



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

Republic Act 6764 (October 13, 1989) was passed into law converting Tarlac College of Technology-College of Arts and Trade (TCT-CAT) into a university, now known as Tarlac State University (TSU). This law mandates TSU to expand the technology and agro-industrial projects and programs to advanced instruction in literature, philosophy, the sciences, engineering and the arts to include professional and technical training courses.

TSU is further mandated to expand its programs diametrically its quadruple functions: instruction, research, extension and production in response to national and global needs and demands.

II. Vision:

Tarlac State University is envisioned to be a premier University in the Asia Pacific Region.

III. Mission:

Tarlac State University commits to promote and sustain the offering of quality and relevant programs in higher and advanced education ensuring equitable access to education for people empowerment, professional development, and global competitiveness.

Towards this end, TSU shall:

1. Provide high quality instruction through qualified, competent and adequately trained faculty members and support staff.
2. Be a premier research institution by enhancing research undertakings in the fields of technology and sciences and strengthening collaboration with local and international institutions.
3. Be a champion in community development by strengthening partnership with public and private organizations and individuals



IV. Service Pledge:

Pursuant to its mandated mission, the Tarlac State University as a premier institution in the Province of Tarlac, in particular, and in the region, in general shall:

- Continue the curricular offerings of the graduate school, colleges of engineering, architecture and fine arts, technology, education, computer studies, business and accountancy, arts and social sciences, public administration, human kinetics, law, nursing, science and information technology related courses.
- Offer other courses that the Board of Regents may deem necessary.
- Continue to develop TSU into a regional center of excellence in engineering, technological, business and teacher education, research and extension in order to produce graduates who are globally competitive.
- In an environment valuing freedom, excellence and equity, TSU shall provide and maintain relevant instruction, research, extension and production programs effectively to develop responsible members of the society imbued with critical and creative thinking.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may send their feedback by accomplishing a customer feedback form available at the respective offices and just drop the form in appropriate boxes placed within the concerned office.
How feedbacks are processed	Feedback forms are collected from their drop box per office by the staff from the respective Vice President supervising the office.
How to file a complaint	Pursuant to Rule 3, Section 10 of the 2017 Rules on Administrative Cases in the Civil Services, such must be in writing, subscribed and sworn by the complainant and may be filed at the HRDM Office. <i>(You may check the citizen's charter of the HRDM Office for further details)</i>
How complaints are processed	<i>(You may check the citizen's charter of the HRDM Office for further details)</i>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Accounting Office	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8150
Quality Assurance Office	1 st floor, CPAG Bldg., TSU Main Campus	606-8124
Administrative Office	2 nd floor, Admin. Bldg., TSU Main Campus	606-8154
Alumni Affairs Office	Alumni Center, Lucinda Campus	606-8141
Business and Auxiliary Office	1 st floor Business Center Bldg., TSU Main Campus	606-8153
Cashiering Office (Collection)	1 st floor, Admin. Bldg., TSU Main Campus	606-8167



Cashiering Office (Disbursement)	1 st floor, Admin. Bldg., TSU Main Campus	606-8152
College of Architecture and Fine Arts	CAFA Bldg., TSU San Isidro Campus	606-8170
College of Arts and Social Sciences	2 nd floor, Smith Hall, TSU Main Campus	606-8171
College of Business and Accountancy	2 nd floor, CBA Bldg., TSU Main Campus	606-8172
College of Computer Studies	CCS Bldg., TSU San Isidro Campus	606-8173
College of Criminal Justice Education	CCJE Bldg., TSU Lucinda Campus	-
College of Teacher Education	1 st floor, (Regional Institute for Continuing Education, RICE Bldg., TSU Lucinda Campus	606-8174
College of Engineering and Technology	1 st floor, CET Bldg., TSU Main Campus	606-8175
College of Engineering and Technology	CET Bldg., TSU San Isidro Campus	606-8179
College of Law	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8176
College of Public Administration and Governance	1 st floor, CPAG Bldg., TSU Main Campus	606-8177
College of Science	1 st floor, COS Bldg., TSU Lucinda Campus	606-8178
Commission on Audit	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8118
Culture and Arts	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8133
Dental Clinic	CET Compound, TSU Main Campus	606-8137
Endowment Office	Student Center, TSU Lucinda Campus	606-8132
Executive Assistant	2 nd floor, Admin. Bldg., TSU Main Campus	606-8120
Extension Services Office	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8191



