



NEGROS ORIENTAL STATE UNIVERSITY

RA 9299

JUNE 25, 2004

CITIZEN'S CHARTER
2019 (1st Edition)



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I. Mandate:

CITIZEN'S CHARTER

Article II, Section 27 of the Philippine Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption.

In order to eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of delivery of government frontline services, Republic Act 9485, otherwise known as the Anti-Red Tape Act (ARTA) was enacted. It aims to promote transparency in each office which transact with the public by the adoption of simplified procedures that will reduce red tape and expedite transactions in government.

The Civil Service Commission (CSC), in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman (OMB), and the Presidential Anti-Graft Commission (PAGC), to promulgate the implementing rules and regulations for ARTA.

In response to the mandate of the CSC for an effective implementation of ARTA, the Negros Oriental State University (NORSU), for its part, through the University President tasked the Office of the HRMO together with the other offices as service providers to prepare the Citizen's Charter. Through this service standard, NORSU can communicate, in simple terms, information on the services it provides to its clients.

The following offices which provide frontline services were required to prepare their respective Citizen's Charter:

1. University Registrar's Office
2. University Cashier's Office
3. University Library
4. University CARE Center
5. Student Affairs Office
6. University Clinic

Upon approval of the above Citizen's charter, there were documented and posted in tarpaulins at the main entrance of each office. Per instruction of the University President, the approved Citizen's Charter in Main Campuses I & II shall be the standard Citizen's Charter in all campuses.

Aside from the Citizen's Charter, an Anti-Fixer campaign and Frontline Services tarpaulin are displayed at the main entrance of NORSU. Similar postings are done in the external campuses such as Bayawan City-Sta. Catalina, Siaton, Bais City Campuses I & II, Guihulngan City Campus and Mabinay Campus.

Further, the Public Assistance/Complaints Desk was installed in every campus and manned by the Frontline Service Management Officers for assistance to the clients.



II. Vision:

A dynamic, competitive, and globally responsive state university.

III. Mission:

The University shall provide excellent instruction, relevant and responsive research and extension services, and quality-assured production through competent and highly motivated human capital.

IV. Service Pledge:

Quality Policy

NORSU commits itself to the provision of quality instruction, research, extension services and production as well as compliance to applicable regulatory requirements and continual improvement of its management system.



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UNIVERSITY REGISTRAR



SERVICE No. 1: Issuance of Transcript of Records/Form 137

Office or Division:	University Registrar			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Complex			
Who may avail:	Graduates, Former Students, Duly Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Form 1		Registrar's Office - Request Window		
University Clearance		Registrar's Office - Request Window and have the University Clearance signed by office signatories		
REPRESENTATIVE				
Authorization Letter		Person Being Represented		
Form 1		Registrar's Office - Request Window		
Government Issued Identification Card of the person being represented		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Government Issued Identification Card of the duly authorized representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
University Clearance		Registrar's Office - Request Window and have the University Clearance signed by office signatories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form (Form 1) from the Registrar's Office Request Window	1. Issues Request Form	None	3 minutes	<i>Information Officer</i> Registrar's Office
2. Fills up Request Form (Form 1)	2. Checks the duly accomplished form for blank entries and advises client for payment	None	5 minutes	<i>Information Officer</i> Registrar's Office
3. Submits the accomplished Form 1 to the Cashier and give payment	3. Issues Official Receipt	₱ 200/set ₱ 450/set for Transfer	3 minutes	<i>Collection Office</i> Cashier's Office
4. Present the Official Receipt of payment to the Registrar's	4. Receives the Official Receipt 4.1 Retrieves the	None	1 minute 5 minutes	<i>Information Officer</i> <i>Records Officer</i>



