

DAVAO ORIENTAL STATE UNIVERSITY

CITIZEN'S CHARTER

2023 (1st 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

DOrSU 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, DOrSU 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.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student Organization

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Organizational Structure (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 (*for fraternities/sororities*) (1copy)	OSA
Adviser's Consent (*Regular Permanent Faculty*) (1copy)	OSA
Constitution and By-Laws (*Notarized*) (1copy)	School Organization
List of Officers (*with copy of grades for the prev. semester*) (1copy)	School Organization
List of *bona fide* members (*at least 15 members*) (1copy)	School Organization
Parent's Consent (*for fraternities/sororities*) (1copy)	OSA
Calendar of Activities for the academic year applied for (1copy)	School Organization
College Service (*w/ documentation & attendance sheet*) (1copy)	School Organization
Community Service (*w/ documentation & attendance sheet*) (1copy)	School Organization
Accomplishment Report for 1st Semester (1copy)	School Organization

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

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 andSpecial Order forthe Adviser	None	5 minutes	OSA Staff
	TOTAL		**7 Days, 5 minutes**	

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.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Bona fide students of the College

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Official Receipt	Cashiering Office
ID Application Form	OSA

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 picturetaking	Takes photo of the student and incorporate it to the system	None	2 minutes	OSA Staff

4. Checks the correctness of the information andaffixes 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
	TOTAL		**13 Minutes**	

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.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni of the College			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Identification Card		OSA		
Official Receipt		Cashier		
Exit Clearance		Registrar		
Application Form for Certification of GMC		OSA		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pays for Certificate of Good Moral Character	Receives payment	20.00	1 minute	Cashiering Office Staff
2. Accomplishes and submits the application form (1copy)	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
	TOTAL		**8 Minutes**	

1.4 SIGNING OF CLEARANCE

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

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of the College			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance Form (1copy)			Accounting office	
Attendance to every Student Activity			OSA	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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

	TOTAL		**1 Hours, 6 Minutes and 30 Seconds**	

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.

Office or Division:	Office of Student Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students of the College

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complaint form (1 copy)	OSA

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

	TOTAL		**5 days, 5 minutes**	

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 Student Affairs
Contact Information of CCB, PCC, ARTA	Email your concerns to library@dorsu.edu.ph. 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)

Office or Division:	Office of the Director for Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Personal Appearance				
• COR and Valid ID (Old Students)			Registrar/OSA	
• Appointment for Faculty and Staff			HRDS	
2. Online Appointment Schedule			Ask-a-Librarian at DOrSU Lib FB	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.Proceed to the Library and secure a queue number for filling the registration form.	Provide number	None	1 minute 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
	TOTAL		**22 Minutes**	

2.2 BORROWING

Steps in checking in and checking out of library materials

Office or Division:	Office of the Director for L:ibrary Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Call Number Slip			Library	
2. Title or Author of the book (online)			Ask-A-Librarian @ Dorsu Lib FB	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask any frontline staff where to find your research needs	Locate and explain resources by section or refer to the OPAC (Online Public Access Catalog).	None	5 minutes	Frontline Staff
2.Present validated college ID or COR. If non-constituent, present a valid ID and an entrance fee receipt.	Check ID and verify accounts. If non-constituent check ID and entrance fee receipt.	None	3 minutes	Frontline Staff

3. Inquire if title of book/item needed is available.	Check availability or physically locate the books in the shelves. Or may refer to use the OPAC	None	3 minutes	Frontline Staff in every section
4. If book/item is available proceed to borrowing/releasing.	Checking-out thru online account and thru logbook signing.	None (fine – except when due P30.00 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. 7. Digitized book collections can also be disseminated per request basis	Message Dorsu Lib FB account Email: library@dorsu.edu.ph	None None	10 minutes 10 minutes	Frontline Staff Frontline Satff

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

2.3 RETRIEVAL OF BORROWED BOOKS/ITEMS

Steps in the retrieval of all borrowed materials

Office or Division:	Office of the Director for Library Services/Academic Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Fine Slip			Library	
2. Cashier's Official Receipt			Cashier	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Return book/s, and other borrowed resources.	Check-in loaned books/items online.	None	2 minutes	Frontline Staff
2. Logbook returned books/items .	Retrieve books/item from borrower. Inform incurred fine/penalties if applicable and verify payment receipt.	Fine of P30.00 per day once due.	2 minutes	Frontline Staff
	TOTAL		**4 Minutes**	

2.4 SIGNING OF CLEARANCE

Steps in the signing of clearance

Office or Division:	Office of the Director for Library Services/Academic Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Clearance	Registrar

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1. All students shall borrow at least 1 book every semester with short review/summary of the book being read.	Check account. Sign if no borrowed book for the first time and implement: >First warning. >Second warning for two semester offense and has to borrow 1 book. > Third warning must borrow at least 1 book with a promissory note. >Fourth – shall be referred to the Guidance Office. Inform again and again the patron about the requirement before signing the clearance.	None	3 minutes/patron.	Designated Staff
2. Graduating with research/thesis/capstone/ f asibility 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
	TOTAL		**11 Minutes**	

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

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.

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

		BE PAID		
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

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

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 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 hsu@dorsu.edu.ph. Send your messages at Hsu Dorsu (Health Services Unit)FB page.

IV. FINANCE DIVISION

4.1 PROCEDURES FOR DISBURSEMENTS

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

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

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

-Approved Contracts -Approved Payroll -DTR/FSR			HR Office Prepared by Accounting Office and checked by HR Office HR Office	
For Remittance to Trust Liabilities/Banks/DOSCST MPC/ ASSSO and Others. -Billings -List of Remittances			 Payroll In-charge/Accounting Office Payroll In-charge/Accounting Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Budget Staff submit the ORS/BURS,and Supply Staff submits other originals of supporting documents. Request Disbursement Voucher for Payment	1.1 Copies 1-3 of ORS/BURS form the Budget Unit. Checks completeness of supporting documents. If incomplete, returns to the concerned party for compliance. 1.2 If complete, stamps ”Received” and indicates date of receipt and initials on the stamped “Received” portion of the DV. 1.3 Assigns DV number and records in the logbook the DV number and date, payee, particular and amount. Forwards copies 1.4 Forward Copies 1-3 of DV, originals of supporting documents to the Head of Accounting Unit to review and for signature. 1.5 Forward copies 1-3 of DV, originals to the direct supervision officer/responsibility center for signature.	None	30 minutes 5 minutes 3 minutes	Accounting Staff Accounting Office Accounting Head Accounting Staff
	TOTAL		**38 Minutes**	

4.2 REVIEW OF ITINERARY OF TRAVEL

Accounting staff reviews submitted Itineraries of Travel with approved Travel Order

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Receives Itinerary of Travel with approved travel order and other supporting documents	1.1 Checks the correctness of the Itinerary of Travel 1.2 Forwards to higher offices	None	30 minutes	*Accounting Staff* Accounting Office
	TOTAL		**30 Minutes**	

4.3 PREPARATION AND APPROVAL OF CHECKS, ADA/LDDAP

Checks releasing and other disbursements.