Gender and Development	Gender and Development Bldg., TSU Main Campus	606-8196
Graduate School	1 st floor, CPAG Bldg., TSU Main Campus	606-8180
Guidance & Counseling Office	Student Center, TSU Lucinda Campus	606-8130
Human Resource Development Management Office	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8155
Institutional Performance Monitoring and Evaluation Office	1 st floor, Mixed-use Bldg., TSU Main Campus	-
Integrated Management System Office	1 st floor, CET. Bldg., TSU Main Campus	606-8126
Facilities Development and Management Office	2 nd Floor, Business Center Bldg., TSU Main Campus	606-8160
Internal Audit System	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8122
Library - Main	3 rd floor, CBA Bldg., TSU Main Campus	606-8138
Library - Lucinda	Jose V. Yap Library Bldg., TSU Lucinda Campus	606-8140
Library - San Isidro	TSU San Isidro Campus	606-8139
Management Information Systems Office	2 nd floor, Mixed-use Bldg., TSU Main Campus	606-8127
Medical Clinic	1 st floor, Admin. Bldg., TSU Main Campus	606-8136
NSTP Office	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8181
Office of Budget & Auxiliary Services	1 st floor, Admin. Bldg., TSU Main Campus	606-8151
Office of Civil Security (Office)	1 st floor, Admin. Bldg., TSU Main Campus	606-8166 (Office) 606-8163 (Main Gate)
Office of Property & Supply Management	Supply and Management Office Bldg., TSU Main Campus	606-8159
Office of Public Affairs and Information	1 st floor, Admin. Bldg., TSU Main Campus	606-8123



Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus	606-8101
Office of the University Registrar	Office of the University Registrar Bldg., TSU Main Campus	606-8182
Planning and Development Office	1 st floor, CET. Bldg., TSU Main Campus	606-8126
Procurement	1 st floor, Admin. Bldg., TSU Main Campus	606-8157
Professional Development		606-8193
Records and Archives	1 st floor, Admin. Bldg., TSU Main Campus	606-8156
Research Office	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8190
Sports Development Management	Multi-purpose Commercial Bldg., TSU Main Campus	606-8134
Student Affairs Services Office	Student Center, TSU Lucinda Campus	606-8130
Student Development		606-8131
Technology Development, Transfer and Commercialization	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8
University Testing & Evaluation	Student Center, TSU Lucinda Campus	606-8135
University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus	606-8121
Vice President for Academic Affairs Office	2 nd floor, Admin. Bldg., TSU Main Campus	606-8115
Vice President for Administration & Finance	2 nd floor, Admin. Bldg., TSU Main Campus	606-8112
Vice President for Research and Extension Services	2 nd floor, Admin. Bldg., TSU Main Campus	606-8111
Vice President for Planning and Quality Assurance	2 nd floor, Admin. Bldg., TSU Main Campus	606-8116



Office of the University President External/Internal Services



1. Action on Contracts and External Agreements

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the contract or related documents.		Concern Offices or Unit		
Review and comments by the University Legal Counsel and the recommendations.		Legal Counsel		
Revision of the contract or agreement incorporating the Legal Counsel's recommendations.		Concerned Office or Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of pertinent documents	1. Review of the submitted documents.	None.	1 day or less	<i>Staff and President, or Officer-in-Charge, or Representative OUP</i>
2. Follow up of contract and pertinent document	1. Approval or disapproval of document	None.	1 day or less	<i>President, or Officer-in-Charge, or Representative OUP</i>
3. Receipt of preliminary action on Contract or Agreement	2. Transmittal to Secretary of Board of Regents (BOR), if the latter's action is needed.	None.	1 day or less	<i>Staff OUP Board Secretary TSU</i>
1. Receipt of final Action	3. Board Secretary includes the matter in the Agenda of the Regular/Special Meeting of	None.	1 day or less	<i>Board Secretary TSU Staff OUP Board of Regents TSU</i>



	the Board of Regents; BOR acts on the contract or agreement.			
TOTAL:		None.	4 days, 0 hour/s, 0 minute/s	