Office Request Window	student file		10 minutes	<i>Evaluation Officer</i>
	4.2 Checks the if all the required documents are complete		2 minutes	<i>Information Officer</i>
	4.2 Indicates any lacking documents in the claim stub and indicates the due date 4.3 Client may be requested to see Table 1 or 2 on the following cases: a. errors in PSA certified Birth Certificate b. students requesting for change of civil status c. students with multiple schools enrolled d. student with updated records		15 minutes	<i>Table 1 or 2 Registrar's Office</i>
5. Secures claim stub	5. Releases the claim stub 5.1 Start processing the request	None	1 minute 6 days (10 days for exceptional cases)	<i>Information Officer Registrar's Office</i>
6. Presents claim stub and submits all lacking requirements	6. Receives claim stub and release TOR/Form 137	None	5 minutes	<i>Releasing Officer Registrar's Office</i>
TOTAL:		P 200/set P 450/set for Transfer	6 days and 50 minutes (10 days and 50 minutes for exceptional cases)	

Issuance of Transcript of Records/Form 137 under multi-stage processing



SERVICE No. 2: Issuance of Diploma (First Copy)

Office or Division:	University Registrar			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Complex			
Who may avail:	Graduates, Former Students, Duly Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Form 1		Registrar's Office - Request Window		
University Clearance		Registrar's Office - Request Window and have the University Clearance signed by office signatories		
REPRESENTATIVE				
Authorization Letter		Person Being Represented		
Form 1		Registrar's Office - Request Window		
Government Issued Identification Card of the person being represented		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Government Issued Identification Card of the duly authorized representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
University Clearance		Registrar's Office - Request Window and have the University Clearance signed by office signatories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form (Form 1) from the Registrar's Office Request Window	1. Issues Request Form	None	3 minutes	<i>Information Officer</i> Registrar's Office
2. Fills up Request Form (Form 1)	2. Checks the duly accomplished form 2.1 Retrieves the student file 2.2 Checks the if all the required documents are complete 2.2 Indicates any lacking documents in the claim stub and indicates the due date	None	5 minutes	<i>Information Officer</i> Registrar's Office



3. Secures claim stub	3. Releases the claim stub 3.1 Start processing the request 3.2 Signing of the Dean, Registrar, and University President	None	1 minute 15 minutes 6 days	<i>Information Officer</i> Registrar's Office
4. Presents claim stub and submits all lacking requirements	4. Receives claim stub and releases the Diploma	None	5 minutes	<i>Releasing Officer</i> Registrar's Office
TOTAL:		None	6 days and 29 minutes	

Issuance of Diploma (First Copy) under multi-stage processing

SERVICE No. 3: Issuance of Diploma (Second Copy)

Office or Division:	University Registrar	
Classification:	G2C – Government to Citizen	
Type of Transaction:	Complex	
Who may avail:	Graduates, Former Students, Duly Authorized Representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PRINCIPAL		
Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
Form 1	Registrar's Office - Request Window	
University Clearance	Registrar's Office - Request Window and have the University Clearance signed by office signatories	
Affidavit of Loss (if applicable)	PAO, DOJ, Fiscal's Office, any Law Office	
REPRESENTATIVE		
Authorization Letter	Person Being Represented	
Form 1	Registrar's Office - Request Window	
Government Issued Identification Card of the person being represented	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
Government Issued Identification Card of the duly authorized representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
University Clearance	Registrar's Office - Request Window and have the University Clearance signed by office signatories	
Affidavit of Loss of the person represented (if applicable)	PAO, DOJ, Fiscal's Office, any Law Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form (Form 1) from the Registrar's Office Request Window	1. Issues Request Form	None	3 minutes	<i>Information Officer</i> Registrar's Office
2. Fills up Request Form (Form 1)	2. Checks the duly accomplished form for blank entries and advices client for payment	None	5 minutes	<i>Information Officer</i> Registrar's Office
3. Submits the accomplished Form 1 to the Cashier and give payment	3. Issues Official Receipt	₱ 300	3 minutes	<i>Collection Office</i> Cashier's Office
4. Present the Official Receipt of payment to the Registrar's Office Request Window	4. Receives the Official Receipt	None	1 minute	<i>Information Officer</i> <i>Records Officer</i>
	4.1 Retrieves the student file		5 minutes	
	4.2 Checks the if all the required documents are complete		10 minutes	<i>Evaluation Officer</i>
	4.2 Indicates any lacking documents in the claim stub and indicates the due date		2 minutes	<i>Information Officer</i> Registrar's Office
5. Secures claim stub	5. Releases the claim stub	None	1 minute	<i>Information Officer</i> Registrar's Office
	5.1 Start processing the request		15 minutes	
	5.2 Signing of the Dean, Registrar, and University President		6 days	
6. Presents claim stub and submits all lacking requirements	6. Receives claim stub and releases the Diploma	None	5 minutes	<i>Releasing Officer</i> Registrar's Office
TOTAL:		None	6 days and 50 minutes	