Office or Division:	Cashiering Section
Classification:	Simple
Type of Transaction:	G2G, G2C, G2B

Who may avail:	DORSU Employees, Clients, Providers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved ORS/BURS for 3 copies				
Approved DV for 3 copies		Head of Agency or Authorized Representative		
Original Supporting Documents for 2 copies				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The office of the Head of the Agency or Authorized Representatives submit the copies 1-3 of approved ORS/BURS, DV and originals of supporting documents. Records in the logbook the date of receipt, DV number, payee, particulars and amount.	1.1 Verifies completeness of signatories on the DV. Prepares check in three copies. 1.2 Retrieves from file the Check Disbursement Records, ADA, LDDAP and records the date, reference or check number, name of payee, nature of payment and amount of the DV and extract the new balance of the NCA/bank account. 1.3 Verifies completeness of	None	10 minutes	Cashier-in-Charge Cashier Head Disbursing Officer
	TOTAL		**10 minutes**	

4.4 ASSESSMENT OF STUDENT ACCOUNTS/UPDATING OF STUDENT ACCOUNT BALANCES

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

Office or Division:	Accounting Section
Classification:	Simple

Type of Transaction:	G2C
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School ID	Admission Office
Preliminary Registration Form (PRF) (1 copy)	Institute/Program Secretary

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Student presents School ID/PRF to Accounting Student Account in-charge	1.1 Student Account incharge checks the subjects enrolled, students' tuition fees, and miscellaneous fees 1.2 Student Account incharge processes and prints assessment/billing form	None – if during enrollment Lost Form – Php 25	Five (5) minutes	*Student Account incharge* Accounting Office
	TOTAL		**5 Minutes**	

4.5 RELEASING OF EXAMINATION PERMITS/CLEARANCE FORMS

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

Office or Division:	Accounting Section
Classification:	Simple

Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Admission Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Student presents School ID to Accounting Student Account in-charge	1.1 Student Account incharge checks student's account balances 1.2 Student Account incharge prints and signs permits/clearance if students have no existing balance, otherwise, he/she prints the permits/clearance and writes remaining balances at the back of the documents for students' information	None Lost Form – Php 25	Five (5) minutes	*Student Account incharge* Accounting Office
	TOTAL		**5 Minutes**	

4.6 PREPARATION OF MONTHLY FINANCIAL REPORTS IN ACCOUNTING OFFICE

Accounting staff prepares monthly Financial Reports

Office or Division:	Accounting Section
Classification:	Highly Technical
Type of Transaction:	G2C, G2G
Who may avail:	COA

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

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

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

4.7 PREPARATION OF DAILY FINANCIAL REPORTS IN CASHIER'S OFFICE

Cashier's staff prepares monthly Financial Reports

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

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
	TOTAL		**10 Minutes**	

V. CASHIER'S OFFICE

5.1 PREPARATION AND APPROVAL OF CHECKS, ADA/LDDAP

A. Checks releasing and other disbursements.

Office or Division:	Cashiering Section
Classification:	Simple
Type of Transaction:	G2B, G2C, G2G

Who may avail:	DOrSU Employees, Students, Suppliers and Service-providers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved ORS/BURS for 3 copies				
Approved DV for 3 copies		Head of Agency or Authorized Representative		
Original Supporting Documents for 2 copies				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The office of the Head of the Agency or Authorized Representatives submits 3 copies of approved ORS/BURS, DV and original copies of supporting documents. 2. Records in the logbook the date of receipt, DV number, payee, particulars and amount.	1.1 Verifies completeness of signatories on the DV and prepares check in three copies. 1.2 Retrieves from file the Check Disbursement Records, ADA, LDDAP and records the date, reference or check number, name of payee, nature of payment and amount of the DV and extract the new balance of the NCA/bank account. 1.3 Verifies completeness of signature on the DV. Reviews the amount of the check against the DV and supporting documents. Signs thecheck.	None	10 minutes 10 minutes 6 minutes	Cashier-in-Charge Cashier-in-Charge Cashier Head

	1.4 Records in the logbook the date of release of Copies 1-3 of check. Copies 1-3 of DV, Copy 3 of BURS/ ORS, ADA/LDDAP and other supporting documents.		7 minutes	Cashier-in-Charge
	1.5 Countersigns check. Forwards Copies 1-3 of check, Copies 1-3 of DV, copy 3 of ORS/BURS and supporting documents to Receiving/Releasing Staff for return to the Cashier.		8 minutes	Head of the Agency/Authorize Representative
	1.6 Releasing of Checks and notify payee		9 minutes	Disbursing Officer
	1.4 Submit ADA, LDDAP through bank transaction.		30 minutes	Cashier Head
	TOTAL		**1 Hour, 9 Minutes**	

5.2 PREPARATION OF MONTHLY FINANCIAL REPORTS IN CASHIER'S OFFICE

Cashier's staff prepares monthly Financial Reports

Office or Division:	Cashier Section
Classification:	Technical
Type of Transaction:	G2G
Who may avail:	COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 ChecksIssued (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 themonthly 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
	TOTAL		**10 days**	

5.3 PROCEDURES FOR COLLECTIONS AND DEPOSITS THROUGH THE COLLECTINGOFFICER

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

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C, G2G, G2B
Who may avail:	Students; Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Billing (1 copy)	Accounting Section
2. Clearance (1 copy)	Accounting Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Clients show their Certificate of Billing for partial payment or full payment for enrollment purposes.	1.1 Receives cash/check from payor representing collection based on the Order of Payment (OP) or Billing prepared by the Accounting Unit. 1.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check. Note: The OR shall be prepared in three copies and shall be distributed as follows: Original-Payor Copy 2-To be attached to the Report of Collections and Deposits (RCD) Copy 3- Cash Unit File	At least 50% payment of the old balances for old students with accounts.	3 min./client	Cashier-in-Charge
2. Students/Clients	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
	TOTAL		6 Minutes	

transactions from Graduate School.	Payment (OP) or Billing prepared by the Accounting Unit. 2.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check. Note: The OR shall be prepared in three copies and shall be distributed as follows: Original-PayorCopy 2-To be attached to the Report of Collections and Deposits (RCD) Copy 3- Cash Unit File	-Php 6,500.00 Grad Fee -Php 400.00		

