Office or Division:</b>	<b>Financial Assistance, Scholarship and Studentship (FASSt) Unit</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Must be a Filipino Citizen;</li> <li>2. Must be a High School Graduate;</li> <li>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</li> <li>4. Must qualify the grade requirement of the scholarship applied for.</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 1 <sup>st</sup> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>Step 4 – Confirmation of Scholarship Application</p> <p>Online Transaction (Confirmation will be done via email or Facebook page reply)</p>	<p>4.1 Rechecks the completeness and authenticity of the submitted documents</p> <p>4.2 Confirms successful scholarship application</p> <p>4.3 Updates client's scholarship status in the system</p> <p>4.4 Applicant for renewal of scholarship updates his/her scholarship file/envelope while new applicant submits their documents enclosed in</p>		<p>15 minutes</p>	<p>Scholarship Aide/Coordinator</p>
	<p>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.</p>			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	<b><a href="mailto:gctc.doscst@dorsu.edu.ph">gctc.doscst@dorsu.edu.ph</a></b>





## IX. ADMINISTRATIVE SERVICES

### 9.1 PROCESSING OF PERMIT TO USE/RENTAL OF PHYSICAL FACILITIES AND EQUIPMENT

<b>Office or Division:</b>	DAS/General Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Students, Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application to hold an Activity (3 cps)		DOSCSST-OSA		
2. Booking Form (3 cps)		DOSCSST-DAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		3 minutes	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	3 minutes	Cashier-in-Charge
<b>TOTAL</b>			<b>6 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	<a href="mailto:genservices@dorsu.edu.ph">genservices@dorsu.edu.ph</a>



## **INTERNAL SERVICES**



## 9.2 IT SERVICES

The ICT Unit acknowledges the importance of delivering IT services within the university. The unit caters to various IT requests, including software and hardware maintenance, account creation, password resets, network connectivity, and Information Systems development.

<b>Office or Division:</b>	Information, Communications, and Technology Unit (ICTU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government			
<b>Who may avail:</b>	Employee/Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>All IT Services:</b> IT Services Request Form (1 copy)		ICT Unit (online/offline)		
<b>ESMS/institutional Email account creation:</b> Request Letter from the Program Head (1 copy)		Program Head		
<b>ICT equipment/Information System request:</b> Request Letter from the Unit Head (1 copy)		Unit Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Repair and Maintenance</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form 3. Diagnose software or hardware problems.	None	3 hours	ICTU Personnel
<b>New ESMS/Institutional Email Creation</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel 3. Submit the request letter from the Program Head	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form and the request letter	None	15 minutes	ICTU Personnel



	3. Create the ESMS/Institutional Email Account			
<b>ICT Equipment Request</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel 3. Submit the request letter from the Unit Head	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form and the request letter 3. Fulfill request	None	8 hours	ICTU Personnel
<b>Password Reset</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form 3. Reset the password	None	10 minutes	ICTU Personnel
<b>Network Connectivity</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form 3. Diagnose the network connectivity problem.	None	5 hours	ICTU Personnel
<b>Grade Inquiry</b> 1. Sign in the Client Log Book in the Office Lobby 2. Present Student ID 3. Submit an authorization letter (if representative)	1. Give the Log Book to the Student and check for completeness. 2. Check the Student ID 3. Receive the authorization letter (if representative)	None	10 mins	ICTU Personnel



<b>Information System Request</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel 3. Submit the request letter from the Unit Head	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form and the request letter 3. Conduct Requirements Gathering 4. Apply SDLC 5. Fulfill request	None	60 days	ICTU Personnel
<b>ARTA ID/Sound System Request</b> 1. Fill out the IT Services Request Form 2. Submit the form to an ICTU personnel	1. Provide the link/QR to the IT Services Request Form or provide a hardcopy of the form. 2. Receive the Form 3. Fulfill request	None	3 hours	ICTU Personnel
	<b>TOTAL</b>		<b>60 days, 19 hours and 35 minutes</b>	

### 9.3 PROCESSING OF PURCHASE REQUEST FOR PROCUREMENT OF SUPPLIES, EQUIPMENT AND SERVICES

The steps below show the procurement process using Alternative Method of Procurement (AMP) only.

<b>Office or Division:</b>	Procurement Management Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B, G2G	
<b>Who may avail:</b>	Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
3. PR (3 copies)	Procurement Unit/End Users (e-copy)	
4. PPMP 1 (3 photocopy)	Procurement Unit/End Users	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approved Purchase Request (complete with signatures and PPMP)	1. Receive Purchase Request and indicate PR number	NA	3 minutes	LORENIE S. TOROTORO
2. Prepare Request for Quotation (RFQ)	2.1 Encode Request For Quotation (RFQ)	NA	3 minutes	LORENIE S. TOROTORO
	2.2 Comply BAC chair signature	NA	3 minutes	ARVIN JAMES L. ASOQUE
	2.3 Posting to PhilGEPS (50K) (minimum of 3 days)	NA	3 minutes	NOUFVEN HARVEY BALASBAS
	2.4 Canvassing		2 days	LOUIE B. VALLES
	2.5 Bid Opening		2 hours (Every Thursday)	BAC Members
3. Abstract of Bids	3.1 Encoding	NA	3 hours	MARIZ V. ARELLANO
	3.2 Comply Signatures of BAC Members		1 day	ARVIN JAMES L. ASOQUE
4. BAC Resolution	4.1 Encoding	NA	3 hours	ARVIN JAMES L. ASOQUE
	4.2 Comply Signatures of BAC Members		1 day	ARVIN JAMES L. ASOQUE



