


# DAVAO ORIENTAL STATE UNIVERSITY

## CITIZEN'S CHARTER

2025 (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** | | | 12 **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 | 50.00 | 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** | | | 7 | **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 bona fide 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<br>Send your messages at Dorsu Lib FB account |

## II. OFFICE OF THE DIRECTOR FOR LIBRARY SERVICES

### 2.1 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 | 3 minutes per client/ for 4 hours daily | 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** | | | **24 Minutes** | |

### 2.2 **BORROWING** (Client Education and Information Service)

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) | Send message at @ 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 | 5 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.<br><br>7. Digitized book collections can also be disseminated per request basis | Message Dorsu Lib FB account<br><br>Email: library@dorsu.edu.ph | None<br><br>None | 10 minutes<br><br>10 minutes | Frontline Staff<br><br>Frontline Satff |
| (e.g. pictures of pages of books with needed topics), can be shared online thru google drive view only mode. | | | | |
| **TOTAL** | | | **41 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:<br>>First warning.<br>>Second warning for two semester offense and has to borrow 1 book. > Third warning must borrow at least 1 book with a promissory note.<br>>Fourth – shall be referred to the Guidance Office.<br><br>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. | Pay fines before clearance signing. | 5 minutes | Frontline Staff |
| **TOTAL** | | | **14 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;<br>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<br>1.2 For new client fill up the outpatient /dental record<br>1.3 Ask and record the complaint of the clients<br>1.4 Take the vital signs (Blood Pressure, Temperatures, height and weight) | none | 10 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<br>2.2 Give prescribed medicine and correct dosage with proper health teaching<br>2.3 If "No" give over the counter medicine (necessary) or independent nursing intervention as Needed; or<br>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)<br>3.2 Apply first aide<br>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)<br>3.4 HWS Personnel Fills up the emergency care record form<br>3.5 HWS Personnel informs clients relative/parents/Instructor<br>3.6 Reassessment of client<br>3.7 calls City EMS/CDRRMO (if necessary)/ College Vehicle or any available vehicle.<br>3.8. Refer to the nearest hospital/<br>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.<br>4.2 For new students, fill-up the Physical Examination Record.<br>4.3 Take vital sign (Blood Pressure, Temperatures, Height and Weight).<br>4.4 Assessment and interview and attachments of required laboratory results and medical certification.<br>4.5 Needs follow -up- if YES to come back for consultation. If NO, keep the file | None | 10 minutes | Health and Wellness Services personnel |
| **TOTAL** | | | **40 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 equipment**<br>BURS/ORS (3 copies)<br>PPMP<br>Purchase Request<br>Purchase Order<br>BAC Resolution (if P50,000 and above)<br>PhilGEPS (if P50,000 and above)<br>RFQ<br>Abstract<br>IAR<br>RSMI/RIS<br>ICS/PAR<br>Charge Invoice/SOA/Delivery Receipt | <br>Budget Section<br>End user<br>End user<br>Procurement Office<br>Procurement Office<br>Procurement Office<br>Supply and Property Unit<br>Supply and Property Unit<br>Supply and Property Unit<br>Supply and Property Unit<br>Supplier<br>Supplier |
| **For infrastructure payments** BURS/ORS (3 copies) Approved Request<br>Letter Notice to Proceed<br>Notice of Award<br>Contract of Agreement<br>BAC Resolution<br>Certificate for Payment<br>Accomplishment Report<br>Evaluation of Work Accomplished<br>Final Inspection Report<br>Certificate of Completion and Turn-over<br>Photo Documentation<br>Transmittal received by COA<br>Contractor 's Affidavit on payment of laborers & materials<br>Geo-tagged photos before, during, and after construction of work | Budget Section<br>Contractor<br>Infrastructure Committee<br>Infrastructure Committee<br>Infrastructure Committee<br>Procurement Office<br>Infrastructure Committee<br>Infrastructure Committee<br>Infrastructure Committee<br>Inspectorate Committee<br>Infrastructure Committee<br>Contractor<br>Procurement Office<br>Contractor |
| **For travel**<br>BURS/ORS (3 copies)<br>Travel Order<br>Certificate of Travel Completed<br>Certificate of Appearance/Attendance<br>Itinerary of Travel<br>Bus Tickets/Plane Tickets<br>Certification of Expenses Not Requiring Receipts (CENRR)<br>SOA | <br>Budget Section<br>End-user<br>End-user<br>End-user<br>End-user<br>End-user<br>End-user<br><br>External Service Provider |
| **Payment for Salaries:**<br>BURS/ORS (3 copies) | <br>Budget Section |

| | | | | |
|---|---|---|---|---|
| -Approved Contracts<br>-Approved Payroll<br><br>-DTR/FSR | | | HR Office<br>Prepared by Accounting Office and checked by HR Office<br>HR Office | |
| **For Remittance to Trust Liabilities/Banks/DOSCST MPC/ ASSSO and Others.**<br>-Billings<br>-List of Remittances | | | <br><br>Payroll In-charge/Accounting Office<br>Payroll In-charge/Accounting Office | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSI BLE** |
| 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.<br>1.2 If complete, stamps ”Received” and indicates date of receipt and initials on the stamped “Received” portion of the DV.<br>1.3 Assigns DV number and records in the logbook the DV number and date, payee, particular and amount. Forwards copies<br>1.4 Forward Copies 1-3 of DV, originals of supporting documents to the Head of Accounting Unit to review and for signature.<br>1.5 Forward copies 1-3 of DV, originals to the direct supervision officer/responsibility center for signature. | None | 30 minutes<br><br>5 minutes<br><br>3 minutes | Accounting Staff Accounting Office<br><br>Accounting Head<br><br>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<br><br>1.2 Forwards to higher offices | None | 30 minutes | *Accounting Staff*<br>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.<br>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.<br>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<br>1.2 Student Account incharge processes and prints assessment/billing form | None – if during enrollment<br><br>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<br>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<br><br>Lost Form – Php 25 | Five (5) minutes | *Student Account incharge*<br>Accounting Office |
| **TOTAL** | | | **5 Minutes** | |