Issuance of Diploma (Second Copy) under multi-stage processing

SERVICE No. 4: Issuance of Certification



Office or Division:	University Registrar			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Graduates, Former Students, Duly Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
Form 1	Registrar's Office - Request Window			
University Clearance	Registrar's Office - Request Window and have the University Clearance signed by office signatories			
REPRESENTATIVE				
Authorization Letter	Person Being Represented			
Form 1	Registrar's Office - Request Window			
Government Issued Identification Card of the person being represented	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
Government Issued Identification Card of the duly authorized representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
University Clearance	Registrar's Office - Request Window and have the University Clearance signed by office signatories			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form (Form 1) from the Registrar's Office Request Window	1. Issues Request Form	None	3 minutes	<i>Information Officer</i> Registrar's Office
2. Fills up Request Form (Form 1)	2. Checks the duly accomplished form for blank entries and advices client for payment	None	5 minutes	<i>Information Officer</i> Registrar's Office
3. Submits the accomplished Form 1 to the Cashier and give payment	3. Issues Official Receipt	₱ 50	3 minutes	<i>Collection Office</i> Cashier's Office
4. Present the Official Receipt of payment to the Registrar's Office Request Window	4. Receives the Official Receipt	None	1 minute	<i>Information Officer</i>
	4.1 Retrieves the student file		5 minutes	<i>Records Officer</i>
	4.2 Checks the if all the		10 minutes	<i>Evaluation</i>



	required documents are complete 4.2 Indicates any lacking documents in the claim stub and indicates the due date		2 minutes	<i>Officer</i> <i>Information Officer</i> Registrar's Office
5. Secures claim stub	5. Releases the claim stub 5.1 Start processing the request	None	1 minute 1 hour	<i>Information Officer</i> Registrar's Office
6. Presents claim stub and submits all lacking requirements	6. Receives claim stub and releases the Certification	None	5 minutes	<i>Releasing Officer</i> Registrar's Office
TOTAL:		₱ 50	1 hour and 35 minutes	

Issuance of Certification under multi-stage processing

SERVICE No. 5: Issuance of Honorable Dismissal

Office or Division:	University Registrar
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	Graduates, Former Students, Duly Authorized Representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
PRINCIPAL	
Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Form 1	Registrar's Office - Request Window
University Clearance	Registrar's Office - Request Window and have the University Clearance signed by office signatories
REPRESENTATIVE	
Authorization Letter	Person Being Represented
Form 1	Registrar's Office - Request Window
Government Issued Identification Card of the person being represented	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Government Issued Identification Card of the duly authorized representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
University Clearance	Registrar's Office - Request Window and