5.4 PROCEDURES FOR COLLECTIONS AND DEPOSITS THROUGH THE BANK

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

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C, G2G, G2B
Who may avail:	Students; Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Billing (1 copy)	Accounting Section
2. Clearance (1 copy)	Accounting Section
3. Original copy of Deposit Slip	Payor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/client forwards copy of original deposit slip to Cashier-in-Charge	1.1 Receives Original copy of deposit slip from payor representing payment based on the Order of Payment (OP) or Billing prepared by the Accounting Unit. 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 50% payment of the old balances for old students with accounts.	3 min./client 5 min./client	Cashier-in- Charge Cashier-in-Charge

	Copy 3- Cashiering Unit File			
	TOTAL		**8 Minutes**	

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

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

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Exit Clearance (1 copy)		Registrar Office		
2. Payment Slip (1 copy)		Registrar Office		
3. Library Payment Slip (1 copy)		Library		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/Client shows their payment slip/exit clearance verified by the Registrar-in-Charge.	1.1 Cashier-in-Charge receives payment for credentials requested and issues Official Receipt	TOR -Php 100/page Honorable Dismissal -Php 100.00 Good Moral -Php 50.00 Certificates/ Diploma -Php 150.00	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 50.00 I.D. -Php 100.00	3 min./client	Cashier-in-Charge
	TOTAL		**9 Minutes**	

5.6 COLLECTION FROM INCOME GENERATING PROJECTS

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

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Students; Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Booking Form (1 copy)	DAS
2. Pass Slip (1 copy)	EDM
3. Note from Procurement Head Office	Procurement Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Clients show their booking form for rental of facilities, vehicle and other property of the schoolto the Cashier-in- Charge.	1.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Gym Rental -Php 150.00/hr AVR Rental -Php 2,500.00/ day Van Rental -Php 3,500.00/ unit RIC Rental -Php 187.5/hr Monoblock Rental -Php 5/pc	3 min./client	Cashier-in-Charge
2. Clients show their Pass Slip for livestock, other crops and goods to the Cashier-in-Charge.	2.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the Current Market Price	3 min./client	Cashier-in-Charge

3. Clients show their note from the procurement office to the Cashier-in-Charge.	3.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the total bidding amount	3 min./client	Cashier-in-Charge
	TOTAL		**9 Minutes**	

5.7 COLLECTION OF MDS FROM REFUNDS

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

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

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.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	Students; Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
LDDAP-ADA (1 copy) or Check		Funding Agency		
Certificate of Deposit		Bank		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Clients shows documents related to their transactions, (e.g. Disbursement vouchers, list of grantees, check, LDDAP, etc.)	1.1 Cashier-in-Charge receives payment and issues Official Receipt to the client	Depends on the actual amount of assistance	5 min./client	Cashier-in-Charge

VI. REGISTRAR'S OFFICE

6. 1 REGISTRATION OF STUDENTS

Enrollment for each semester is a mandatory requirement for all students, necessitating official registration at the office of the registrar.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	REGISTRATION OF STUDENTS
Who may avail:	QUALIFIED STUDENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UNDERGRADUATE ● Preliminary Registration Form (PRF)- 1 copy ● Process Form - 1 copy ● Student Clearance for Returnee -Original copy ● Certificate of Billing - Original copy	● Program Adviser ● Office of Students Promotion and Testing (OSPAT) ● Accounting Office
GRADUATE PROGRAM ● Preliminary Registration Form (PRF)- 1 copy ● Student Clearance - 1 copy ● Certificate of Billing- Original copy ● Official Receipt - Original	● Program Adviser ● Accounting Office ● Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Proceed to any window at the office of the registrar and submit the PRF and Process Form and COB	1.1 Receive and check the process form and the PRF and Sign the process form and return it to the students. 1.2 Collect the PRF; Register the student in the ESMS and print the COR.	None	20 minutes	Registrar Staff
2. Wait and claim your COR from the registrar's staff.	2.1 Release the COR.	None	15 minutes	Registrar Staff
				Total: 35 minutes

6.2 CHANGE OF MATRICULATION

Matriculation adjustments involve the processes of changing, adding, or dropping subjects during the enrollment period for students.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Officially Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Adding / Changing Form- 1 copy • Certificate of Registration - Original	• Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Matriculation form from Window 10 at the Registrar's Office.	1.1. Release the form	None	1-minute	Registrar Staff Window 10
2. Fill out the form accurately and obtain the required signatures. Submit the signed Matriculation form to the Registrar's Office.	2.1. Receive and review the matriculation form. 2.2. Update the Electronic Student Management System (ESMS) with any necessary changes. Check for repeated subjects; if found, advise regarding payment. 2.3. Return the student's copy (Transaction complete)	None	20 minutes	Registrar Staff In charge
				Total: 21 minutes

6.3 COMPLETION OF DEFICIENT GRADES

Completing deficient grades involves students who have not achieved satisfactorily as determined by their instructors/professors. This process typically allows for one academic year for students to comply with their deficiencies.

Office or Division:	REGISTRAR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
● Report of grades with incurred deficiencies. ● Official Receipt - Original		● Registrar's Office ● Cashiering Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Obtain the Completion form from Window 10	1.1. Release the form	None	1-minute	Registrar Staff Window 10
2. Fill out the form accurately, then proceed to the cashier's office for payment. Return to the registrar's office and submit the completion form along with the receipt for verification.	2.1. Receive and verify the completion form and the official receipt (OR). If all information is accurate, stamp the completion form as verified and return it along with the official receipt (OR).	P50.00	15 minutes	Registrar Staff In charge

3. Submit the verified completion form to your instructor, complete any removal exams, or submit the lacking requirements as instructed. Your instructor will then submit the form to the Registrar's Office.	3.1. The instructor logs the completion grade in the completion book, stamps the completion form as received, and returns it with the adviser's and instructor's copies. The registrar's staff will collect the registrar's copy and encode the grade from the completion form into the ESMS.	None	30 minutes from the time of the completion form has been received with a complete grade.	Registrar Staff In charge
				Total: 41 minutes

6.4 APPLICATION FOR SUBJECT CREDIT

Subject Credit is the process by which a transferee student is granted exemption from retaking subjects previously completed at their previous school.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Enrolled Students (Transferees)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Transcript of Records copy for DOrSU ● Certificate of Registration (COR)- 1 copy ● Official Receipt - Original	● Registrar's Office ● Registrar's Office ● Cashiering Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Obtain the Advance Credit form from Window 10 and present a photocopy of the Transcript of Records (TOR) and COR.	1.1 Receive the Transcript of Records (TOR) and verify the accreditation status of the school by CHED.	None	2 minutes	Registrar Staff Window 10