## 4.6 PREPARATION OF MONTHLY FINANCIAL REPORTS IN ACCOUNTING OFFICE

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

| | | | | | |
|---|---|---|---|---|---|
| 4 | Cashier Staff submits cash advance liquidation reports | | | | |

Accounting staff prepares monthly Financial Reports

| | | | | |
|---|---|---|---|---|
| 5 Cashier Staff submits daily Reports of Collection and Deposit<br><br>6 Cashier Staff submits daily Reports of Checks Issued<br><br>7 Cashier Staff submits daily Reports of ADA Issued<br><br>8 Cashier Staff submits cash advance liquidation reports | 1.4 Accounting Staff checks reports and prepares daily JEV<br>1.5 Bookkeepers prepare monthly reports<br>1.6 Submits monthly reports to the Office of COA at month-end | None | 22 days (1 month) | *Accounting Staff*<br>*Bookkeepers*<br>*Accountant*<br>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)<br>Daily Report of Checks Issued (3 copies) Daily Report of ADA (4 copies), LDDAP (3 copies),ACIC Issued (3 copies)<br>RAAF (2 copies)<br>Report of Disbursement (3 copies), soft copy | Cashier In-charge Cashier In-charge<br>Cashier In-charge Cashier In-Charge<br>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<br>a. Prepares Daily Report of Collection and Deposit (RCD)<br>b. Prepares Daily Report of Checks Issued (RCI)<br>c. Prepares Daily Report of ADA, LDDAP, and ACIC<br>d. Submit reports to the Accounting Office | None | 10 minutes | Cashier Head<br>Cashier's Staff<br>Disbursing Officer |

| | |
|---|---|
| **TOTAL** | 8 **Minutes** |

## V. CASHIER'S OFFICE

### 5.1 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.<br>1.2 Issues an Official Receipt (OR) to acknowledge the receipt of cash/check.<br>Note:<br>The OR shall be prepared in three copies and shall be distributed as follows:<br>Original-Payor<br>Copy 2-To be attached to the | At least 50% payment of the old balances for old students with accounts. | 3 min./client | Cashier-in-Charge |

| | | | | |
|---|---|---|---|---|
| | Report of Collections and Deposits (RCD) Copy 3- Cash Unit File | | | |
| **1.** Students/ Clients show the cashier-in-charge the billing or order of Payment (OP) for payment transactions from Graduate School. | **1.1** Received cash/check from payor representing collection based on the Order of Payment (OP) or Billing prepared by the Accounting Unit.<br>**1.2** Issues an Official Receipt (OR) to acknowledge the receipt of cash/check.<br><br>Note: The OR shall be prepared in three copies and shall be distributed as follows:<br>1- Original-Payor Copy<br>2-To be attached to the Report of Collections and Deposits (RCD) Copy<br>3- Cash Unit File | Compre – Php 4, 500.00<br><br>Defense – Php 6,500.00<br><br>Grad Fee – Php 400.00 | 3 minutes /client | Cashier in-charge |
| **TOTAL** | | | **5** | **Minutes** |

## 5.2 PROCEDURES FOR COLLECTIONS AND DEPOSITS THROUGH THE BANK

| | |
|---|---|
| **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.<br><br>1.2 Verifies deposit slip by checking the bank statement and takes note of said payment. Retains original copy of deposit slip for documentation.<br>Issues an Official Receipt (OR) to acknowledge the receipt of payment.<br><br>Note:<br>The OR shall be prepared in three copies and shall be distributed as follows:<br>Original-Payor Copy 2-To be attached to the Report of Collections and Deposits (RCD) Copy 3-Cashiering Unit File | At least 50% payment of the old balances for old students with accounts. | 3 minutes/ client<br><br>5 minutes/ client | Cashier-in-Charge |
| **TOTAL** | | | **8 Minutes** | |

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

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

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

| | | | | |
|---|---|---|---|---|
| **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<br><br>Honorable Dismissal -Php 100.00<br><br>Good Moral -Php 50.00<br><br>Certificates/ Diploma -Php 150.00 | 3 minutes/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 minutes/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<br>-Php 50.00<br><br>I.D.<br>-Php 100.00 | 3 minutes/client | Cashier-in-Charge |
| **TOTAL** | | | **9 Minutes** | |

## 5.4 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<br><br>AVR Rental -Php 2,500.00/ day<br>Van Rental -Php 3,500.00/ unit<br>RIC Rental -Php 187.5/hr<br>Monoblock Rental -Php 5/pc | 3 minutes /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** | |

## 5.5 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-Charge with the amount to be returned | 1.1 Cashier-in-Charge receives the amount returned and issues Official Receipt. | Excess amount after liquidation | 3 minutes/client | Cashier-in-Charge |
| **TOTAL** | | | **3 Minutes** | |

## 5.6 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** | **FEES TO BE** | **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 minutes/ client | Cashier-in-Charge |
| **TOTAL** | | | **5 Minutes** | |