		have the University Clearance signed by office signatories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form (Form 1) from the Registrar's Office Request Window	1. Issues Request Form	None	3 minutes	<i>Information Officer</i> Registrar's Office
2. Fills up Request Form (Form 1)	2. Checks the duly accomplished form for blank entries and advises client for payment	None	5 minutes	<i>Information Officer</i> Registrar's Office
3. Submits the accomplished Form 1 to the Cashier and give payment	3. Issues Official Receipt	₱ 250	3 minutes	<i>Collection Office</i> Cashier's Office
4. Present the Official Receipt of payment to the Registrar's Office Request Window	4. Receives the Official Receipt	None	1 minute	<i>Information Officer</i> <i>Records Officer</i> <i>Evaluation Officer</i> <i>Information Officer</i> Registrar's Office
	4.1 Retrieves the student file		5 minutes	
	4.2 Checks the if all the required documents are complete		10 minutes	
	4.2 Indicates any lacking documents in the claim stub and indicates the due date		2 minutes	
5. Secures claim stub	5. Releases the claim stub	None	1 minute	<i>Information Officer</i> Registrar's Office
	5.1 Start processing the request		1 hour	
6. Presents claim stub and submits all lacking requirements	6. Receives claim stub and releases the Certification	None	5 minutes	<i>Releasing Officer</i> Registrar's Office
TOTAL:		₱ 250	1 hour and 35 minutes	

Issuance of Honorable Dismissal under multi-stage processing



CASHIER'S OFFICE

SERVICE No. 1: Issuance of Receipts



Office or Division:		Cashier's Office		
Classification:		G2C – Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Graduates, Former Students, Duly Authorized Representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Request Form		Office where documents are requested		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the accomplished form to the University Cashier for payment	1. Receives the request for payment	Refer to Schedule of Fees	1 minute	<i>Collection Office</i> Cashier's Office
2. Pays to the cashier	2. Receives the request and issues the Official Receipt	Refer to Schedule of Fees	1 minute	<i>Collection Office</i> Cashier's Office
3. Receives the Official Receipt	3. Releases the Official Receipt	Refer to Schedule of Fees	1 minute	<i>Collection Office</i> Cashier's Office

SCHEDULE OF FEES:

Authentication of Documents	- Php 25.00 per document
Certificate of Authentication & Verification	- Php 100.00
Certification	- Php 50.00
Completion/Removal Fee	- Php 25.00 per unit
Adding/Dropping/Change of Subjects	- Php 25.00
Diploma/Second Copy of Diploma	- Php 300.00
English Testing Fee	- Php 60.00
Evaluation of Grades	- Php 100.00
Honorable Dismissal	- Php 50.00
NORSU Admission Test Fee	- Php 40.00
Transcript of Records/Form 137	- Php 200.00 per set
OJT Fee	- Php 350.00
Graduation Fee (Undergrad)	- Php 250.00
Graduation Fee (Graduate School)	- Php 300.00
(For Other Fees please refer to the Approved Schedule of Fees)	



UNIVERSITY LIBRARY

SERVICE No. 1: Borrowing of Reference Section Materials



Office or Division:		Library		
Classification:		G2C – Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		All Officially Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Request Form		Librarian/Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the Library Request Form	1. Issues Library Request Form	None	3 minutes	<i>Librarian/Assistant</i> Library
2. Fills up Request Form	2. Identifies and locates the resources	None	5 minutes	<i>Librarian/Assistant</i> Library
3. Peruses the resource and selects the most relevant reference	3. Assists the student in the choice of library resource	None	2 minutes	<i>Librarian/Assistant</i> Library
4. Borrows the reference resource and signs the Borrower's Card	4. Receives the signed Borrower's Card/Slip and releases the borrowed material	None	1 minute	<i>Librarian/Assistant</i> Library
5. Returns the borrowed material	5. Receives the borrowed material, discharges Loan Record	None	1 minute	<i>Librarian/Assistant</i> Library
6. Asks for the Library Request Form	6. Issues Library Request Form	None	3 minutes	<i>Librarian/Assistant</i> Library
TOTAL		None	15 minutes	