	Subsequently, release the form.			
2. Fill out the form accurately and have it sign the required signatures. Submit the form at window 9.	2.1 Receive the form and verify the subjects to be validated and return the form to the student after it has been signed by the University Registrar.	None	30 minutes	Registrar Staff Window 9
3. Proceed to the academic adviser, evaluator, and institute dean for signatures. Pay fees at the cashier. Submit form and receipt to Registrar's Office Window 9. Keep a photocopy of the advance credit form.	3.1 Receive the form and check if it is approved. Encode the approved Advance credit subjects into the ESMS.	P10.00 per subject	20 minutes from receiving the approved advance credit form.	Registrar Staff Window 9
				Total: 52 minutes

6.5 SUBSTITUTING OF SUBJECT

The process of subject credit is applied to students who have completed a subject with a different descriptive title in the curriculum.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Officially Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Report of Grades (ROG)- 1 copy ● Official Receipt - Original	● Registrar's Office ● Cashiering Office

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Officially Enrolled Students

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Obtain the Substitution form from Window 10 present the report of grade (ROG).	1.1 Receive and review the Report of Grades (ROG). Subsequently, release the substitution form.	None	2 minutes	Registrar Staff Window 10
2. Fill out the form accurately and obtain the required signatures. Submit the form at Window 9.	2.1 Receive the form and verify the subjects to be substituted and return the form to the student after it has been signed by the University Registrar.	None	20 minutes from receiving the approved substitution form.	Registrar Staff Window 9
3. Proceed to the academic adviser, evaluator, and institute dean for signatures. Once approved by the Dean, submit the form to the Registrar's Office.	3.1 Receive the substitution form and check if it is approved. Encode the approved substituted subjects into the ESMS.	None	20 minutes	Registrar Staff Window 9
				TOTAL:42 Minutes

6.6 ISSUANCE OF HONORABLE DISMISSAL

These are given to students who need official documentation when transferring to another school or pursuing further studies after graduation.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students opted to Transfer Schools and Graduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Clearance -1 copy • Payment Receipt -Original		• Registrar's In-charge at window 10 • Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Complete the clearance form accurately and ensure all required signatories are obtained. 2. Pay the required fee for the requested documents. 3. Submit the completed exit clearance form along with the official receipt to the registrar in charge.	1.1 Provide the client with an exit clearance form. 1.2. Verify the requester's data and sign the form. 3.1. Set a schedule for releasing the requested documents to the client.	HD-100per copy TOR-100.00/page GMC- 50.00 per copy Total P550 per set for transfer credentials	3 days	Registrar's staff window 10 Cashier's Office Registrar's Staff Incharge
	TOTAL			**3 Days**

6.7 RELEASING OF CREDENTIALS

This process involves providing graduates or students with official documents such as CAV, diplomas, certificates, and transcripts. These documents are necessary for employment, further education, or transferring to another educational institution.

Office or Division:	REGISTRAR'S OFFICE
Classification:	COMPLEX
Type of Transaction:	G2C- Government to Citizen

Who may avail:	All Graduates
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Clearance/Payment Stub - 1 copy • Official receipt - 1 original copy	• Registrar's In-charge at window 10 • Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Please schedule an online appointment in advance using the provided link: [https://forms.gle/AHmNQqcCXj26o1mQ8]. Alternatively, you can log in to our Facebook Page DORSU Registrar. 2. Once your appointment is confirmed, proceed at the University, and complete the exit clearance form, pay the service fee at the cashier's office, and obtain all necessary signatures on the form. 3. Present the exit clearance and official receipt to the registrar in charge.	1.1 Verify the requester's data and confirm their scheduled appointment to visit. 2.1 Issue either an exit clearance form or the payment stub. 3.1 Release the credentials/ document requested.	CAV-P100.00per copy TOR-P100.00per page Diploma-P150.00per copy GWA-P50.00per copy	**1-day process** for **CAV Releasing** 3 days on the regular period (for TOR,Diploma, GWA) 7 days on enrollment period (for TOR,Diploma, GWA)	Registrar's Staff Window 10 Registrar's Staff In charge

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

This process involves providing students officially registered at the university with duplicates or replacements of their Report of Grades and Certificate of Registration.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Student school valid ID • Payment Stub • Official Receipt	• Registrar's In-charge • Cashier's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Pay for the requested document at the cashier's office. 2. Present the official receipt to the registrar staff in charge of the requested document.	2.1 Receive the official receipt. Print and issue a report of grades or Certificate of Registration certified by the in-charge.	COR -P50.00 per copy Report of Grade-P50.00 per copy	5 minutes	Registrar's Staff Window 10
	TOTAL		**5 Minutes**	

6.9 APPLICATION FOR LEAVE OF ABSENCE

This is a formal process through which students request permission to temporarily discontinue their studies for a specified period, typically a semester, due to personal, health, or other reasons.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any Student (dropped or enrolled)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Certificate of Registration (COR) ● Clearance	● Registrar's Staff In-charge at window 10

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. The client requests a Leave of Absence (LOA). 2. Complete form, specifying the reason for the absence, and submit for approval to the adviser and Institute Dean. 3. Submit the approved Leave of Absence (LOA) to the Registrar's records in charge.	1.1. Issue a leave of absence form to the student. 3.1: Receive the completed form, record in the electronic Student Management System (eSMS) and file the form in the student's envelope.	None None	3mins. 5mins.	Registrar's Staff Window 10 Registrar's Staff Window 9
	TOTAL		**8 Minutes**	

6.10 APPLICATION FOR GRADUATION

This process involves graduating students officially applying to be evaluated and listed as candidates for graduation.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Graduating Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Student School ID • PSA Birth certificate- (1 photocopy)	• DOrSU Registrar's In-charge at window 10

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Request an application for graduation form. 2. Complete the form thoroughly and legibly, ensuring it is signed by the adviser, program head, Institute Dean, and student. 3. Submit the completed form to the registrar in charge.	1.1: Provide the student with an application for graduation form. 2.1: Receive the completed form from the program head, record the information, and update personal data in the electronic Student Management System (eSMS) accordingly.	None None	3mins. 3mins.	Registrar's Staff Window 10 Registrar's Staff Window 9
	TOTAL		**6 Minutes**	

6.11 EVALUATION OF STUDENT'S SCHOLASTIC RECORD

This process involves assessing a student's academic performance and records to confirm their official status within the university.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Graduating Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Student Valid School ID ● Official Receipt - original	● Registrar's Staff In-charge ● Cashier's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Request an evaluation of the Report of Grades. 2. Inquire about the scheduled release date.	1.1 Retrieve student records for evaluation. 2.1 Establish a schedule for the release of the report of grades evaluation, certified by the registrar staff in charge.	P 50.00 pesos per page	3 days	Registrar's Staff In-charge
	TOTAL		**3 Days**	

6.12 CERTIFYING CREDENTIALS/ AUTHENTICATION

This process involves producing multiple original duplicate copies of credentials or authenticating documents to ensure their validity and authenticity.