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

Cashier's staff prepares monthly Financial Report

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

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Daily Report of Collection and Deposit (3 copies) | Cashier In-charge |
| 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 | |

| CLIENT STEPS | AGENCY | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1 Cashier's In-charge records and reports the daily transactions. | Preparation of Daily Reports<br>a. Prepares Daily Report of Collection and Deposit (RCD)<br>b. Prepares Daily Report of Checks Issued (RCI)<br>c. Prepares Daily Report of ADA, LDDAP, and ACIC<br>d. Submit reports to the Accounting Office | None | 10 minutes | Cashier Head<br>Cashier's Staff<br>Disbursing Officer |
| **TOTAL** | | | **10 Minutes** | |

## 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**<br>● Preliminary Registration Form (PRF)- 1 copy<br>● Process Form - 1 copy<br>● Student Clearance for Returnee -Original copy<br>● Certificate of Billing - Original copy | ● Program Adviser<br>● Office of Students Promotion and Testing (OSPAT)<br>● Accounting Office |
| **GRADUATE PROGRAM**<br>● Preliminary Registration Form (PRF)- 1 copy<br>● Student Clearance - 1 copy<br>● Certificate of Billing- Original copy<br>● Official Receipt - Original | ● Program Adviser<br>● Accounting Office<br>● 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 Receive and check the process form and the PRF and Sign the process form and return it to the students.<br><br>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<br>• 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.<br>2.2. Update the Electronic Student Management System (ESMS) with any necessary changes. Check for repeated subjects; if found, advise regarding payment.<br>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.<br>• Official Receipt - Original | | • Registrar's Office<br>• 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<br>• Certificate of Registration (COR)- 1 copy<br>• Official Receipt - Original | | • Registrar's Office<br>• Registrar's Office<br>• 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<br>• Official Receipt - Original | • Registrar's Office<br>• 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<br>• Payment Receipt -Original | | • Registrar's In-charge at window 10<br>• 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.<br><br>2. Pay the required fee for the requested documents.<br><br>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.<br><br>1.2. Verify the requester's data and sign the form.<br><br>3.1. Set a schedule for releasing the requested documents to the client. | HD-100per copy<br><br>TOR-100.00/page<br><br>GMC- 50.00 per copy<br><br>Total P550 per set for transfer credentials | 3 days | Registrar's staff window 10<br><br>Cashier's Office<br><br>Registrar's Staff Incharge |
| | **TOTAL** | | | **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<br>• Official receipt - 1 original copy | • Registrar's In-charge at window 10<br>• 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/AHmNQqcCXj26o 1mQ8]. Alternatively, you can log in to our Facebook Page DORSU Registrar.<br><br>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.<br><br>3. Present the exit clearance and official | 1.1 Verify the requester's data and confirm their scheduled appointment to visit.<br><br>2.1 Issue either an exit clearance form or the payment stub.<br><br>3.1 Release the credentials/ document requested. | CAV-P100.00per copy<br><br>TOR-P100.00per page<br><br>Diploma-P150.00per copy<br><br>GWA-P50.00per copy | **1-day process** for **CAV Releasing**<br><br>3 days on the regular period (for TOR,Diploma, GWA)<br><br>7 days on enrollment period (for TOR,Diploma, GWA) | Registrar's Staff Window 10<br><br>Registrar's Staff In charge |

| | | | | |
|---|---|---|---|---|
| receipt to the registrar in charge. | | | | |
| **TOTAL** | | | **9 ays** | |

## 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<br>• Payment Stub<br>• Official Receipt | | • Registrar's In-charge<br>• 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.<br><br>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<br><br>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)<br>● 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).<br><br>2. Complete form, specifying the reason for the absence, and submit for approval to the adviser and Institute Dean.<br><br>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.<br><br>3.1: Receive the completed form, record in the electronic Student Management System (eSMS) and file the form in the student's envelope. | None<br><br>None | 3mins.<br><br>5mins. | Registrar's Staff Window 10<br><br>Registrar's Staff Window 9 |

| | |
|---|---|
| **TOTAL** | 6 **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<br>• 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.<br><br>2. Complete the form thoroughly and legibly, ensuring it is signed by the adviser, program head, Institute Dean, and student.<br><br>3. Submit the completed form to the registrar in charge. | 1.1: Provide the student with an application for graduation form.<br><br>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<br><br>None | 3 minutes<br><br>3 minutes | Registrar's Staff Window 10<br><br>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<br>• Official Receipt - original | • Registrar's Staff In-charge<br>• Cashier's Office |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSONS RESPONSIBLE** |
|---|---|---|---|---|
| 1. Request an evaluation of the Report of Grades.<br><br>2. Inquire about the scheduled release date. | 1.1 Retrieve student records for evaluation.<br><br>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 -<br>(The client must produce the photocopy documents to be authenticated.)<br><br>• School Valid ID and Authorization letter from student concern – 1 photocopy each<br>(if transaction done by a proxy)<br><br>• 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.<br><br>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 SERVICE