SERVICE No. 2: Borrowing of Circulation Section Materials



Office or Division:	Library			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PRINCIPAL				
Request Form			Librarian/Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Searches for the desired book from the catalog (OPAC)	1. Assist the student if necessary	None	2 minutes	Librarian/Assistant Library
2. Locates the book from the circulation section/reserve section	2. Retrieves the book(s)	None	2 minutes	Librarian/Assistant Library
3. Peruses the books	3. Assist the student in the choice of book	None	2 minutes	Librarian/Assistant Library
4. Borrows and signs the Borrower's Card 5. Present Valid Library ID	4. Receives the signed Borrower's Card/Slip, writes the due date and releases the borrowed book	None	1 minute	Librarian/Assistant Library
6. Returns the borrowed material	5. Receives the borrowed material, discharges Loan Record and returns the Library ID	None	2 minutes	Librarian/Assistant Library
7. Searches for the desired book from the catalog (OPAC)	6. Assist the student if necessary	None	2 minutes	Librarian/Assistant Library
TOTAL		None	11 minutes	



CARE CENTER

SERVICE No. 1: Administering the NORSU Examinations



(NORSU Admission Test, CEAET, SATT, Nursing, Pharmacy, AMDNA/Midwifery Exam)

Office or Division:	Cashier's Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Graduates, Former Students, Duly Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Examination Schedule Slip		CARE Center		
2 x 2 colored ID Picture		Any Photo Center		
Pencil Scientific Calculator for Engineering and Architecture Applicants		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the schedule of NORSU Admission Test & Department Exams for CTE, CEA AND CNPAHS	1. Issues date for the exam	None	5 minutes	<i>Director/Assistant CARE Center</i>
2. Fill out the entrance examination schedule sheet	2. Issuances Examination Schedule Slip	None	2 minutes	<i>Director/Assistant CARE Center</i>
3. Presents the Examination Schedule Slip attached with 2x2 ID picture during the assigned examination schedule	3. Check the Schedule and receives the duly accomplished examination schedule slip	None	1 minute	<i>Director/Assistant CARE Center</i>
4. Take the exam	4. Administers the Exam	None	1 hour (NAT) 2 hrs. & 30 min. (SATT) 1 hr. & 30 min. (CEA) 1 hr. & 45 mins. (Pharmacy Exam) 2 hrs. (Nursing Exam) 1 hr. & 30 min. (AMDNA/Midwifery)	<i>Director/Assistant CARE Center</i>



			Exam)	
5. After the exam the examination schedule slip will be returned to the applicants	5. Return the examination schedule slip	None	5 minutes	<i>Director/Assistant CARE Center</i>
6. Student will present their examination slip before the releasing of examination results (NAT Form)	6. Release the exam result	None	5 minutes	<i>Releasing Officer College Department</i>
TOTAL		None	1 hour & 13 min (NAT) 2 hrs. & 43 min. (SATT) 1 hr. & 43 min. (CEA) 1 hr. & 58 min. (Pharmacy Exam) 2 hrs. & 13 min. (Nursing Exam) 1 hr. & 43 min. (AMDNA/Midwifery Exam)	



STUDENT AFFAIRS OFFICE



SERVICE No. 1: Issuance of Student Identification Card

Office or Division:	Student Affairs Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PRINCIPAL				
Enrollment Load Slip			Registrar's Office	
Certificate of Enrollment			Registrar's Office	
REPRESENTATIVE				
Authorization Letter			Person Being Represented	
Enrollment Load Slip			Registrar's Office	
Certificate of Enrollment			Registrar's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Identification Card/Temporary I.D.	1. Issues Temporary I.D.	None	3 minutes	SAO Secretary/ Assistant Director Student Affairs Office
2. Picture Taking	2. Takes picture	None	5 minutes	SAO Secretary/ Assistant Director Student Affairs Office
3. Claims Identification Card	3. Posts List of I.D. per batch printed	None	5 minutes	SAO Secretary/ Assistant Director Student Affairs Office
4. ID Validation	4. Issues Validation Sticker	None	5 minutes	SAO Secretary/ Assistant Director Student Affairs Office
TOTAL:		None	18 minutes	