5. Purchase Order(draft)	5.1 Encoding  5.2 For obligation (forward to budget, accounting, OP)	NA	3 hours	MARIZ V. ARELLANO  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	University President
9. Approved Purchase Order	6.1 Serve to winning Supplier for signature	NA	1 day	MARIZ V. ARELLANO
10. Approved PO with Supplier's Signature	7.1 Forward to PO and COA	NA	10 minutes	LOUIE B. VALLES
	<b>TOTAL</b>		<b>5 days, 3 hours and 37 minutes</b>	

## 9.4 RECEIVING AND RELEASING OF ITEMS

Receiving of delivered items from the External Provider and releasing the same to the end-users.

<b>Office or Division:</b>	Property and Supply Management Unit (PSMU)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C and G2B
<b>Who may avail:</b>	Procurement Office, Suppliers, Employees, & Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
DR, SI, IAR, RIS, RSMI/RSPI, ICS/PAR	External Provider
	Property and Supply Management Unit





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forwards approved and served Purchase Orders	Recording to incoming logbook by cluster and attach monitoring slip	None	10 mins	Joey Faith C. Chiang
2. Complete delivery of items	Receives items delivered and signs Delivery Receipt (DR)	None	30 mins	Jessa Marie G. Faciolan
	Notifies COA office for the complete delivery	None	1 day	Marideth S. Gallardo
	Stores items and Facilitates inspection	None	3 days	Designated Inspectorate  and Marideth S. Gallardo
	Notifies end-user of the available stocks	None	10 mins	Marideth S. Gallardo
3. Receives and picks up supplies and materials	Prepares documents: IAR RIS ICS/PAR RSMI/RSPI	None	Main campus (1 day) CEC (2 days) SIEC (1 day) BEC (1 day)	End-user  Daniel B. Laña  Joey Faith C. Chiang  Jessa Marie G. Faciolan
	Prepares RSMI and RSPI and submits to Accounting Office	None	30 mins	Daniel B. Laña  Jessa Marie G. Faciolan
	Forwards complete set of documents for payment processing	None	30 mins	Jessa Marie G. Faciolan



	<b>TOTAL</b>		<b>9 Days, 1 hour and 50 minutes</b>	
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## 9.5 PROCEDURES FOR DISBURSEMENTS BY ORS/BURS

Processing of ORS/BURS.

<b>Office or Division:</b>	Budget Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G,G2B
<b>Who may avail:</b>	DOSCST Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Payment for Salaries:</b> -Approved Contracts (1 copy) -Approved Payroll (3 copies) -DTR/FSR (1 copy)	HR Office Accounting Office HR Office
<b>Payment of Travels:</b> -Approved Travel Order (3 copies) -Approved Communication (1 copy) -Approved Itinerary of Travel (3 copies) -Certificate of Appearance (1 copy) -Plane/Bus tickets (Fare) (1 copy) -Registration- Official Receipt ( 1 copy) -Certification of Expenses not Requiring Receipts	End User End User End User End User End User End User End User
<b>Payment of Supplies &amp; Materials/Procurement:</b> -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
<b>Petty Cash Fund Replenishment:</b> -Summary of Petty Cash Vouchers -Replenishment Report	Petty Cashier Petty Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting/Originating Office submit the supporting documents and check the completeness of the attached supporting documents for	1.1 Received documents & check the completeness of supporting documents from Requesting / Originating Office. 1.2 Prepares ORS/BURS for obligation based	none	5 minutes	Budget Officer



<p>the issuance of ORS/BURS.</p>	<p>on the approved budget allocation per GAA and for off budgetary and custodial funds.</p> <p>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.</p> <p>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</p> <p>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.</p>			
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## 9.6 PREPARATION OF MONTHLY FINANCIAL REPORTS IN BUDGET OFFICE

Preparation of Budget Forms and Registries.

<b>Office or Division:</b>	Budget Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	COA, DBM, NEDA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily Report of Collection and Deposit (3 copies)		Cashier Section		
Daily Report of Checks Issued (3 copies)		Cashier Section		
Daily Report of ADA Issued (3 copies)		Cashier Section		
Report of Disbursement ( 3 copies)		Cashier Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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;	None	3 days	Budget Officer
	1 Registry of Appropriations and Allotments		3 days	
	2 Registry of Allotments, Obligations and Disbursements		3 days	
	3 Registry of Budget, Utilization and Disbursements		3 days	
Budget In-charge record and reports transactions.	Preparation for the Budgetary Reports maintained by the office		10 minutes	Budget Officer



	<p>Budget Unit to wit; 4 Journal of Allotments and Obligations (JAO) from all Funding Source and Fund Cluster.</p> <p>5 Statement of Allotments and Obligations (SAOB) from all Funding Source and Fund Cluster.</p>		<p>10 minutes.</p> <p>4 days</p>	
Budget In-charge record and report transactions.	<p>Preparation for the National Budgetary Reports maintained by the Budget Unit to wit;</p> <p>10 Financial Accomplishment Report (FAR)</p> <p>11 Budget Accountability Report (BAR)</p> <p>12 On Line Submission of Budget Proposal (OSBP)</p> <p>13 Budget Execution Documents (BED)</p>		<p>14 days</p> <p>2 days</p> <p>2 days</p> <p>1 day</p>	Budget Officer
<b>TOTAL PROCESSING TIME</b>			<b>31 DAYS and 20 min.</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplished Feedback Forms are submitted through a designated Suggestion Box located in front of the office
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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