Office or Division:	REGISTRAR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All students (Graduates or Non-Graduate)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Photocopy of the documents to be authenticated - (The client must produce the photocopy documents to be authenticated.) ● School Valid ID and Authorization letter from student concern – 1 photocopy each (if transaction done by a proxy) ● Original Receipt (proof of payment)	● Cashier's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Submit the document for authentication at the designated records staff window. 2. Await the release of the requested documents.	1.1 Issue certified credentials, authenticated by the records staff in charge and signed by the authorized personnel.	P10.00 pesos per page	45 mins.	Registrar's Staff In-charge
	TOTAL		**45 Minutes**	

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

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

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

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.

Office or Division:	Guidance Counseling and Testing Center
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All New Prospective Enrollees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Guidance Information Form (GIF)	DOrSU- Guidance Counseling and Testing Center (GCTC)
1 short brown envelope 2 pcs. 2x2 ID Photos	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements to the Guidance Counseling and Testing Center (GCTC)	1. Guidance Counseling and Testing Center examines the completeness of the requirements 1.1 Provide the students with the Guidance Information Form (GIF).	None	5 Minutes	*Guidance Counselor I* *Guidance Counselor III* *Assigned Guidance Personnel* GCTC

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

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

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

Referral: 1. 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	*Guidance Counselor I* *Guidance Counselor III* *Assigned Guidance Personnel* GCTC
	1.2 The Guidance Counselor/ Advocate assigned prepares the counselling session and the counseling forms 1.3 Guidance Counselor/ Advocate assigned call the client through a Counseling Call Slip			
2.The Client appears to the Counselling Office on the date and time as agreed by the Guidance Counselor/Advocate assigned	2. Guidance Counselor/ Advocate assigned, welcome the client and conduct the counselling session in the GCTC' Counseling Room.	None	45 Minutes -1 Hour	*Guidance Counselor I* *Guidance Counselor III* *Assigned Guidance Personnel* GCTC

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Inquiries will be asked immediately during the process through the GCTC Guidance Counselor/ personnel In-charge.
How feedbacks are processed	Received feedbacks will be answered by the GCTC personnel or assigned personnel.
How to file a complaint	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 gctc.doscst@dorsu.edu.ph 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

Office or Division:	**Financial Assistance, Scholarship and Studentship (FASSt) Unit**
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Citizen
Who may avail:	1. Must be a Filipino Citizen; 2. Must be a High School Graduate; 3. Must have at least a GWA of 1.75 for Mangalayan Scholars and at least a GWA of 1.50 for Bagani Scholars; and 4. Must qualify the grade requirement of the scholarship applied for.

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

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

Step 4 – Confirmation of Scholarship Application Online Transaction (Confirmation will be done via email or Facebook page reply)	4.1 Rechecks the completeness and authenticity of the submitted documents 4.2 Confirms successful scholarship application 4.3 Updates client's scholarship status in the system 4.4 Applicant for renewal of scholarship updates his/her scholarship file/envelope while new applicant submits their documents enclosed in		15 minutes	Scholarship Aide/Coordinator
	a long brown envelope. This step shall be done by the Scholarship Aide/Coordinator, records of applicants will be safe keep in the Data Bank of the FASSt Unit.			

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

IX. ADMINISTRATIVE SERVICES

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

Office or Division:	DAS/General Services Unit
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Students, Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application to hold an Activity (3 cps)	DOSCST-OSA
2. Booking Form (3 cps)	DOSCST-DAS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. 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 cashierin-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
	TOTAL		**6 Minutes**	

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

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.

Office or Division:	Information, Communications, and Technology Unit (ICTU)
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	Employee/Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All IT Services: IT Services Request Form (1 copy)	ICT Unit (online/offline)
ESMS/institutional Email account creation: Request Letter from the Program Head (1 copy)	Program Head
ICT equipment/Information System request: Request Letter from the Unit Head (1 copy)	Unit Head

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Repair and Maintenance 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
New ESMS/Institutional Email Creation 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			
ICT Equipment Request 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
Password Reset 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
Network Connectivity 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
Grade Inquiry 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

Information System Request 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
ARTA ID/Sound System Request 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
	TOTAL		**60 days, 19 hours and 35 minutes**	

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.

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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approved Purchase Request (complete with signatures and PPMP)	1. Receive Purchase Request and indicate PR number	NA	3 minutes	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 2 days	NOUFVEN HARVEY BALASBAS LOUIE B. VALLES
	2.4Canvassing		2 hours (Every Thursday)	BAC Members
	2.5 Bid Opening			
3.Abstract of Bids	3.1Encoding	NA	3 hours	MARIZ V. ARELLANO
	3.2 Comply Signatures of BAC Members		1 day	ARVIN JAMES L. ASOQUE
4.BAC Resolution	4.1Encoding	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
	TOTAL		**5 days, 3 hours and 37 minutes**	

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9.4 RECEIVING AND RELEASING OF ITEMS

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

Office or Division:	Property and Supply Management Unit (PSMU)
Classification:	Complex
Type of Transaction:	G2C and G2B
Who may avail:	Procurement Office, Suppliers, Employees, & Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DR, SI, IAR, RIS, RSMI/RSPI, ICS/PAR	External Provider
	Property and Supply Management Unit

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

	TOTAL		**9 Days, 1 hour and 50 minutes**	

9.5 PROCEDURES FOR DISBURSEMENTS BY ORS/BURS

Processing of ORS/BURS.

Office or Division:	Budget Section
Classification:	Simple
Type of Transaction:	G2G,G2B
Who may avail:	DOSCST Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment for Salaries:	
-Approved Contracts (1 copy)	HR Office
-Approved Payroll (3 copies)	Accounting Office
-DTR/FSR (1 copy)	HR Office
Payment of Travels:	
-Approved Travel Order (3 copies)	End User
-Approved Communication (1 copy)	End User
-Approved Itinerary of Travel (3 copies)	End User
-Certificate of Appearance (1 copy)	End User
-Plane/Bus tickets (Fare) (1 copy)	End User
-Registration- Official Receipt (1 copy)	End User
-Certification of Expenses not Requiring Receipts	End User
Payment of Supplies & Materials/Procurement:	
-Purchase Order	Procurement Office
-Abstract & Public Bidding	Procurement
-Request for Quotation to BID	Procurement
-Purchase Request	End User
-PPMP	End User
-BAC Resolution	Procurement Office
-PhilGeps	Procurement Office
-IAR	Supply & Property Office
-RSM/RIS	Supply & Property Office
-ICS/PAR	Supply & Property Office
-Charge Invoice/SOA	Supplier
-Official Receipt/Cash Invoice	Supplier
Petty Cash Fund Replenishment:	
-Summary of Petty Cash Vouchers	Petty Cashier
-Replenishment Report	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

the issuance of ORS/BURS.	on the approved budget allocation per GAA and for off budgetary and custodial funds. 1.3 Obligates the ORS or BURS in accordance of the Funding Source Code segmented by Fund Cluster, Fund Authorization, Major Final Output, Program/Activity/Project using the UACS Code. 1.4 The ORS or BURS must be signed by the Budget Head for the approval and serve as a subsidiary record for obligation maintained by the Budget Unit that contains the amounts for disbursements 1.5 Record the approved ORS or BURS. Forwards the documents to the Receiving/Releasing Staff for the preparation of Disbursement Voucher to the Accounting Office.			