2. Personal Meeting with the President (Walk-in)

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Stakeholders, Guest, Visitors	
Letter of purpose of transaction or visit with the University President			Stakeholders, Guest Visitors	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the identification card.	1. Staff acknowledges the valid identification card.	None.	Less than 1 minute	Staff OUP
2. Show letter of purpose (if any). Mention the purpose of the transaction or visit	2. Staff reads letter of purpose or listens to verbal answer. Informs the President, or	None.	5 minutes	Staff OUP



	Officer-in-Charge, or Representative about the visitor and purpose.			
3. Meet the President	3. President or Officer-in-Charge meets the visitor. Staff checks availability of the President or Representative. Set appointment date and time.	None.	15 minutes more or less depending on the nature of concern	<i>President, or Officer-in-Charge, or Representative OUP</i>
TOTAL:		None.	0 day/s, 0 hour/s, ≥20 minutes <i>(depending on the nature of concern)</i>	

3. Personal Meeting with the President (With Appointment)

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Stakeholders, Guest and Visitors		
Letter of Appointment		Stakeholders, Guest and Visitors		
Notice of Acceptance		Stakeholders, Guest and Visitors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the identification card.	3. Staff acknowledges the valid identification card.	None.	Less than 1 minute	Staff OUP
4. Show appointment letter. Show evidence of acceptance.	2. Staff verifies Notice of Acceptance of appointment.	None.	1 minute	Staff OUP
3. Meet the President, or Officer-in-Charge, or Representative.	5. Staff notifies President, or Officer-in-Charge or Representative of presence of University stakeholder. President or Officer-in-Charge meets the guest or visitor.	None.	15 minutes	President, or Officer-in-Charge, or Representative OUP
TOTAL		None.	0 day/s, 0 hour/s, ≥20 minutes <i>(depending on the nature of concern)</i>	



Office of The University President Internal Services



1. Action on The Approval of Letters/Communications from Different Colleges/Offices of the University

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices/Colleges of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter for approval			Concern Offices or Unit, Students	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter/communication in the Office of the University President	2. Staff receives letters/communications for approval from the various colleges/offices, of the University for approval of the President. 2.1 Staff checks completeness of letters/communications, and of the documents being submitted. Staff remands to the colleges/offices if the documents are not complete. 2.2 If documents are complete, Staff forwards letters/communications to the President, or Officer-in-	None.	10 minutes	<i>Staff and President, or Officer-in-Charge, or Representative OUP</i>



	Charge for appropriate action.			
2.	2. The President approves or endorses to the Vice Presidents/appropriate officials concerned, or to sender/filer for revision or action.	None.	5 minutes or less	<i>President, or Officer-in-Charge, or Representative OUP</i>
3. Client receives action on request.	3. Staff records the letters/communications in the logbook and forwards approved letter/communication to the Records Management Unit.	None.	1 day or less	<i>Staff OUP</i>
TOTAL:		None.	1 day, 0 hour/s 15 minutes	

2. Dissemination of Incoming Communication from Outside Persons or Agencies

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	TSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letters/communications from Outside Persons or Agencies		Stakeholders, Guest and Visitors
Endorsed Letters/communications from Outside Persons or Agencies		Stakeholders, Guest and Visitors