## X. GENDER AND DEVELOPMENT CENTER

### 10.1 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.

<b>Office or Division:</b>	<b>Gender and Development Center</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	All		
<table border="1" style="width: 100%; background-color: #4a7ebb; color: white;"> <tr> <td style="width: 50%; text-align: center;"><b>CHECKLIST OF REQUIREMENTS</b></td> <td style="width: 50%; text-align: center;"><b>WHERE TO SECURE</b></td> </tr> </table>		<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		



<p><b>For research services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Concept paper follow the detailed proposal format</li> <li><input type="checkbox"/> Work schedule</li> <li><input type="checkbox"/> Logical framework</li> <li><input type="checkbox"/> Budgetary requirements</li> <li><input type="checkbox"/> PPMP follow the prescribed format</li> <li><input type="checkbox"/> Peer Review form (internal reviewee)</li> <li><input type="checkbox"/> In-house review form (panelist/s)</li> <li><input type="checkbox"/> Transcript of remarks of the inhouse review panel</li> <li><input type="checkbox"/> Review Report with endorsement</li> <li><input type="checkbox"/> Special Order</li> <li><input type="checkbox"/> MOA/MOU</li> <li><input type="checkbox"/> Accomplishment/ Progress report</li> <li><input type="checkbox"/> Terminal Report</li> <li><input type="checkbox"/> Publication (if necessary)</li> <li><input type="checkbox"/> Other necessary documents required by higher offices</li> </ul>	<p>Gender and Development office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested Researchers	Call for Paper	None	3-5 days	Proponents, GAD Center Personnel





2. Submission of Research Proposals	Evaluation 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) <i>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</i>	None	1 day	Proponents, GAD Center Personnel
3. 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)
4. 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
5. 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



6. Apply recommendations	Endorsement of Research Proposal to the R&D Office with the attached review report	None	1 day	Proponents, GAD Center Personnel
	<b>TOTAL</b>			

## 10.2 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.

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



<input type="checkbox"/> Other necessary documents required by higher offices	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Activity Proposal following the prescribed format from the Extension Office  <i>Note: Activity Proposal should be aligned in the GAD Center's Thrusts</i>	Review and Endorse the Activity Proposal to the Extension Office  <i>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</i>	None	1-2 days	Proponents, GAD Center Personnel
2. 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
	<b>TOTAL</b>			

### 10.3 PROVISION OF GAD TECHNICAL ASSISTANCE

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



<p><b>For GAD Technical Assistance</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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&amp;D</li> <li><input type="checkbox"/> MOA/MOU (Partner Agencies and communities)</li> </ul> <p><b>Outside</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Travel Order</li> <li><input type="checkbox"/> Itinerary of Travel</li> <li><input type="checkbox"/> Certificate of Travel completed</li> </ul> <p>Certificate of Appearance</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Other necessary documents required by higher offices</li> </ul>	<p>Gender and Development office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
2. 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
	<b>TOTAL</b>			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <a href="mailto:sacrojeralyn@gmail.com">sacrojeralyn@gmail.com</a> or mobile number 09465935568.

## **XI. RGMO – RESOURCE GENERATION MANAGEMENT OFFICE**

### **11.1 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.

<b>Office or Division:</b>	<b>Enterprise Development and Management Office</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C, G2G	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>For monitoring and evaluation services</b>  <input type="checkbox"/> Accomplishment/ Progress report <input type="checkbox"/> Terminal Report <input type="checkbox"/> 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
1. Staff of Marfori Demo Farm and other IGP	Monitor and Evaluate Sales from Marfori Demo Farm and other IGP	None	3 days	Proponents, EDMO Personnel
2. 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	3 days	Proponents, EDMO Personnel
3. Requests for a Copy of Sales	Serves as one of the basis for consolidating reports	None	3 days	Proponents, EDMO Personnel
4. Consolidation of Accomplishment Reports	Consolidate Accomplishment/Terminal Report for the inclusion in the Annual EDMO Accomplishment Report	None	3 days	Proponents EDMO Personnel
	<b>TOTAL</b>		<b>12 days</b>	

## 11.2 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.

<b>Office or Division:</b>	<b>Enterprise Development and Management Office</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<b>For procurement services</b> <input type="checkbox"/> PPMP <input type="checkbox"/> Terminal/accomplishment report <input type="checkbox"/> 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
1. Submission of PPMP	Plan, Review and Submit the PPMP to the Budget Office	None	3 days	Proponents, EDMO Personnel
2. Procure Equipment, Materials and Supplies	Submit PR to the Budget Office	None	3 days	Proponents, EDMO Personnel
	<b>TOTAL</b>		<b>6 days</b>	

### 11.3 COLLECTION OF FUNDS/PAYMENTS OF SALES

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

<b>Office or Division:</b>	<b>Enterprise Development and Management Office</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C, G2G	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For collection of payments of sales services</b> <input type="checkbox"/> Copy of billed customers <input type="checkbox"/> Copy of payroll for salary deductions <input type="checkbox"/> 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
1. Requests for list of billed customers	Basis for salary deductions <i>Note: The customer (employees) will indicate the mode of their payment)</i>	None	1-3 days	Proponents, EDMO Personnel
2. Submission of payroll for salary deductions	Submit the payroll for salary deductions to the HRMO.	None	1 day	Proponents, EDMO Personnel
	<b>TOTAL</b>			