9.6 PREPARATION OF MONTHLY FINANCIAL REPORTS IN BUDGET OFFICE

Preparation of Budget Forms and Registries.

Office or Division:	Budget Section
Classification:	Technical
Type of Transaction:	G2G
Who may avail:	COA, DBM, NEDA

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Cashier's Staff submit the required reports for the preparation of Budget maintained monthly and quarterly financial reports.	Preparation for the registries maintained by the Budget Unit to wit; 1 Registry of Appropriations and Allotments 2 Registry of Allotments, Obligations and Disbursements 3 Registry of Budget, Utilization and Disbursements	None	3 days 3 days 3 days 3 days	Budget Officer
Budget In-charge record and reports transactions.	Preparation for the Budgetary Reports maintained by the office		10 minutes	Budget Officer

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

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

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

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.

Office or Division:	**Gender and Development Center**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested Researchers	Call for Paper	None	3-5 days	Proponents, GAD Center Personnel

2. Submission of Research Proposals	Evaltion of submitted research proposal (e.g. researcher/s follow/s the prescribed format and submitted other attachments like work schedule, logical framework and budgetary requirements) *Note: if the researcher complied all the necessary documents, he/she will proceed to the next step. If not, he/she will refine the proposal*	None	1 day	Proponents, GAD Center Personnel
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
	TOTAL			

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For extension services ☐Needs Assessment Activity form for the Target Beneficiaries/Barangay ☐Activity proposal followed the prescribed format ☐PPMP ☐MOA/MOU (if necessary) ☐Terminal/accomplishment report with attendance ☐Activity evaluation form ☐Other necessary documents required by higher offices	Gender and Development office

☐Other necessary documents required by higher offices	

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 *Note: Activity Proposal should be aligned in the GAD Center's Thrusts*	Review and Endorse the Activity Proposal to the Extension Office *Note: if the proponent/s complied all the necessary documents, he/she will proceed to the next step. If not, he/she will revise the activity proposal*	None	1-2 days	Proponents, GAD Center Personnel
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
	TOTAL			

10.3 PROVISION OF GAD TECHNICAL ASSISTANCE

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

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the front desk
How feedbacks are processed	Drop in the suggestion box
How to file a complaint	Inform our Officer of the Day.
How complaints are processed	Submit letter of complaint to the Gender and Development Center
Contact Information of CCB, PCC, ARTA	Email your concerns to sacrojeralyn@gmail.com or mobile number 09465935568.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For monitoring and evaluation services □ Accomplishment/ Progress report □ Terminal Report □ Other necessary documents required by higher offices	Marfori Demo Farm and Cashier Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL		**12 days**	

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.

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

For procurement services ☐PPMP ☐Terminal/accomplishment report ☐Other necessary documents required by higher offices	Marfori Demo Farm Enterprise Development and Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL		**6 days**	

11.3 COLLECTION OF FUNDS/PAYMENTS OF SALES

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

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

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

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

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 caoad@dorsu.edu.ph 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.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
□ Guide/Checklist for Pre-Activity □ RAE-Extension Forms	RD&E, Extension Unit Office, Admin Building 2F

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submission of Extension Proposals	Ensure that the submitted proposals are aligned in the college's thrusts and priorities	None	10 Minutes	*Proponents/RDE Coordinator/ Center and Extension Director* RDE Coordinator's/ Director's Office
2. Check and Endorse Proposals	Review of proposals should incorporate recommendations and signature	None	1 hour	*RDE Coordinator/ Center Director* RDE Coordinator's/ Director's Office
3. Review of corrected proposals	Review, recommend, and endorse the proposal to the Office of the President	None	1 hour	*Extension Director and VP for RDE* Extension Unit Office and Office of the VP-RDE

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

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.

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

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

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the Extension office/Public Information Desk and drop it at the designated suggestion box at the Public Information Desk, Admin building, ground floor.

How feedbacks are processed	Feedback requiring answers are forwarded to the office and required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following cell phone numbers: 0918-704-3274 or 0917-714-4973
How to file a complaint	Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&E Division with the following information: • Name of person being complained • Incident • Evidence For inquiries and follow-ups, clients may contact the following Cell phone numbers: 0918-704-3274 or 0917-714-4973
How complaints are processed	The complaints will be assessed and evaluated by the Head of Office and shall submit a report to the Head of Agency for appropriate action. The concerned office will give the feedback to the client. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 0918-704-3274 or 0917-714-4973
Contact Information of CCB, PCC, ARTA	Email your concerns to doscst.extensionunit19@gmail.com or send your messages thru DOSCST FB account.

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.

Office or Division:	IASO
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Personnel directed to Travel on Official Business

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

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

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 2. Check the	none	Two (2) minutes One (1)	IAS Staff IAS Staff

and Status (BURS) with Disbursement Vouchers and necessary supporting documents	completeness of documents including signatures of authorized officials 3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment 4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client 5. Forward documents to the approving authority		minute Three (3) minutes Two (2) minutes By bulk: 30 minutes	 IAS Officer IAS Officer IAS Staff
	TOTAL		**38 Minutes**	

13.2 PROCESSING OF PROCUREMENT FOR PAYMENT

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

Office or Division:	IASO
Classification:	Simple to Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Responsibility Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS or BURS (3 copies)	Budget Office
2. DV (3 copies)	Accounting Office
3. Supporting Documents:	
3.1 Goods	
3.1.1 Approved PPMP	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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Obligation Request Status	1. Log in the received documents	none	Two (2) minutes	IAS Officer
(ORS) or Budget Utilization Request and Status (BURS) with Disbursement Vouchers and necessary supporting documents	2. Check the completeness of documents including signatures of authorized officials		Three (3) minutes	IAS Officer
	3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment.[1]		Twenty (20) minutes	IAS Officer
	4. Stamp and affixed signature in the DV for complete and correct documents.		Two (2) minutes	IAS Officer
	5. Forward documents to the approving authority		By bulk: 30 minutes	IAS Officer
	Signs the Disbursement Voucher		Five (5) minutes	Authorized Official
	Prepares and signs Check or LDDAP[2]		Five (5) minutes	Cashier
.	Signs check or Approves LDDAP		Three (3) minutes	Authorized Official