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter to Records Management Unit	1. Records and Archives Unit logs and maintains a copy of received letters/communication and forwards such to the Office of the University President. 1.1 Staff logs the letters/communication in the logbook upon receipt of the letters/communication. 1.2 Forward letters/communication to the President or Officer-in-Charge for action and endorsement.	None.	5 minutes or less	Clerk Records and Archives Unit
		None.	5 minutes or less	Staff OUP
2.	2. Forward letters/communication to the President or Officer-in-Charge for action and endorsement.	None.	5 minutes or less	President, or Officer-in-Charge, or Representative OUP
3. Receive endorsement or action on request	3. Staff logs letter/communications acted upon by the President or Officer-in-Charge and forwards the endorsed letter/communication to the concerned office for dissemination or information.	None.	5 minutes or less	Staff OUP
TOTAL:		None.	0 day/s, 0 hour/s, 20 minutes	



Office of the Vice President for Administration and Finance

Internal Services



1. Incoming Communication and/or endorsement from the Office of the University President to the Office of the VP for Administration and Finance.

Letters are written or printed documents that are used to deliver important or specific information, to serve as documentation of an event or decision, and/or to ask for permission to a certain request within an organization.

The Office of the University President devised an Endorsement/Action Form which is used for the letter of invitation, request of data, extension services, reservation of facilities, etc. of the different agency and organizations in the national or international wherein the letter must be reviewed/recorded by the Records and Archives Unit. The President endorses the letter of communication to the concerned personnel to help and/or take charge in the decision making and let the undersigned know the status of specific request/project.

Office/Division:		Office of the Vice President for Administration and Finance		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement and/or attachments			Staff of OUP Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1. Receive and Log-in of incoming communication and/or endorsement	None.	2 minutes	Staff/Clerk VPAF
	2. Endorsement of the VP for Administration and Finance to the concerned Director/s, Faculty, or Staff	None.	1 day	Staff/Clerk VPAF
	3. Log-out of outgoing communication and/or endorsement	None.	2 minutes	Staff/Clerk VPAF
TOTAL:		None.	1 day, 0 hour/s, 4 minutes	



2. Inter-Office Communication and Transactions

Inter-Office Communication/Transactions is a form of communication that occurs amongst the top management and its employees within the university. It is integral to the efficiency and operations of an office.

Office/Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents and/or attachments (Letter, Purchase Request, Work Order, Job Order, and Payroll/Voucher)			The Client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1. Receive and Log-in of incoming communication and/or transaction from another office (e.g. Letter, Purchase Request, Work Order, Job Order, and Payroll/Voucher)	None.	2 minutes	Staff/Clerk VPAF
	2. Signing, or action on the inter-office communication and/or transaction	None.	1 day	Staff/Clerk VPAF
	3. Log-out of outgoing communication and/or transaction from another office	None.	2 minutes	Staff/Clerk VPAF
TOTAL:		None.	1 day, 0 hour/s, 4 minutes	



**Office of the Vice President
for Academic Affairs**

External Services



1. Travel Order for Students on Local Off-Campus Activities

This reiterates the needed documents spelled out in CHED Memo 63 s. 2017 (Policies and Guidelines on Local Off-Campus Activities) and the processes in sanctioning official travel/business of students who will be engaged on local off-campus activities such as educational trip, students' fora, academic and allied competitions.