### 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 <a href="mailto:caoad@dorsu.edu.ph">caoad@dorsu.edu.ph</a> mobile number 09303444868





## XII. OFFICE OF THE EXTENSION UNIT

### 12.1 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.

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



## 12.2 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.

<b>Office or Division:</b>	Extension Unit Office, RD&E Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2G, G2B			
<b>Who may avail:</b>	All faculty members, centers, institutes, and extension campuses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<input type="checkbox"/> Guide/Checklist for During-Activity and Post-Activity <input type="checkbox"/> RAE-Extension Forms <input type="checkbox"/> TNA form <input type="checkbox"/> M&E Tool (Post-Evaluation form)		RD&E, Extension Unit Office, Admin Building 2F		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Issue Office Order/ Special order	Issuance of Special order (for projects and programs)	None	1 week	<i>BOT Secretary</i> Office of the President
2. Prepare preimplementation procedure	Provide the checklist/guide for the pre-activity of every extension activity	None	5 Minutes	<i>Extension Staff</i> 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)	<i>Extension Director/Staff</i> 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	<i>Monitoring and Evaluation Head/Team</i> M&E Unit Office



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

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## 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.
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<p>How feedbacks are processed</p>	<p>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</p>
<p>How to file a complaint</p>	<p>Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&amp;E Division with the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following Cell phone numbers: 0918-704-3274 or 0917-714-4973</p>
<p>How complaints are processed</p>	<p>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</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Email your concerns to <a href="mailto:docscst.extensionunit19@gmail.com">docscst.extensionunit19@gmail.com</a> or send your messages thru DOSCST FB account.</p>



### XIII. INTERNAL AUDIT SERVICE OFFICE

#### 13.1 PROCESSING OF OFFICIAL BUSINESS FOR PAYMENT

This procedure covers activities to both internally and externally funded travel while on official business.

<b>Office or Division:</b>	IASO	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	Personnel directed to Travel on Official Business	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. ORS or BURS (3 copies)	Budget Office
	2. DV (3 copies)	Accounting Office



<p>3. Supporting Documents:</p> <p>3.1. For Cash Advance</p> <p>3.1.1. Approved Travel Order (3 copies)</p> <p>3.1.2. Approved Itinerary of Travel (3 copies)</p> <p>3.1.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)</p> <p>3.2. For Reimbursement</p> <p>3.2.1. Approved Travel Order (3 copies)</p> <p>3.2.2. Approved Itinerary of Travel (3 copies)</p> <p>3.2.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)</p> <p>3.2.4. Certificate of Appearance (CA)</p> <p>3.2.5. Certificate of Travel Completed</p> <p>3.2.6. Receipts and/or Certificate of Expenses not requiring Receipt</p>	<p>HRMO Employee on Travel</p> <p>Concerned Office</p> <p>HRMO Employee on Travel</p> <p>Concerned Office</p> <p>Concerned Office while on travel</p> <p>HRMO Accounting Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Obligation Request Status (ORS) or Budget Utilization Request	1. Log in the received documents	none	Two (2) minutes	IAS Staff
	2. Check the		One (1)	IAS Staff



<p>and Status (BURS) with Disbursement Vouchers and necessary supporting documents</p>	<p>completeness of documents including signatures of authorized officials</p> <ol style="list-style-type: none"> <li>3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment</li> <li>4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client</li> <li>5. Forward documents to the approving authority</li> </ol>		<p>minute</p> <p>Three (3) minutes</p> <p>Two (2) minutes</p> <p>By bulk: 30 minutes</p>	<p>IAS Officer</p> <p>IAS Officer</p> <p>IAS Staff</p>
	<p><b>TOTAL</b></p>		<p><b>38 Minutes</b></p>	





## 13.2 PROCESSING OF PROCUREMENT FOR PAYMENT

This procedure covers activities to both internally and externally funded transactions.

<b>Office or Division:</b>	IASO	
<b>Classification:</b>	Simple to Technical	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	Responsibility Centers	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	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	Procurement Office/ Concerned Office
	3.1.2 Approved PR	Procurement Office/ Concerned Office
	3.1.3 PhilGEPS Posting (for above Php50,000 Approve Budget of Contract)	Procurement Office
	3.1.4 Signed Request for Quotation	Procurement Office
	3.1.5 Signed Abstract of Bids	BAC Office
	3.1.6 Signed BAC Resolution	BAC Office
	3.1.7 Purchase Order	Procurement Office
	3.1.8 Delivery Receipt	Supply Office
	3.1.9 Inspection & Acceptance Report	Supply Office
	3.1.10 Billing	Supplier
	3.1.11 Tax Certificate	Accounting Office
	3.2 Infrastructure	
	3.2.1 Perspectives and Bill of Quantities	Contractor
	3.2.2 Approved PPMP	Procurement Office
	3.2.3 Approved PR	Procurement Office
	3.2.4 PhilGEPS Posting	Procurement Office
	3.2.5 TWG Evaluation	BAC Office
	3.2.6 Signed BAC Resolution	BAC Office
	3.2.7 Notice to Proceed	BAC Office
	3.2.8 Billing	Supplier
	3.2.9 Tax Certificate	Accounting Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. <sup>1</sup>		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
		Signs the Disbursement Voucher		Five (5) minutes
	Prepares and signs Check or LDDAP <sup>2</sup>		Five (5) minutes	Cashier
	Signs check or Approves LDDAP		Three (3) minutes	Authorized Official

<sup>1</sup> Erroneous document will be returned to responsible office.