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

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

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

Notes:

13. 3 PROCESSING OF PAYROLL FOR PAYMENT

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

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

3. Supporting Documents: 3.1. Regular Employees 3.1.1. Signed Payroll (4 copies) 3.2. Job Order, Contract of Services, Part-time Lecturers and Retainers 3.2.1. Signed Payroll (3 copies) 3.2.2. Electronic Print Out (1 copy) 3.2.3. Signed Daily Time Record (2 copies) 3.2.4. Accomplishment Report (1 copy) 3.2.5. Approved Travel Order (if necessary – 2 copies) 3.2.6. Employment Sheet (for Job Order, Contract of Services, Part-time Lecturers – 1 copy) 3.2.7. Contract and Board Resolution (1 copy) 3.2.8. Teaching Load (for Contract of Services and Part-time – 1 copy)	 HRMO HRMO HRMO Employee Employee HRMO HRMO HRMO Concerned Institute/ Faculty

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Obligation Request Status (ORS) or Budget Utilization Request and Status (BURS) with Disbursement Vouchers and necessary	1. Log in the received documents 2. Check the completeness of documents including signatures of authorized officials	none	Two (2) minutes Three (3) minutes	IAS Officer IAS Officer

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

13. 4 PROCESSING OF REMITTANCES

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

Office or Division:	IASO
Classification:	Simple

Type of Transaction:	G2G- Government to Government
Who may avail:	Responsibility Centers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. DV (3 copies)	Accounting Office
2. List of Remittance	Accounting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
1. Forward Disbursement Vouchers and list of remittance	1. Log in the received documents 2. Check the completeness of documents including signatures of authorized officials 3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment 4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client 5. Forward documents to the approving authority	none	Two (2) minutes Three (3) minutes Twenty (20) minutes Two (2) minutes By bulk: 30 minutes	IAS Officer IAS Officer IAS Officer IAS Officer IAS Officer
	TOTAL		**57 Minutes**	

XIV. HUMAN RESOURCE DEVELOPMENT SERVICES

14.1 ISSUANCE OF SERVICE RECORD

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

Office or Division:	Human Resource Development Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Personal Appearance			NONE	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Approach the HRMO staff to request for Service Record	Based on request	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
	TOTAL		**19 Minutes**	

14.2 ISSUANCE OF CERTIFICATION

Refers to a process of authenticating employment and compensation.

Office or Division:	Human Resource Development Services
Classification:	Simple

Type of Transaction:	G2G -Government to Goverment			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Personal Appearance			NONE	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Approach the HRMO personnel to request for Certification	Based on request	None	15 minutes	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
	TOTAL		**34 Minutes**	

14.3 PROCESSING OF APPLICATION FOR LEAVE

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

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

1. Received application for leave	Received and ensure that the date of application for leave and the date when to leave is in accordance with the policy of the CSC	None	3 minutes	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
	TOTAL		**15 Minutes**	

14.4 INQUIRIES ON PERSONNEL-RELATED MATTERS

Refers to providing assistance to the requesting employees.

Office or Division:	Human Resource Development Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire regarding CSC/GSIS/PHIC/Pag-IBIG and other HR-related matters	Provide assistance to the requesting employees. Coordinate with the agency concerned for information and appropriate action	None	2 Hours	HRDS Director
	TOTAL		**2 Hours**	

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.

Office or Division:	Office of the Director for Student Affairs and Services	
Classification:	Supervisory Service	
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT	
Who may avail:	Units under Office of the Director for Student Services **(INTERNAL)**	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
1. Quarterly and Annually Accomplishment Reports with documentation as attachment.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a memorandum issued by the ***Office of the Director for Student Affairs and Services***	1.1 ***Office of the Director for Student Affairs and Services*** 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 ***Office of the Director for Student Affairs and Services*** 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 ***Office of the Director for Student Affairs and Services***	3.1 ***Office of the Director for Student Affairs and Services*** 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 ***Office of the Director for Student Affairs and Services***	4.1 ***Office of the Director for Student Affairs and Services*** 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 ***Office of the Director for Student Affairs and Services***			

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.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CMO 9, s. 2013 2. Area IV. Support to Students	Office of the Director for Student Affairs and Services (ODSAS)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive a memorandum issued by the ***Office of the Director for Student Services***	1.1 ***Office of the Director for Student Services*** will issue a memorandum directing to fill-in the Monitoring Sheet and Document Analysis	None	Before accreditation period	*DSS*
2. Fill-in the Monitoring Sheet and Document Analysis	2.1 ***Office of the Director for Student Services*** will update the unit heads with the deadline of submission	None	1 day	*DSS*

3. Pass the Monitoring Sheet and Document Analysis to the ***Office of the Director for Student Services***	3.1 ***Office of the Director for Student Services*** will evaluate the correctness and completeness of the report before signing and compiling	None	1 day	*DSS*
4. Wait for the Consolidated copy of the said forms	4.1 ***Office of the Director for Student Services*** 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.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Directorate's Meeting	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive a notice of meeting issued by the ***Office of the Director for Student Services***	1.1 ***Office of the Director for Student Services*** will issue a notice of meeting to the units under ODSS	None	Before enrolment period	*DSS*
2. Units under ODSS will attend the meeting	2.1 The main agendum will be the enrolment transaction	None	---	*DSS*

3. Each unit will explain their role, requirements and processes during enrolment period	3.1 ***Director for Student Services together with the Unit Heads*** will evaluate the efficiency of the process	None	---	*DSS*
4. Each unit will propose a location and an efficient process in catering clients during enrolment	4.1 ***Director for Student Services together with the Unit Heads*** will have an agreement with the location and the processes to be followed during the enrolment period	None	---	*DSS*
5. Units will follow the agreed processes during enrolment	5.1 ***Director for Student Services*** will monitor and supervise each unit during	None	---	*DSS*
	enrollment			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	If you have feedbacks and concerns, you can message us via Tel# (087) 3884-809 or www.fb.com/doscstofficial or sent an email to www.doscst.edu.ph
How feedbacks are processed	
How to file a complaint	Complaint can be filed through formal letter address to the concern personnel
How complaints are processed	
Contact Information of CCB, PCC, ARTA	directorateforstudentservices@gmail.com **09566825211**