Office or Division:	Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Invitation		Office of the College Dean		
Endorsement		Office of the College Dean		
Letter of Request to Attend and Participate in the Activity		Office of the College Dean		
Photocopy of Student's ID		The student will provide.		
Certificate of Registration		Office of the College Dean / Student Portal		
Medical Clearance Issued by the University Medical Clinic		University Medical Clinic		
Duly Notarized Signed Consent Form by Parent / Guardian		Office of Student Affairs and Services		
Course Syllabus		Office of the College Dean / Department Chairperson / Program Coordinator		
Itinerary of the Trip / Activity with Minutes of the Meeting of the Organization		Secretariat of the Student Organization / Student Organization Adviser		
Breakdown of Budget or Expenses (If Financial Collection is required)		Secretariat of the Student Organization / Student Organization Adviser		
Minutes of Meeting with Parents or Guardians		Secretariat of the Student Organization / Student Organization Adviser / Office of the College Dean		
First Aid Kit		Secretariat of the Student Organization / Student Organization Adviser		
Insurance		Office of Student Affairs and Services		
Transportation for the Activity (If no TSU vehicle is available, the following are to be presented insurance of the vehicle, certification in good condition of the vehicle, certification that the driver has acceptable driving record)		TSU Motor pool (transportation provider)		
Faculty Loading and Make-up form of the supervising faculty / personnel in-charge (faculty-student ratio is 1:30)		Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Lodging of Travel Order and attached Documents	1.The Client will present the correct travel order form and its attached documents to the VPAA staff	None.	1 minute	Clerk OVPAA
2.	2. The staff will check the document attached. <i>Document with incomplete attachment will be returned to the client for completion.</i>	None.	10 minutes	Clerk OVPAA
3.	3. Document with complete requirements will be recorded by the staff. <i>For returned document, rechecking will be utilized.</i>	None.	1 minute	Clerk OVPAA
4.	4. The Vice President will evaluate and act on the document.	None.	1 hour	Vice President OVPAA
5.	5. After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory.	None.	5 minutes	Clerk OVPAA
TOTAL:		None.	0 day/s, 1 hour, 17 minutes	



**Office of the Vice President
for Academic Affairs**

Internal Services



1. IPCR / DPCR (Faculty Personnel)

The Office of the Vice President for Academic Affairs verifies and confirms the IPCR of faculty members and the DPCR of the department chairpersons and college deans.

Office or Division:	Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IPCR with Supporting Documents			The faculty member will provide.	
DPCR with Supporting Documents			Department Chairpersons / College Deans	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodging of Travel Order and attached Documents	1. The Client will present the correct travel order form and its attached documents to the VPAA staff	None.	1 minute	Clerk OVPAA
2.	2. The staff will check the document attached. <i>Document with incomplete attachment will be returned to the client for completion.</i>	None.	10 minutes	Clerk OVPAA
3.	3. Document with complete requirements will be recorded by the staff. <i>For returned document, rechecking will be utilized.</i>	None.	1 minute	Clerk OVPAA



4.	4. The Vice President will evaluate and act on the document.	None.	1 hour	Vice President OVPAA
5.	5. After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory.	None.	5 minutes	Clerk OVPAA
TOTAL:		None.	0 day/s, 1 hour, 17 minutes	

2. Payroll / Voucher / Request to Render Overtime/ Request for Funding

The Vice President for Academic Affairs being the recommendatory personnel, verifies the accuracy of the amount by looking into the approved letter of request, supporting documents and the expenses as for funding.

Office or Division:	Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Student Assistants Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter to Request to Render Overtime		https://www.tsu.edu.ph/downloads/faculty-and-personnel/ TSU-ASU-SF-02-Authority to Render Overtime		
Approved Request Letter		Office of the College Dean / Unit Director		
Approved SO and DTR		Office of the College Dean / Unit Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodging of Travel Order and attached Documents	1. The Client will present the correct travel order form and its attached	None.	1 minute	Clerk OVPAA



	documents to the VPAA staff.			
2.	<p>2. The staff will check the document attached.</p> <p><i>Document with incomplete attachment will be returned to the client for completion.</i></p>	None.	10 minutes	Clerk OVPAA
3.	<p>3. Document with complete requirements will be recorded by the staff.</p> <p><i>For returned document, rechecking will be utilized.</i></p>	None.	1 minute	Clerk OVPAA
4.	4. The Vice President will evaluate and act on the document.	None.	1 hour	Vice President OVPAA
5.	5. After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory.	None.	5 minutes	Clerk OVPAA
TOTAL:		None.	0 day/s, 1 hour, 17 minutes	



3. Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes

A Special Order is issued to appointed lecturers, part-timers and tenured faculty members teaching honorarium classes. The Vice President for Academic Affairs being one of the signatories, confirms the veracity of the teaching load (30 units for lecturers, 6-12 units for part-timers and not more than 12 units for honorarium classes for tenured faculty).