### 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:**
9:00 -10:00 AM & 10:30 - 11:30 AM 2:00 - 3:00 PM & 3:30 - 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)<br><br>-duly filled-out SCAST Application Form) | DOrSU- Office of Student Counseling and Development (OSCD) |
| Document 2 (1 copy of either of the following:<br><br>- Photocopy of High School Report Card (for graduate)<br><br>- Original Copy of Certification as graduating (for Grade 12)<br><br>- 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 Office of Student Counseling and Development (OSCD)<br><br>1.1 Sign in the SUAST logbook | 1. Office of Student Counseling and Development examines the completeness of the requirements<br>1.1 Direct the students to the testing room | P150.00 | 5 Minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| 2.Take the State University Aptitude and Scholarship Test (SUAST) | 2.The OSCD personnel administer the test<br><br>2.1 The OSCD personnel check, score, encode and print the test results | None | 1 Hour<br><br>6 days | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD<br><br>*Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| 3.Claim the SUAST Result | 3.OSCD personnel interprets the result by group | None | 1.5 Hours | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| | **TOTAL** | | **6 Days, 2 Hours and 5 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<br>2 pcs. 2x2 ID Photos | |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Present the requirements to the Office of Student Counseling and Development (OSCD) | 1. Office of Student Counseling and Development examines the completeness of the requirements<br>1.1 Provide the students with the Student Profile Form (SPF). | None | 5 Minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |

| | | | | |
|---|---|---|---|---|
| 2. Fill-out the Guidance Information Form (GIF) completely and paste the 2x2 ID photo on the space provided. | 2. The OSCD personnel evaluate the completeness of the SPF.<br><br>2.2 Insert the completely filled-out SPF in the short brown envelope.<br><br>2.3 Keep the student Individual Inventory for filing. | None | 10 minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD<br><br>*Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| | **TOTAL** | | **1** | |

## 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- Office of Student Counseling and Development (OSCD) |
| Document 2 (2 copies of Counseling Call Slip) | DORSU- Office of Student Counseling and Development (OSCD) |
| Document 3 (1 copy of Counseling Evaluation Form) | DORSU- Office of Student Counseling and Development (OSCD) |
| Counseling Logbook | DORSU- Office of Student Counseling and Development (OSCD) |

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

| | | | | |
|---|---|---|---|---|
| **Referral:**<br>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 Counseling Referral Form.<br><br>1.1 The Guidance Personnel In-charge endorse the referral to Guidance Counselor/ Advocate assigned by institute. | None | 5 Minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| | 1.2 The Guidance Counselor/ Advocate assigned prepares the counseling session and the counseling forms<br>1.3 Guidance Counselor/ Advocate assigned call the client through a Counseling Call Slip | | | |
| 2.The Client appears to the Counseling Office on the date and time as agreed by the Guidance Counselor/Advocate assigned | 2. Designated Guidance Counselor/ Advocate assigned, welcome the client and conduct the counseling session in the OSCD' Counseling Room | None | 45 Minutes -1 Hour | *Guidance Counselor I*<br>*Guidance Counselor III Assigned Guidance Personnel*<br>GCTC |

| | | | | |
|---|---|---|---|---|
| | 2.1 Designated Guidance Counselor/ Advocate assigned provide the logbook and Counseling Evaluation Form for Completion.<br><br>2.2 The Designated Guidance Counselor/ Advocate assigned send feedback to the Referrer through a Response to Referral Form after the Counseling Session. | | 20 minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| **Walk-In:**<br>1. The Client appears to the Counseling Office during office hours from Monday to Friday.<br><br>***Note:***<br>*Same Process for follow- session if needed.* | 1. Designated Guidance Counselor/ Advocate assigned, welcome the client and conduct the counselling session as agreed by the client and the Guidance Counselor/ Advocate In-charge.<br><br>1.1 Designated Guidance Counselor/ Advocate assigned provide the Counseling Call Slip, logbook and Counseling Evaluation Form for Completion. | None | 45 Minutes to 1 Hour<br><br>10 minutes | *Guidance Counselor I*<br>*Guidance Counselor III*<br>*Assigned Guidance Personnel*<br>OSCD |
| **TOTAL** | | | **1 hour and 10 minutes** | |

| 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<br>Send your messages at Office of Student Counseling and Development OSCD account |

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

The Office of the Financial Aids and Scholarship Grants is committed to providing quality financial aid and scholarship information to enable student access to higher education.

Through a sincere commitment to all students and their families, we strive to eliminate financial and other barriers to higher education. We make a conscious effort to reach out to those with exceptional economic and educational needs. We are dedicated to providing high-quality service in a fair, sensitive, and confidential environment to all individuals, regardless to background, culture or lifestyle.

### 8.1 SCHOLARSHIP APPLICATION

| | |
|---|---|
| **Office or Division:** | **Office of Financial Aids and Scholarship Grants (FAaSG)** |
| **Classification:** | SIMPLE |
| **Type of Transaction:** | G2C – Government to Citizen |
| **Who may avail:** | All enrolled students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Preliminary Registration Form (PRF) duly signed by adviser (3 copies) | 1. Academic Adviser |
| 2. Report of Grades<br>• 1 Photocopy of Report of Grades (previous semester) for new scholar/grantee (Atleast having a GWA of 1.50 for Bagani Scholarship and atleast having a GWA of 1.75 for Mangalayan Scholarship)<br>• 1 Photocopy of High School Form 137-A for incoming first year<br>3. 1 Photocopy of Course Prospectus | 2. Registrar's Office/ eSIP for old student/s and School Registrar of New/Incoming First Year Student |
| 4. 1 pc 1x1 ID picture | 3. Program Head/Registrar's Office |
| 5. Scholarship Form<br>6. Certification/Endorsement from scholarship/ grant sponsor | 4. Student<br>5. FAaSG Unit<br>6. Funding Agency |
| 7. 1 Long Brown Envelope | 7. Student |
| 8. 1 Photocopy of SCAST Result for incoming First year only | 8. GCTC |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Sign the logbook prepared by the ***Office of Financial Aids and Scholarship Grants*** | 1.1 ***Office of Financial Aids and Scholarship Grants*** will verify the eligibility of the student applicant | None | 1 minute | *FAaSG* |
| 2. Submit the requirements for application of scholarship | 2.1 ***Office of Financial Aids and Scholarship Grants*** will check and evaluate the pertinent documents and the accuracy of information | None | 5 minutes | *FAaSG* |
| | 2.2 ***Office of Financial Aids and Scholarship Grants*** will change the scholarship status of scholar/grantee & stamp his/her PRF the scholarship/grant he/she availed<br><br>*PROCEED TO ACCOUNTING SECTION FOR ASSESSMENT/BILLING*** | None | 1 minute | *FAaSG* |
| **TOTAL** | | | **7 minutes** | |