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

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.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2G, G2C – Government to Government, Government to Client
Who may avail:	Faculty and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Feasibility Study (conduct at least one) 2. Proceedings of Stakeholders Forum 3. Curriculum Proposal (3 copies) 4. Minutes of Meeting (1 photocopy) 5. Stakeholders' Invitation Letter (all stakeholders involved) 6. CHED PSGs and Memoranda (specific CMO for the propose program) 7. Course Prospectus (3 sets) 8. Endorsement Letter (original endorsement letter from the proponent thru channels)	Program Head Dean Curriculum Committee VPAA Academic Council CHEd University Board of Regents

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Conduct Feasibility Study and draft new proposal	Proponent drafts feasibility study questionnaire addressing the various stakeholders. Gather significant data from the stakeholders regarding the need for offering the program. Evaluate and analyze the responses of the	None	1 week	*Program Head*
2. Draft new curriculum proposal		None	2 weeks	*Program Head*
3. Conduct meeting with concerned faculty		None	4 hours	*Program Head*

	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	*Program Head*
5. Endorse deliberated proposal to Dean	consultative meeting.	None	3 hours	*Program Head*
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	*Dean*
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	*Curriculum Committee*
8. Review, evaluate and endorse to Academic Council		None	1 day	*VPAA*
9. Deliberate and recommend proposal to CHED		None	3 days	*Academic Council*
10.Evaluate and approve and/or recommend the proposed Curriculum to the BOT for approval	In the case that the Academic Council has suggestions or recommendations, the proposed curriculum shall be returned back to the proponent thru channels. After the revision, the proposal shall be endorsed again to the Academic Council thru channels. The Academic Council endorses the proposed curriculum to CHED. The College thru the Academic Council may	None	2 days	*Program Head, Dean*

	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	*CHED*
12.The University endorses the approved curriculum by CHED to the Board for final approval		None	1 day	*University President*
13.Approve the Curriculum		None	2 hours	*Board of Regents*
Total Processing Time:			**32 days**	

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.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	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

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

9. Returned back the approved proposed curriculum to the College.	The Board may approve in principle the submitted curriculum subject to the CHED's recommendation for approval	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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student's Request Letter 2. Student's Academic Record 3. Request for Subject Offering 4. Recommendation Letter	Student Academic Adviser Program Head Dean Director for Instruction VPAA

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

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.

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Activity Proposal with transmittal letter (1 original copy, fully signed/endorsed)	Class/Organization Representative
2. Permit to Hold Activity Form (4 copies)	Office of Student Affairs
3. Activity Permit Monitoring Form (1 copy)	Office of Student Affairs
4. Terminal Report Monitoring Form (1 copy)	Office of Student Affairs

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

1.Make Activity Proposal	The class/organization representative makes Activity Proposal of the desired activity. According to the type of school activity, such as: a. Curricular Activity- activities anchored in the curriculum/subject matter. b. Co-curricular Activity- College Calendared Activities approved by BOT. c. Extra-curricular	None	4 hours	Class/Organization representative

	Activity- activities beyond College Calendared Activities or activities initiated by other national agencies.			
2. Secure Permit from OSA	The class/organization representative secures Permit to Hold an Activity form at the OSA.	None	10 minutes	Class/Organization representative
3.Secure Proposal and Permit Signatories	The class/organization representative fills up the Permit to Hold Activity with corresponding identified concerned signatories.	None	3 hours	Class/Organization representative

4. Submit Approve Proposal and Permit	The class/organization representative submits the fully signed permit to Hold Activity and approved activity proposal at OSA.	None	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	

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

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.

Office or Division:	Office of the Vice-President for Research Development and Extension
Classification:	Complex
Type of Transaction:	**G2C, G2G, G2B**
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
☐ RAE-Forms (ISO Mandatory forms) ☐ MOA/MOU ☐ Activity Design ☐ Terminal, Quarterly & Annual reports ☐ M&E evaluation form	VP-RD&EOffice, Admin Building 2nd Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Log Book at the VP-RD&E Office	Give the Log book to the client (contains info of the client and type of transaction)	None	10 Minutes	*VP-RD&E Staff*

2. Submit the approved research and extension activity proposals from the Director's level for endorsement to the Office of the President	Receive the approved research and extension proposals and check the completeness for endorsement	None	1 Day	*Research and Extension Director and VP for RDE*

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

6. Return to the VPRD&E office once the documents is approved and submit one (1) copy of the document for data banking and information dissemination	Ensure that the office has copies of the documents for compilation, Forward a copy of documents to JPLU unit for posting to RD&E bulletin and other IEC materials	None	1 hour	*DOSCST Faculty, other stakeholders, JPLU Unit head, Center directors, Research and Extension Director and VP for RDE*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out feedback form available at the VP-RD&E Office /Public Information Desk and drop it at the designated suggestion box at the Public Information Desk, Admin building, ground floor.
How feedbacks are processed	Feedback requiring answers are forwarded to the office and required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403
How to file a complaint	Complaints can be filed through writing a formal letter addressed to the Office of the Vice-President for RD&E Division with the following information: • Name of person being complained • Incident • Evidence For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403

How complaints are processed	The Complaints will be assessed and evaluated by the Head of Office and shall submit a report to the Head of Agency for appropriate action. The concerned office shall give the feedback to the client. For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403
Contact Information of CCB, PCC, ARTA	Email your concerns to echolima1821@gmail.com or send your messages at DOSCST RD&E Facebook account.

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 hsu@dorsu.edu.ph. Send your messages
ACCOUNTING OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	acctg@dorsu.edu.ph 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	cashier@dorsu.edu.ph 087 3883 477
REGISTRAR'S OFFICE	DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental	registrar@dorsu.edu.ph 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	fasst@dorsu.edu.ph 09603470591
GENERAL SERVICE UNIT	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	genservices@dorsu.edu.ph 9365802447
PROCUREMENT OFFICE/PROCUREMENT MANAGEMENT OFFICE	DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental	procurement@dorsu.edu.ph 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	supply.office@dorsu.edu.ph 087 388 4811
GENDER DEVELOPMENT SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Email your concerns to sacrojeralyn@gmail.com or mobile number 09465935568.
RESOURCE GENERATION MANAGEMENT OFFICE	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	Email your concerns to caoad@dorsu.edu.ph 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	francisco.baraquel@dorsu.edu.ph 9950554011
HUMAN RESOURCE DEVELOPMENT SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	dorsu.hrmo28@gmail.com 087 388 4683
DIRECTOR FOR STUDENT AFFAIRS AND SERVICES	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	directorateforstudentservices@gmail.com 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 vicepresident.academic@dorsu.edu.ph
DIRECTOR FOR RESEARH	DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental	rde.research@dorsu.edu.ph