<sup>2</sup> LDDAP will be forwarded to the Accountant for signature before forwarding to the approving authority.



	Notifies payee to claim check		One day	Cashier
	Releases check to payee or submits LDDAP to bank		Three (3) minutes	Cashier
	<b>TOTAL</b>		<b>1 Day, 1 Hour and 11 Minutes</b>	

Notes:

### 13. 3 PROCESSING OF PAYROLL FOR PAYMENT

<b>Office or Division:</b>	IASO	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Government	
<b>Who may avail:</b>	Responsibility Centers	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. ORS or BURS (3 copies)	Budget Office
	2. DV (3 copies)	Accounting Office





supporting documents	<p>3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment</p> <p>4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client</p> <p>5. Forward documents to the approving authority</p>		<p>15-day Payroll per person Five (minutes)</p> <p><i>e.g. 20 persons * 5 minutes = 1 hour and 40 minutes</i></p> <p>Two (2) minutes</p> <p>By bulk: 30 minutes</p>	<p>IAS Officer</p> <p>IAS Officer</p> <p>IAS Officer</p>
	<b>TOTAL</b>		<b>2 Hours and 17 Minutes</b>	

### 13. 4 PROCESSING OF REMITTANCES

This procedure covers all remittances of Job Orders, Contract of Service, Regular Faculty and Staff from all Campuses.

<b>Office or Division:</b>	IASO
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		Responsibility Centers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DV (3 copies)		Accounting Office		
2. List of Remittance		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		Twenty (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
	<b>TOTAL</b>		<b>57 Minutes</b>	



## XIV. HUMAN RESOURCE DEVELOPMENT SERVICES

### 14.1 ISSUANCE OF SERVICE RECORD

Refers to a process of authenticating the services rendered in the government.

<b>Office or Division:</b>		Human Resource Development Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Personal Appearance			NONE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the HRMO staff to request for Service Record	Based on request	None		HRDS Personnel
2. Check the personal service record in the computer file	Carefully verify and check the personal file of requesting employee	None	15 minutes	HRDS Personnel
3. Certify and sign service record	After verification, the HRMO head will sign the document	none	2 minutes	HRDS Director
4. Release the service record	Have the requesting employee signed the logbook after receiving the service record	none	2 minutes	HRDS Personnel
	<b>TOTAL</b>		<b>19 Minutes</b>	

### 14.2 ISSUANCE OF CERTIFICATION

Refers to a process of authenticating employment and compensation.

<b>Office or Division:</b>		Human Resource Development Services		
<b>Classification:</b>		Simple		



<b>Type of Transaction:</b>	G2G -Government to Government			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Personal Appearance			NONE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the HRMO personnel to request for Certification	Based on request	None	15 minutes	HRDS Personnel
2. Check the 201 File of the requesting employee	Carefully verify and check the personal file of requesting employee	None	15 minutes	HRDS Personnel
3. Certify and sign the certification	After verification, the HRMO head will sign the document	none	2 minutes	HRDS Director
4. Release the certification	Have the requesting employee signed the logbook after receiving the document	none	2 minutes	HRDS Personnel
<b>TOTAL</b>			<b>34 Minutes</b>	

### 14.3 PROCESSING OF APPLICATION FOR LEAVE

Refers to the process of receiving and recording of filed application for leave.

<b>Office or Division:</b>	Human Resource Development Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Personal Appearance				
Application for Leave (3 copies)			HRDS Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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	HRDS Personnel
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	HRDS Personnel
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	HRDS Director
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	HRDS Personnel
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	HRDS Personnel
6. Release approved application for leave	Based on request	none	1 minute	Jeaneth A. Manucasi
	<b>TOTAL</b>		<b>15 Minutes</b>	



## 14.4 INQUIRIES ON PERSONNEL-RELATED MATTERS

Refers to providing assistance to the requesting employees.

<b>Office or Division:</b>	Human Resource Development Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>				
1. Personal Appearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 Hours	HRDS Director
	<b>TOTAL</b>		<b>2 Hours</b>	

## XV. OFFICE OF THE DIRECTOR FOR STUDENT SERVICES

### 15.1 CONSOLIDATION OF REPORTS

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

<b>Office or Division:</b>	Office of the Director for Student Affairs and Services	
<b>Classification:</b>	Supervisory Service	
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT	
<b>Who may avail:</b>	Units under Office of the Director for Student Services <b>(INTERNAL)</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 <b>Office of the Director for Student Affairs and Services</b>	1.1 <b>Office of the Director for Student Affairs and Services</b> will issue a memorandum directing to pass the quarterly/annually accomplishment reports	None	1 Week after release Office Memo	ODSAS
2. Prepare the accomplishment report with documentation attached	2.1 <b>Office of the Director for Student Affairs and Services</b> will update the unit heads with the deadline of submission	None	1 week before the submission of the Accomplishment report	ODSAS
3. Pass the reports to the <b>Office of the Director for Student Affairs and Services</b>	3.1 <b>Office of the Director for Student Affairs and Services</b> will evaluate the correctness and completeness of the report before signing and compiling	None	After receiving the documents, the director will immediately take an action or sign the documents	ODSAS
4. Receive a signed copy of the accomplishment report from the <b>Office of the Director for Student Affairs and Services</b>	4.1 <b>Office of the Director for Student Affairs and Services</b> will consolidate the accomplishment reports 4.2 Make a summary	None	3 days consolidation	ODSAS



	of the reports			
	4.3 Pass the consolidated report to the <b>Office of the Director for Student Affairs and Services</b>			

## 15.2 COMPILATION OF MONITORING SHEET AND DOCUMENT ANALYSIS (ACCREDITATION PURPOSES)

The office keeps records and processes the documents as evidence of accomplishment per unit.