Office or Division:	Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Loading with specified number of students		Office of the College Dean / Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodging of Travel Order and attached Documents	1. The Client will present the correct travel order form and its attached documents to the VPAA staff	None.	1 minute	Clerk OVPAA
2.	2. The staff will check the document attached. <i>Document with incomplete attachment will be returned to the client for completion.</i>	None.	10 minutes	Clerk OVPAA
3.	3. Document with complete requirements will be recorded by the staff. <i>For returned document,</i>	None.	1 minute	Clerk OVPAA



	<i>rechecking will be utilized.</i>			
4.	4. The Vice President will evaluate and act on the document.	None.	1 hour	Vice President OVPAA
5.	5. After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory.	None.	5 minutes	Clerk OVPAA
TOTAL:		None.	0 day/s, 1 hour, 17 minutes	

4. Travel Order for Teaching Personnel

This spell out the needed document and processes in sanctioning official travel/business of teaching personnel of the University.

Office or Division:	Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter		The faculty member will provide.		
Endorsement		Office of the College Dean		
Faculty Loading		Respective College		
Signed make-up class form (for weekday official travel/business)		Respective College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Lodging of Travel Order and attached Documents	1. The Client will present the correct travel order form and its attached documents to the VPAA staff	None.	1 minute	Clerk OVPAA
2.	2. The staff will check the document attached. <i>Document with incomplete attachment will be returned to the client for completion.</i>	None.	10 minutes	Clerk OVPAA
3.	3. Document with complete requirements will be recorded by the staff. <i>For returned document, rechecking will be utilized.</i>	None.	1 minute	Clerk OVPAA
4.	4. The Vice President will evaluate and act on the document.	None.	1 hour	Vice President OVPAA
5.	5. After the evaluation, the document will be issued/released either back to the client or to	None.	5 minutes	Clerk OVPAA



	the office of the next signatory.			
TOTAL:		None.	0 day/s, 1 hour, 17 minutes	



Office of the Vice President for Research and Extension Services

Internal Services



1. Accomplishment Reports (Transactions from the Offices of the VP for RES)

In compliance with the TSU Memorandum Order No. 58, s. 2019, that was issued on September 18, 2019. The Vice President for Research and Extension Services along with its offices prepare monthly and quarterly accomplishment reports that will be submitted to the Institutional Performance Monitoring and Evaluation Office (IPMEO) to ensure a higher level of performance.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices of the VPRES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Monthly Accomplishment Report Format			IPMEO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the Offices under VPRES.	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the director. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None	3 minutes	Clerk VPRES Office



4)	4) The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 19 minutes	

2. Approval/Recommending Approval (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement other offices.	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and	None.	3 minutes	Clerk VPRES Office



	<p>whether the document is signed by the proper signatories.</p> <p><i>Document with incomplete attachment will be returned to the client for completion</i></p>			
3)	3) Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 19 minutes	

3. Authority to Render Overtime/Extended Services/ Request for Approval of Emergency Overtime/Extended Services (Transaction from Offices of the VP for RES)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether request should be approved.

Office or Division:	Vice President for Research and Extension Services
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty Non-Teaching Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



TSU-ASU-SF-02 to 07		Administrative Services Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-ASU-SF-31				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from faculties/non-teaching personnel/offices.	1) Receive submitted document/s	None.	2 minutes	Clerk VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None.	2 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	20 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 01 hour/s, 31 minutes	



4. Clearance/Leave Form (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether request should be approved.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-HRD-SF-45		Human Resources Development and Management Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-HRD-SF-46				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from other offices.	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	<i>Clerk</i> VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None.	3 minutes	<i>Clerk</i> VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	10 minutes	<i>Vice President</i> RES Office