### 8.2 RENEWAL OF SCHOLARSHIP

The office keeps records of scholars and grantees for scholarship renewal.

| | |
|---|---|
| **Office or Division:** | **Office of Financial Aids and Scholarship Grants (FAaSG)** |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C -Government to Client |
| **Who may avail:** | All scholars/grantees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Preliminary Registration Form (PRF) duly signed by adviser (3 copies) | 1. Academic Adviser |

| | |
|---|---|
| 2. Report of Grades<br>✓ 1 Photocopy of Report of Grades (previous semester) for new scholar/grantee (Atleast having a GWA of 1.50 for Bagani Scholarship and atleast having a GWA of 1.75 for Mangalayan Scholarship<br>3. Certification/Endorsement from scholarship/grant sponsor | 2. Registrar's Office<br>3. Funding Agency |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Sing in the logbook, update and fill up the needed information to the scholarship form for renewal of scholarship | 1.1 ***Office of Financial Aids and Scholarship Grants*** will evaluate the completeness of information | None | 5 minutes | *FAaSG* |
| 2. Submit the needed requirements for the renewal of scholarship | 2.1 ***Office of Financial Aids and Scholarship Grants*** will check the pertinent documents | None | 1 min | *FAaSG* |
| | 2.2 ***Office of Financial Aids and Scholarship Grants*** will check and validate the general weighted average earned by the scholars/grantees | None | ---- | *FAaSG* |

| | | | | |
|---|---|---|---|---|
| | 2.3 ***Office of Financial Aids and Scholarship Grants*** will determine whether the scholar/grantee has maintained his/her scholarship or grants based on his/her previous general weighted average | None | ---- | *FAaSG* |
| | 2.5 ***Office of Financial Aids and Scholarship Grants*** will confirm the continuance of the scholarship/grants of the students | None | ---- | *FAaSG* |
| | 2.6 ***Office of Financial Aids and Scholarship Grants*** will change the scholarship status of the grantees/scholars<br><br>*PROCEED TO ACCOUNTING SECTION FOR ASSESSMENT/BILLING* | None | ---- | *FAaSG* |
| **TOTAL** | | | **6 minutes** | |

## 8.3 ISSUANCE OF SCHOLARSHIP CERTIFICATION

The office certifies the student's scholarship and grants for any legal purposes.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | **Office of Financial Aids and Scholarship Grants (FAaSG)** | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C -Government to client | | | |
| **Who may avail:** | All scholars/grantees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Student Identification Card (Student ID) | | Office of Student Affairs | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Sign in the logbook and verify the concern | 1.1 ***Office of Financial Aids and Scholarship Grants*** will check/verify the scholarship/grants availed by the student | None | 1 min | *FAaSG* |
| | 1.2 ***Office of Financial Aids and Scholarship Grants*** will prepare the scholarship certification | None | 1 min | *FAaSG* |
| | 1.3 ***Office of Financial Aids and Scholarship Grants*** will issue scholarship certification | None | 1 min | *FAaSG* |
| 2. Receive scholarship certification | 2.1 ***Office of Financial Aids and Scholarship Grants*** will secure 1 copy of scholarship certification for filing purposes | None | ---- | *FAaSG* |
| | **TOTAL** | | **3 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 | **gctc.doscst@dorsu.edu.ph** |

## INTERNAL SERVICES

## 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<br>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<br><br>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<br><br>RIC – 187.50/hr<br><br>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 |

## 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:** | Directorate for Information, Communication, and Technology (DICT) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Client<br>G2G – Government to Government | | | |
| **Who may avail:** | Employee/Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| **All IT Services:**<br>IT Services Request Form (1 copy) | | DICT Unit (online/offline) | | |
| **ESMS/institutional Email account creation:**<br>Request Letter from the Program Head (1 copy) | | Program Head | | |
| **ICT equipment/Information System request:**<br>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**<br>1. Fill out the IT Services Request Form<br>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.<br>2. Receive the Form<br>3. Diagnose software or hardware problems. | None | 3 hours | DICT Personnel |

| | | | | |
|---|---|---|---|---|
| **New ESMS/Institutional Email Creation**<br>1. Fill out the IT Services Request Form<br>2. Submit the form to an ICTU personnel<br>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.<br>2. Receive the Form and the request letter | None | 15 minutes | DICT Personnel |
| | 3. Create the ESMS/Institutional Email Account | | | |
| **ICT Equipment Request**<br>1. Fill out the IT Services Request Form<br>2. Submit the form to an ICTU personnel<br>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.<br>2. Receive the Form and the request letter<br>3. Fulfill request | None | 8 hours | DICT Personnel |
| **Password Reset**<br>1. Fill out the IT Services Request Form<br>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.<br>2. Receive the Form<br>3. Reset the password | None | 10 minutes | DICT Personnel |
| **Network Connectivity**<br>1. Fill out the IT Services Request Form<br>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.<br>2. Receive the Form<br>3. Diagnose the network connectivity problem. | None | 5 hours | DICT Personnel |