Issuance of Issuance of Student Identification Card under multi-stage processing



SERVICE No. 2: Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students, Graduates, Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PRINCIPAL				
Request Form			SAO Office	
REPRESENTATIVE				
Authorization Letter			Person Being Represented	
Request Form			SAO Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form from Student Affairs Office	1. Issues Request Form	None	3 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
2. Fills up and accomplishes the Request Form	2. Receives the duly accomplished form	None	3 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
3. Submits the accomplished Request Form to the Cashier and give payment	3. Issues Official Receipt	None	2 minutes	<i>Collection Office Cashier's Office</i>
4. Presents Official Receipt (O.R.) of payment and secure claim stub	4. Acknowledges the Official Receipt and issue the claim stub 4.1 Start processing the request	₱ 50	1 minute 1 hour	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
5. Presents claim stub and received request	5. Receives claim stub and release Certification	None	5 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
TOTAL:		₱ 50	1 hours and 14 minutes	

Issuance of Certificate of Good Moral Character under multi-stage processing



**SERVICE No. 3: Issuance of Issuance of Recommendation Letters
(for OJT, Employment, Practicum, Internship)**

Office or Division:	Student Affairs Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students, Graduates, Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
Request Form		SAO Office		
REPRESENTATIVE				
Authorization Letter		Person Being Represented		
Request Form		SAO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Request Form from Student Affairs Office	1. Issues Request Form	None	3 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
2. Fills up and accomplishes the Request Form	2. Receives the duly accomplished form	None	3 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
3. Submits the accomplished Request Form to the cashier and give payment	3. Receives the Official Receipt and issue the claim stub	None	2 minutes	<i>Collection Office Cashier's Office</i>
4. Presents Official Receipt (O.R.) of payment and secure claim stub	4. Acknowledges the Official Receipt, Negative Drug Test Result and issue the claim stub	₱ 50	1 minute 1 hour	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
5. Presents claim stub and received request	5. Receives claim stub and releases the Recommendation letter	None	5 minutes	<i>SAO Secretary/ Assistant Director Student Affairs Office</i>
TOTAL:		₱ 50	1 hours and 14 minutes	

Issuance of Issuance of Issuance of Recommendation Letters under multi-stage processing



UNIVERSITY CLINIC



SERVICE No. 1: Medical Check-up

Office or Division:	Clinic			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Check-up Form			Clinic	
Valid ID			Student Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up Check-up Form	1. Issues Check-up Form	None	2 minutes	University Nurse Clinic
2. Submits accomplished Check-up Form	2. Receives the duly accomplished form	None	7 minutes	University Nurse Clinic
3. Fills up Medical Record Form	3. Retrieves student medical record and check vital signs	None	7 minutes	University Nurse Clinic
4. Undergoes medical check-up	4. Performs actual medical check-up	None	10 minutes	University Physician Clinic
5. Asks for medication, drug prescription, medical certificate	5. Dispenses initial medication, issue drug prescription and medical certificate (as appropriate)	None	5 minutes	University Physician Clinic
6. Signs in the Daily Medical Consultation logbook	6. Validates the clients'/patients' entry in the Medical Consultation logbook	None	1 minute	University Nurse Clinic
TOTAL:		None	32 minutes	

Medical Check-up under multi-stage processing



SERVICE No. 2. Dental Check-up

Office or Division:	Clinic			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Check-up Form			Clinic	
Valid ID			Student Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for dental check-up/ appointment	1. Retrieves student dental record and verify data	None	5 minutes	<i>University Dentist Clinic</i>
2. Submits for mouth examination, assessment, diagnosis and history taking	2. Obtains dental health records according to patient's present mouth condition or gives referral advice for rare cases	None	20 minutes	<i>University Dentist Clinic</i>
3. Asks for dental treatment/medication/ drug prescription	3. Make immediate treatment of the student's dental concern, dispenses drugs and issue drug prescription to complete the dose and interval	None	10 minute	<i>University Dentist Clinic</i>
4. Waits for dentist to write the Dental Certificate	4. Issues the Dental Certificate according to patient's condition or issues a referral letter to the hospital if there is a need for referral	None	17 minutes	<i>University Dentist Clinic</i>
5. Signs in the Daily Dental Consultation logbook	5. Validates the student's entry in the Dental Consultation logbook	None	1 minute	<i>University Dentist Clinic</i>
TOTAL:		None	53 minutes	