<b>Office or Division:</b>	Office of the Director for Student Services			
<b>Classification:</b>	Supervisory Service			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Units under Office of the Director for Student Services ( <b>INTERNAL</b> )			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CMO 9, s. 2013 2. Area IV. Support to Students		Office of the Director for Student Affairs and Services (ODSAS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive a memorandum issued by the <b>Office of the Director for Student Services</b>	1.1 <b>Office of the Director for Student Services</b> 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 <b>Office of the Director for Student Services</b> will update the unit heads with the deadline of submission	None	1 day	DSS



3. Pass the Monitoring Sheet and Document Analysis to the <b>Office of the Director for Student Services</b>	3.1 <b>Office of the Director for Student Services</b> will evaluate the correctness and completeness of the report before signing and compiling	None	1 day	DSS
4. Wait for the Consolidated copy of the said forms	4.1 <b>Office of the Director for Student Services</b> will consolidate the	None	1 day	DSS
	said forms and provide a copy to the AACCUP Personnel.			

### 15.3 ENROLMENT TRANSACTION

The office ensures the smooth flow of the Registration.

<b>Office or Division:</b>	Office of the Director for Student Services
<b>Classification:</b>	Supervisory Service
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	Units under Office of the Director for Student Services <b>(INTERNAL)</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Directorate's Meeting				
1. Receive a notice of meeting issued by the <b>Office of the Director for Student Services</b>	1.1 <b>Office of the Director for Student Services</b> 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 <b>Director for Student Services together with the Unit Heads</b> 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 <b>Director for Student Services together with the Unit Heads</b> 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 <b>Director for Student Services</b> 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 <a href="http://www.fb.com/doscstofficial">www.fb.com/doscstofficial</a> or sent an email to <a href="http://www.doscst.edu.ph">www.doscst.edu.ph</a>
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	<u><a href="mailto:directoratestudentservices@gmail.com">directoratestudentservices@gmail.com</a></u> <b>09566825211</b>



## XVI. OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS (OVPA)

### 16.1 PROCESSING NEW CURRICULAR PROGRAM

To ensure effective processing of new curricular program, this series of activities from the conduct of feasibility study to the approval of proposed curriculum is done to address the rising demand of the community.

<b>Office or Division:</b>		Office of the Vice President for Academic Affairs		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G, G2C – Government to Government, Government to Client		
<b>Who may avail:</b>		Faculty and Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Feasibility Study (conduct at least one)</li> <li>2. Proceedings of Stakeholders Forum</li> <li>3. Curriculum Proposal (3 copies)</li> <li>4. Minutes of Meeting (1 photocopy)</li> <li>5. Stakeholders' Invitation Letter (all stakeholders involved)</li> <li>6. CHED PSGs and Memoranda (specific CMO for the propose program)</li> <li>7. Course Prospectus (3 sets)</li> <li>8. Endorsement Letter (original endorsement letter from the proponent thru channels)</li> </ol>		Program Head Dean Curriculum Committee VPAA Academic Council CHED University Board of Regents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Conduct Feasibility Study and draft new proposal	Proponent drafts feasibility study questionnaire addressing the various stakeholders.  Gather significant data from the stakeholders regarding the need for offering the program. Evaluate and analyze the responses of the	None	1 week	<i>Program Head</i>
2. Draft new curriculum proposal		None	2 weeks	<i>Program Head</i>
3. Conduct meeting with concerned faculty		None	4 hours	<i>Program Head</i>



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





	endorse the proposed curriculum at the same time to the BOT for approval.			
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	1 week	<i>CHED</i>
12. The University endorses the approved curriculum by CHED to the Board for final approval		None	1 day	<i>University President</i>
13. Approve the Curriculum		None	2 hours	<i>Board of Regents</i>
<b>Total Processing Time:</b>			<b>32 days</b>	

## 16.2 REVISION OF CURRICULAR PROGRAM

To ensure efficient flow for revision of current curricular program, this series of activities covers from the evaluation of existing curriculum and craft proposal of revision. This is to provide quality higher education of DOrSU students.