| | | | | |
|---|---|---|---|---|
| **Information System Request**<br>1. Fill out the IT Services Request Form<br>2. Submit the form to an ICTU personnel<br>3. Submit the request letter from the Unit Head | 1. Provide the link/QR to the IT Services Request Form or provide a hard copy of the form.<br>2. Receive the Form and the request letter<br>3. Conduct Requirements Gathering<br>4. Apply SDLC<br>5. Fulfill the request<br>6. Fill out the User Acceptance Form | None | 182 - 365 days, depending on the project | DICT Personnel |
| **ARTA ID/Sound System Request**<br>1. Fill out the IT Services Request Form<br>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.<br>2. Receive the Form<br>3. Fulfill request | None | 3 hours | DICT Personnel |
| | **TOTAL** | | **182 days, 19 hours and 25 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** | **PROCESSIN G 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)<br><br>2.2 Comply BAC chair signature<br><br>2.3 Posting to PhilGEPS (50K) (minimum of 3 days)<br><br>2.4Canvassing<br><br>2.5 Bid Opening | NA<br><br>NA<br><br>NA | 3 minutes<br><br>3 minutes<br><br>2 days<br><br>2 hours (Every Thursday) | LORENIE S. TOROTORO<br><br>ARVIN JAMES L. ASOQUE<br><br>NOUFVEN HARVEY BALASBAS<br><br>LOUIE B. VALLES<br><br>BAC Members |
| 3.Abstract of Bids | 3.1 Encoding<br><br>3.2 Comply Signatures of BAC Members | NA | 3 hours<br><br>1 day | MARIZ V. ARELLANO<br><br>ARVIN JAMES L. ASOQUE |
| 4.BAC Resolution | 4.1 Encoding<br><br>4.2 Comply Signatures of BAC Members | NA | 3 hours<br><br>1 day | ARVIN JAMES L. ASOQUE<br><br>ARVIN JAMES L. ASOQUE |

| | | | | |
|---|---|---|---|---|
| 5. Purchase Order(draft) | 5.1 Encoding<br><br>5.2 For obligation (forward to budget, accounting, OP) | NA | 3 hours | MARIZ V. ARELLANO<br><br>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** | |

## 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<br><br>and<br><br>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:<br>IAR<br>RIS<br>ICS/PAR<br>RSMI/RSPI | None | Main campus (1 day)<br>CEC (2 days)<br>SIEC (1 day)<br>BEC (1 day) | End-user<br><br>Daniel B. Laña<br><br>Joey Faith C. Chiang<br><br>Jessa Marie G. Faciolan |
| | Prepares RSMI and RSPI and submits to Accounting Office | None | 30 mins | Daniel B. Laña<br><br>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:**<br>-Approved Contracts (1 copy)<br>-Approved Payroll (3 copies)<br>-DTR/FSR (1 copy) | HR Office<br>Accounting Office<br>HR Office |
| **Payment of Travels:**<br>-Approved Travel Order (3 copies)<br>-Approved Communication (1 copy)<br>-Approved Itinerary of Travel (3 copies)<br>-Certificate of Appearance (1 copy)<br>-Plane/Bus tickets (Fare) (1 copy)<br>-Registration- Official Receipt ( 1 copy)<br>-Certification of Expenses not Requiring Receipts | End User<br>End User<br>End User<br>End User<br>End User<br>End User<br>End User |

| | |
|---|---|
| **Payment of Supplies & Materials/Procurement:**<br>-Purchase Order<br>-Abstract & Public Bidding<br>-Request for Quotation to BID<br>-Purchase Request<br>-PPMP<br>-BAC Resolution<br>-PhilGeps<br>-IAR<br>-RSM/RIS<br>-ICS/PAR<br>-Charge Invoice/SOA<br>-Official Receipt/Cash Invoice | Procurement Office<br>Procurement Procurement<br>End User<br>End User<br>Procurement Office<br>Procurement Office<br>Supply & Property Office Supply & Property Office Supply & Property Office<br>Supplier<br>Supplier |
| **Petty Cash Fund Replenishment:**<br>-Summary of Petty Cash Vouchers<br>-Replenishment Report | Petty Cashier<br>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.<br>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.<br>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.<br>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<br>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)<br>Daily Report of Checks Issued (3 copies)<br>Daily Report of ADA Issued (3 copies)<br>Report of Disbursement ( 3 copies) | Cashier Section<br>Cashier Section<br>Cashier Section<br>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;<br>1 Registry of Appropriations and Allotments<br>2 Registry of Allotments, Obligations and Disbursements<br>3 Registry of Budget, Utilization and Disbursements | None | 3 days<br>3 days<br>3 days<br>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.<br>5 Statement of Allotments and Obligations (SAOB) from all Funding Source and Fund Cluster. | | 10 minutes.<br><br>4 days | |
| Budget In-charge record and report transactions. | Preparation for the National Budgetary Reports maintained by the Budget Unit to wit;<br>10 Financial Accomplishment Report (FAR)<br>11 Budget Accountability Report (BAR)<br>12 On Line Submission of Budget Proposal (OSBP)<br>13 Budget Execution Documents (BED) | | 14 days<br><br>2 days<br><br>2 days<br><br>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**<br>□ Concept paper follow the detailed proposal format<br>□ Work schedule<br>□ Logical framework<br>□ Budgetary requirements<br>□ PPMP follow the prescribed format<br>□ Peer Review form (internal reviewee)<br>□ In-house review form (panelist/s)<br>□ Transcript of remarks of the inhouse review panel<br>□ Review Report with endorsement<br>□ Special Order<br>□ MOA/MOU<br>□ Accomplishment/ Progress report<br>□ Terminal Report<br>□ Publication (if necessary)<br>□ 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 | Evaluation of submitted research proposal (e.g. researcher/s follow/s the prescribed format and submitted other attachments like work schedule, logical framework and budgetary requirements)<br>*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** | | **8 days** | | |