Medical Referrals under multi-stage processing



SERVICE No. 3: Issuance of Medical Certificate to support absence due to illness

Office or Division:		Clinic		
Classification:		G2C – Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Officially Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check-up Form		Clinic		
Valid ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Medical Certificate	1. Issues Check-up Form	None	2 minutes	University Nurse Clinic
2. Fills up Official Medical Certificate Form	2. Receives the duly accomplished form, retrieves student medical record and check vital signs	None	7 minutes	University Nurse Clinic
3. Receives duly signed Medical Certificate Form	3. Performs actual medical check-up	None	10 minutes	University Physician Clinic
TOTAL:		None	19 minutes	

Issuance of Medical Certificate to support absence due to illness under multi-stage processing

SERVICE No. 4: Medical Referrals

Office or Division:		Clinic		
Classification:		G2C – Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Officially Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check-up Form		Clinic		
Valid ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks medical attention	1. Issues Request Form	None	2 minutes	University Nurse Clinic
2. Receives medical attention	2. Receives the duly accomplished form	None	7 minutes	University Nurse Clinic
3. Receives referral note	3. Makes referral note	None	10 minutes	University Physician Clinic
TOTAL:		None	19 minutes	

Medical Referrals under multi-stage processing



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. The CLIENT gets the Customer Feedback Form from the Frontline Service Office. 2. The CLIENT fills up the form indicating the subject of the feedback. 3. The CLIENT drops the Customer Feedback Form inside the SUGGESTION BOX of the Frontline Service Office.
How feedbacks are processed	<p>Every Friday, the assigned officer of the office opens the drop box and records all feedback submitted. Feedback requiring answers are forwarded to the head of office every Monday. The head of office is required to answer within five working (5) days upon the receipt of the feedback. The immediate answer will be relayed by the head of office to the client.</p> <p>Anonymous feedback will be recorded and will be subject to the immediate attention of the office concerned.</p> <p>For inquiries and follow-ups, clients may contact 2259400</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Aggrieved party submits letter of complaint to the Officer-in-Charge. 2. The Officer-in-Charge studies the complaint and forwards a letter to the person(s) concerned for response within 24 hours. 3. The Officer-in-Charge conducts the formal investigation meeting both parties. 4. The Officer-in-Charge makes the appropriate decision on the case at hand. 5. Further investigation may be made.
How complaints are processed	<p>All complaints are processed within 24 hours from the receipt of the complaint. Should formal investigation be required, the parties involved will be summoned to a meeting.</p>



	<p>Immediate decision should be made by the Head of Office after the meeting. If a decision cannot be reached, the case may be forwarded for further investigation.</p> <p>For inquiries and follow-ups, clients may contact 2259400</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908 -881-6565 (SMS)</p>



VII. LIST OF OFFICES

Dumaguete City Main Campuses I & II

Office	Address	Contact Information
University Library	Dumaguete City, Negros Oriental	(035) 225-9400 local 141
University Registrar	Dumaguete City, Negros Oriental	(035) 225-9400 local 122/155 & 185
CARE Center	Dumaguete City, Negros Oriental	(035) 225-9400 local 307
University Clinic	Dumaguete City, Negros Oriental	(035) 225-9400 local 189
Student Affairs Office	Dumaguete City, Negros Oriental	(035) 225-9400 local 164
Cashier's Office	Dumaguete City, Negros Oriental	(035) 225-9400 local 123