<b>Office or Division:</b>	Office of the Vice President for Academic Affairs
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government



Who may avail:		Faculty and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Course Prospectus (3 sets) 2. Curriculum Evaluation Form (3 sets) 3. Transmittal letter for Revision 4. CHED PSGS and Memoranda (specific CMO for the propose program) 5. Endorsement Letter (original copy)  6. Endorsement Letter		Program Head, Faculty Dean Program Head, Faculty Dean Program Head, Faculty Dean CHED  Chairman of the Curriculum Committee Academic Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluate existing curriculum and draft new proposal		None	1 day	Program Head
2. Conduct meeting for consultation and deliberation among faculty in the Program.		None	4 hours	Program Head
3. Receive and endorse the deliberated/consult ed proposal.	Review then endorse the deliberated proposal to the Curriculum Committee	None	2 hours	Institute Dean
4. Convene the Curriculum Committee and evaluate the proposed curriculum.	Review and evaluate the proposed curricula for further scrutiny	None	2 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	None		Chairman of the Curriculum Committee



<p>6. Review and endorse to academic council the proposed curriculum.</p>	<p>Review the proposed curriculum for further scrutiny</p>	<p>None</p>	<p>1 day</p>	<p>VPAA</p>
<p>7. Deliberate and recommend proposal to the CHED</p>	<p>In case the Academic Council has suggestions or recommendations, the proposed curriculum shall be returned back to the proponent, thru channels.</p> <p>After the revision, the proposal shall be endorsed again the Academic Council, thru channels.</p> <p>The Academic Council endorses the proposed curriculum to CHED.</p> <p>The College thru the Academic Council may endorse the proposed curriculum at the same time to the BOT for approval.</p>	<p>None</p>	<p>3 days</p>	<p>Academic Council</p>
<p>8. Evaluate and approve and/or recommend the proposed Curriculum to the BOT for approval.</p>	<p>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.</p> <p>After the revision, the proposal shall be endorsed again to the CHED, thru channels.</p>	<p>None</p>	<p>1 week</p>	<p>CHED</p>



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	None	1 day	CHED
10. The University endorses the approved curriculum by CHED to the Board for final approval.		None	1 day	University President
11. Approve the Curriculum.	Approve the Curriculum subject to CHED's action/recommendation.	None	2 hours	Board of Trustees
Total Processing Time:	15 days			

### 16.3 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.

<b>Office or Division:</b>	Office of the Vice President for Academic Affairs
<b>Classification:</b>	Academic Related
<b>Type of Transaction:</b>	
<b>Who may avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Student's Request Letter</li> <li>2. Student's Academic Record</li> <li>3. Request for Subject Offering</li> <li>4. Recommendation Letter</li> </ol>	<p style="text-align: center;">Student Academic Adviser Program Head Dean Director for Instruction VPAA</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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
<b>TOTAL</b>			<b>5 hours and 30 minutes</b>	

## 16.4 PERMIT TO HOLD ACTIVITY

To facilitate the proper conduct of student activity, this procedure is done in preparation of the activity for safekeeping and filing of report. This is applicable to all activities to be conducted properly within and outside the university.

<b>Office or Division:</b>		Office of the Vice President for Academic Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Approved Activity Proposal with transmittal letter (1 original copy, fully signed/endorsed)</li> <li>2. Permit to Hold Activity Form (4 copies)</li> <li>3. Activity Permit Monitoring Form (1 copy)</li> <li>4. Terminal Report Monitoring Form (1 copy)</li> </ol>			Class/Organization Representative  Office of Student Affairs Office of Student Affairs Office of Student Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Make Activity Proposal</p>	<p>The class/organization representative makes Activity Proposal of the desired activity. According to the type of school activity, such as:</p> <ul style="list-style-type: none"> <li>a. Curricular Activity- activities anchored in the curriculum/subject matter.</li> <li>b. Co-curricular Activity- College Calendared Activities approved by BOT.</li> <li>c. Extra-curricular</li> </ul>	<p>None</p>	<p>4 hours</p>	<p>Class/Organization representative</p>
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	<p>Activity- activities beyond College Calendared Activities or activities initiated by other national agencies.</p>			
<p>2. Secure Permit from OSA</p>	<p>The class/organization representative secures Permit to Hold an Activity form at the OSA.</p>	<p>None</p>	<p>10 minutes</p>	<p>Class/Organization representative</p>
<p>3. Secure Proposal and Permit Signatories</p>	<p>The class/organization representative fills up the Permit to Hold Activity with corresponding identified concerned signatories.</p>	<p>None</p>	<p>3 hours</p>	<p>Class/Organization representative</p>



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	15 minutes	Class/Organization representative
5. Log approve schedule of activity	The Head of Office of the Student Affairs logs the approved activity.	None	10 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	2 weeks after the conduct of activity	OSA Head
Total Processing Time:			11 days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or <a href="http://www.fb.com/doscstofficial">www.fb.com/doscstofficial</a> or sent an email to <a href="mailto:www.doscst.edu.ph">www.doscst.edu.ph</a>
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 of the Vice President for Academic Affairs <a href="mailto:vicepresident.academic@dorsu.edu.ph">vicepresident.academic@dorsu.edu.ph</a>





## XVII. OFFICE OF THE VICE PRESIDENT FOR RESEARCH DEVELOPMENT AND EXTENSION

### 17.1 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.

<b>Office or Division:</b>	Office of the Vice-President for Research Development and Extension			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	<b>G2C, G2G, G2B</b>			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<input type="checkbox"/> RAE-Forms (ISO Mandatory forms) <input type="checkbox"/> MOA/MOU <input type="checkbox"/> Activity Design <input type="checkbox"/> Terminal, Quarterly & Annual reports <input type="checkbox"/> M&E evaluation form		VP-RD&E Office, Admin Building 2 <sup>nd</sup> Floor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>VP-RD&amp;E Staff</i>