## 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**<br>Needs Assessment Activity form for the Target Beneficiaries/Barangay<br>Activity proposal followed the prescribed format<br>PPMP<br>MOA/MOU (if necessary)<br>Terminal/accomplishment report with attendance<br>Activity evaluation form<br>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<br><br>*Note: Activity Proposal should be aligned in the GAD Center's Thrusts* | Review and Endorse the Activity Proposal to the Extension Office<br>*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** | | **2 days** | | |

## 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**<br>□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<br>□MOA/MOU (Partner Agencies and communities)<br>***Outside***<br>□Travel Order<br>□Itinerary of Travel<br>□Certificate of Travel completed<br>□Certificate of Appearance<br>□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** | | **2 days** | | |

| 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**<br><br>Accomplishment/ Progress report<br>Terminal Report<br>Other necessary documents required<br>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**<br>☐PPMP<br>☐Terminal/accomplishment report<br>☐Other necessary documents required by higher offices | Marfori Demo Farm<br>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**<br>☐Copy of billed customers<br>☐Copy of payroll for salary deductions<br>☐Other necessary documents required by higher offices | Marfori Demo Farm<br>Enterprise Development and Management Office<br>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** | | **2 days** | | |

| 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<br>☐ 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<br><br>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*<br>Office of the President |
| **TOTAL** | | **1 day, 2 hours, and 10 minutes** | | |

## 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<br>☐ RAE-Extension Forms<br>☐ TNA form<br>☐ 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 | Monitor and | None | 1-2 days | *Monitoring and* |

| | | | | |
|---|---|---|---|---|
| report (for projects/programs only) | evaluate the implementation of the project/ program | | | *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<br><br>*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<br><br>*Proponents* |
| **TOTAL** | | **9 days, 1 hour, and 35 minutes** | | |

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

| | |
|---|---|
| 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.<br>The answer of the office is then relayed to the citizen.<br>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:<br>• Name of person being complained<br>• Incident<br>• Evidence<br>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.<br>The concerned office will give the feedback to the client.<br>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:<br>3.1. For Cash Advance<br>3.1.1. Approved Travel Order (3 copies)<br>3.1.2. Approved Itinerary of Travel (3 copies)<br>3.1.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)<br>3.2. For Reimbursement<br>3.2.1. Approved Travel Order (3 copies)<br>3.2.2. Approved Itinerary of Travel (3 copies)<br>3.2.3. Approved Communication or communication with routine slip from the College President for immediate action (1 copy)<br>3.2.4. Certificate of Appearance (CA)<br>3.2.5. Certificate of Travel Completed<br>3.2.6. Receipts and/or Certificate of Expenses not requiring Receipt | HRMO<br>Employee on Travel<br><br>Concerned Office<br><br>HRMO<br>Employee on Travel<br><br>Concerned Office<br><br>Concerned Office while on travel<br><br>HRMO<br>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<br>2. Check the | none | Two (2) minutes<br><br>One (1) | IAS Staff<br><br>IAS Staff |

| | | | | |
|---|---|---|---|---|
| and Status (BURS) with Disbursement Vouchers and necessary supporting documents | completeness of documents including signatures of authorized officials<br>3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment<br>4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client<br>5. Forward documents to the approving authority | | minute<br><br>Three (3) minutes<br><br>Two (2) minutes<br><br>By bulk: 30 minutes | <br><br>IAS Officer<br><br>IAS Officer<br><br>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<br>3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment.[1]<br>4. Stamp and affixed signature in the DV for complete and correct documents.<br>5. Forward documents to the approving authority | | Three (3) minutes<br>Twenty (20) minutes<br>Two (2) minutes<br>By bulk: 30 minutes | IAS Officer<br>IAS Officer<br>IAS Officer<br>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:<br>3.1. Regular Employees<br>3.1.1. Signed Payroll (4 copies)<br><br>3.2. Job Order, Contract of Services, Part-time Lecturers and Retainers<br>3.2.1. Signed Payroll (3 copies)<br>3.2.2. Electronic Print Out (1 copy)<br>3.2.3. Signed Daily Time Record (2 copies)<br>3.2.4. Accomplishment Report (1 copy)<br>3.2.5. Approved Travel Order (if necessary – 2 copies)<br>3.2.6. Employment Sheet (for Job Order, Contract of Services, Part-time Lecturers – 1 copy)<br>3.2.7. Contract and Board Resolution (1 copy)<br>3.2.8. Teaching Load (for Contract of Services and Part-time – 1 copy) | HRMO<br><br>HRMO<br>HRMO<br>Employee<br><br>Employee<br><br>HRMO<br><br>HRMO<br><br>HRMO<br><br>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<br>2. Check the completeness of documents including signatures of authorized officials | none | Two (2) minutes<br><br>Three (3) minutes | IAS Officer<br><br>IAS Officer |