<p>2. Submit the approved research and extension activity proposals from the Director's level for endorsement to the Office of the President</p>	<p>Receive the approved research and extension proposals and check the completeness for endorsement</p>	<p>None</p>	<p>1 Day</p>	<p><i>Research and Extension Director and VP for RDE</i></p>
<p>3. Submit the terminal, quarterly and annual reports from respective offices under RD&amp;E Division for endorsement to the Office of the President</p>	<p>Receive the documents/reports and check the completeness for endorsement</p>	<p>None</p>	<p>1 Day</p>	<p><i>Center directors, Research and Extension Director and VP for RDE</i></p>
<p>4. Submit proposals/activity design of faculty and other external partners/collaborators for partnership forging</p>	<p>Receive and ensure that the submitted documents is aligned with the College RD&amp;E agenda (*need to present to RD&amp;E monthly meeting/council meeting)</p>	<p>None</p>	<p>1-2 days</p>	<p><i>DOSCST Faculty, other stakeholders, Center directors, Research and Extension Director and VP for RDE</i></p>
<p>5. Submit the monitoring and evaluation report of internally &amp; externally funded research and extension activities from the unit head for endorsement to the Office of the President</p>	<p>Receive and ensure that the submitted documents is complete for endorsement</p>	<p>None</p>	<p>1 day</p>	<p><i>M&amp;E Unit Head, Center directors, Research and Extension Director and VP for RDE</i></p>



<p>6. Return to the VPRD&amp;E office once the documents is approved and submit one (1) copy of the document for data banking and information dissemination</p>	<p>Ensure that the office has copies of the documents for compilation, Forward a copy of documents to JPLU unit for posting to RD&amp;E bulletin and other IEC materials</p>	<p>None</p>	<p>1 hour</p>	<p><i>DOSCST Faculty, other stakeholders, JPLU Unit head, Center directors, Research and Extension Director and VP for RDE</i></p>
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<p align="center"><b>FEEDBACK AND COMPLAINTS MECHANISM</b></p>	
<p>How to send feedback</p>	<p>Fill out feedback form available at the VP-RD&amp;E Office /Public Information Desk and drop it at the designated suggestion box at the Public Information Desk, Admin building, ground floor.</p>
<p>How feedbacks are processed</p>	<p>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</p>
<p>How to file a complaint</p>	<p>Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&amp;E Division with the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403</p>



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 <a href="mailto:echolima1821@gmail.com">echolima1821@gmail.com</a> or send your messages at DOSCST RD&E Facebook account.



## XVIII. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OFFICE OF STUDENT AFFAIRS	DOrSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	
LIBRARY	DOrSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	library@dorsu.edu.ph
HEALTH AND WELLNESS SERVICES	DOrSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Email your concerns to <a href="mailto:hsu@dorsu.edu.ph">hsu@dorsu.edu.ph</a> . Send your messages
ACCOUNTING OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:acctg@dorsu.edu.ph">acctg@dorsu.edu.ph</a> 087 3883 477
BUDGET OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	dorsu.budget@gmail.com
CASHIER'S OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:cashier@dorsu.edu.ph">cashier@dorsu.edu.ph</a> 087 3883 477
REGISTRAR'S OFFICE	DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:registrar@dorsu.edu.ph">registrar@dorsu.edu.ph</a> 3884-809
OFFICE OF STUDENT COUNSELING AND DEVELOPMENT (FORMERLY GCTC)	DOrSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	09753567406
FINANCIAL AIDS, AND SCHOLARSHIP GRANTS (FAASG)	DOrSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:fasst@dorsu.edu.ph">fasst@dorsu.edu.ph</a> 09603470591
GENERAL SERVICE UNIT	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:genservices@dorsu.edu.ph">genservices@dorsu.edu.ph</a> 9365802447
PROCUREMENT OFFICE/PROCUREMENT MANAGEMENT OFFICE	DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:procurement@dorsu.edu.ph">procurement@dorsu.edu.ph</a> 0927-801-2990
INFORMATION COMMUNICATION AND TECHNOLOGY UNIT	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	dorsu.itservices@dorsu.edu.ph



PROPERTY AND SUPPLY MANAGEMENT UNIT	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:supply.office@dorsu.edu.ph">supply.office@dorsu.edu.ph</a> 087 388 4811
GENDER DEVELOPMENT SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Email your concerns to <a href="mailto:sacrojeralyn@gmail.com">sacrojeralyn@gmail.com</a> or mobile number 09465935568.
RESOURCE GENERATION MANAGEMENT OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Email your concerns to <a href="mailto:caoad@dorsu.edu.ph">caoad@dorsu.edu.ph</a> mobile number 09303444868
DIRECTOR FOR EXTENSION	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	rde.extension@dorsu.edu.ph
INTERNAL AUDIT SERVICES UNIT	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:francisco.baraquel@dorsu.edu.ph">francisco.baraquel@dorsu.edu.ph</a> 9950554011
HUMAN RESOURCE DEVELOPMENT SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:dorsu.hrmo28@gmail.com">dorsu.hrmo28@gmail.com</a> 087 388 4683
DIRECTOR FOR STUDENT AFFAIRS AND SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:directoratoforstudentservices@gmail.com">directoratoforstudentservices@gmail.com</a> 09 568618239
VP FOR ACADEMIC AFFAIRS	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Office of the Vice President for Academic Affairs <a href="mailto:vicepresident.academic@dorsu.edu.ph">vicepresident.academic@dorsu.edu.ph</a>
DIRECTOR FOR RESEARH	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	<a href="mailto:rde.research@dorsu.edu.ph">rde.research@dorsu.edu.ph</a>