| | | | | |
|---|---|---|---|---|
| supporting documents | 3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment<br>4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client<br>5. Forward documents to the approving authority | | 15-day Payroll per person Five (minutes)<br><br>*e.g. 20 persons * 5 minutes = 1 hour and 40 minutes*<br><br>Two (2) minutes<br><br>By bulk: 30 minutes | IAS Officer<br><br>IAS Officer<br><br>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<br>2. Check the completeness of documents including signatures of authorized officials<br>3. Scrutinize the correctness of supporting documents' details versus the claimed amount for payment<br>4. Stamp and affixed signature in the DV for complete and correct documents, otherwise, return erroneous documents with attached feedback on errors to client<br>5. Forward documents to the approving authority | none | Two (2) minutes<br>Three (3) minutes<br>Twenty (20) minutes<br>Two (2) minutes<br>By bulk: 30 minutes | IAS Officer<br>IAS Officer<br>IAS Officer<br>IAS Officer<br>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 | HRDS Personnel |
| **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.<br>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<br>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<br>4.2 Make a summary | None | 3 days consolidation | *ODSAS* |

| | | | | |
|---|---|---|---|---|
| | of the reports<br><br>4.3 Pass the consolidated report to the ***Office of the Director for Student Affairs and Services*** | | | |
| **TOTAL** | | **2 weeks and 3 days** | | |

**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<br>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<br>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. | | | |
| **TOTAL** | | **3 Days** | | |

## 15.2 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<br>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 enrollment | None | --- | *DSS* |
| | | | | |

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

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|---|---|
| Contact Information of CCB, PCC, ARTA | directorateforstudentservices@gmail.com<br>**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)<br>2. Proceedings of Stakeholders Forum<br>3. Curriculum Proposal (3 copies)<br>4. Minutes of Meeting (1 photocopy)<br>5. Stakeholders' Invitation Letter (all stakeholders involved)<br>6. CHED PSGs and Memoranda (specific CMO for the propose program)<br>7. Course Prospectus (3 sets)<br>8. Endorsement Letter (original endorsement letter from the proponent thru channels) | Program Head<br>Dean<br>Curriculum Committee<br>VPAA<br>Academic Council<br>CHEd<br>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.<br><br>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* |

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|---|---|---|---|---|
| | 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.<br>After the revision, the proposal shall be endorsed again to the Academic Council thru channels.<br>The Academic Council endorses the proposed curriculum to CHED.<br>The College thru the Academic Council may | None | 2 days | *Program Head, Dean* |

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| | 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.<br><br>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)<br>2. Curriculum Evaluation Form (3 sets)<br>3. Transmittal letter for Revision<br>4. CHED PSGS and Memoranda (specific CMO for the propose program)<br>5. Endorsement Letter (original copy)<br>6. Endorsement Letter | Program Head, Faculty Dean<br>Program Head, Faculty Dean<br>Program Head, Faculty Dean CHED<br>Chairman of the Curriculum Committee<br>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 |

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| 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.<br><br>After the revision, the proposal shall be endorsed again the Academic Council, thru channels.<br><br>The Academic Council endorses the proposed curriculum to CHED.<br><br>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.<br>After the revision, the proposal shall be endorsed again to the CHED, thru channels. | None | 1 week | CHED |

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| 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** | | **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.

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|---|---|
| **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<br>2. Student's Academic Record<br>3. Request for Subject Offering<br>4. Recommendation Letter | Student<br>Academic Adviser<br>Program Head<br>Dean<br>Director for Instruction<br>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 |

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| 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.

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|---|---|
| **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** |
|---|---|---|---|---|

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

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|---|---|---|---|---|
| | 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 |

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|---|---|---|---|---|
| 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** | | | **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.

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|---|---|---|---|---|
| **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)<br>☐ MOA/MOU<br>☐ Activity Design<br>☐ Terminal, Quarterly & Annual reports<br>☐ M&E evaluation form<br>☐ | | 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* |

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| 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,<br>Forward a copy of documents to JPLU unit for posting to RD&E bulletin and other IEC materials | None | 1 hour | *DOSCST*<br>*Faculty, other stakeholders, JPLU Unit head,*<br>*Center directors, Research and Extension Director and VP for RDE* |
| **TOTAL** | | **4 days and 1 hour** | | |

| **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<br>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.<br>The answer of the office is then relayed to the citizen.<br>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:<br>• Name of person being complained<br>• Incident<br>• Evidence<br>For inquiries and follow-ups, clients may contact the following Cell phone numbers: 09551247403 |

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| 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.<br>The concerned office shall give the feedback to the client.<br>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<br><br>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<br><br>087 3883 477 |
| REGISTRAR'S OFFICE | DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental | registrar@dorsu.edu.ph<br><br>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<br><br>09603470591 |
| GENERAL SERVICE UNIT | DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental | genservices@dorsu.edu.ph<br><br>9365802447 |
| PROCUREMENT OFFICE/PROCUREMENT MANAGEMENT OFFICE | DOrSU-Main Campus, Guang-guang, Dahican, City of Mati, Davao Oriental | procurement@dorsu.edu.ph<br><br>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<br><br>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<br><br>9950554011 |
| HUMAN RESOURCE DEVELOPMENT SERVICES | DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental | dorsu.hrmo28@gmail.com<br><br>087 388 4683 |
| DIRECTOR FOR STUDENT AFFAIRS AND SERVICES | DORSU Main Campus, Guang-Guang, Dahican, City of Mati, Davao Oriental | directorateforstudentservices@gmail.com<br><br>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 |