5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 19 minutes	

5. Correction, Corrective Action Form Report (CCAR)/Incident/Accident Report (Transaction of Offices under the VP for RES)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy of the report particularly if it is a CCAR/Incident/Accident Report that needs to be evaluated to meet the appropriate action for the said incident.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-IMS-SF-11		Integrated Management System Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-IMS-SF-50				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from other offices	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and	None.	5 minutes	Clerk VPRES Office



	whether the document is signed by the proper signatories. <i>Document with incomplete attachment will be returned to the client for completion</i>			
3)	3) Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	20 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 31 minutes	

6. Daily Time Record/Job Order/Obligation Request and Status/Special Order/Travel Order (Transaction of Offices of the VP for RES)

The Vice President for Research and Extension Services verifies the accuracy of the Daily Time Record of the employees under its offices by reviewing whether it's signed by its respective directors. A Special Order is issued to appointed faculty members, and unit heads for project undertakings. The VPRES being one of the signatories, confirms the veracity of the special order through the attached document/s. Lastly, travel order for teaching and non-teaching personnel spell out the needed document and processes in availing official travel/business of the personnel of the University.

Office or Division:	Vice President for Research and Extension Services
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty Non-Teaching Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



TSU-ASU-SF-11 (Daily Time Record)		Administrative Services Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-ASU-SF-23 (Travel Order)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from other offices	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff. <i>Note: For returned document, rechecking will be utilized for further clarification.</i>	None.	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 21 minutes	



7. Extension Activity and Budget Request/Evaluation of Extension Program (Transactions from the University Extension Services Office)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies and confirms the request of its offices. This is to evaluate the significance and appropriateness of the proposed activity and keep track of the amount of funds needed/used for this request.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TSU-ESO-SF-38-01 (June 28, 2018)			University Extension Services Office or download at https://www.tsu.edu.ph/downloads/faculty-and-personnel/	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the University Extension Services Office (UESO).	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the director. <i>Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	<i>Clerk</i> VPRES Office
3)	3) Document with complete	None	3 minutes	<i>Clerk</i> VPRES Office



	requirements will be recorded by the staff.			
4)	4) The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	3 days, 0 hour/s, 9 minutes	

8. Incoming Communication and/or endorsement from the Office of the University President to the Office of the VP for Research and Extension Services

This service allows a smooth and clear communication and transaction with the Office of the University President since all communication are done in writing.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the President and other offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TSU-OUP-SF-01 Revision No. 01 (October 03, 2017)			Office of the University President	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1) Log-in of incoming communication and/or endorsement from the Office of the University President (OUP)	1) Receive submitted document/s	None.	2 minutes	Clerk VPRES Office
2)	2)The staff will check the document attached.	None.	3 minutes	Clerk VPRES Office
3)	3)The Vice President will evaluate and act on the document. She will endorse the document to the concerned Director/s, Faculty, or Staff for: 3.1) For one's action or responsibility 3.2) For one's study and recommendation	None.	1 day	Vice President RES Office
4)	4) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	1 day, 0 hour/s, 7 minutes	



9. IPCR/DPCR/OPCR (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the designated Chairperson of the PMT, verifies and confirms the IPCR/DPCR/OPCR to evaluate the performance of individual faculties, departments, and offices to keep up with the PBB Targets.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from faculties/directors/offices.	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	<i>Clerk</i> VPRES Office
3)	3) Document with complete requirements will be recorded by the staff. <i>Note: For returned document, rechecking</i>	None.	3 minutes	<i>Clerk</i> VPRES Office



	<i>will be utilized for further clarification.</i>			
4)	4) The Vice President will evaluate and act on the document.	None.	1 day	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	1 day, 0 hour/s, 11 minutes	

10. Payroll/Voucher/Checks (Documents coming from the Cashier Office)

The Vice President for Research and Extension Services being one of the signatories, verifies and confirms the request from other offices.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the Cashier Office	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and	None.	5 minutes	Clerk VPRES Office



	<p>whether the document is signed by the proper signatories.</p> <p><i>Note: Document with incomplete attachment will be returned to the client for completion</i></p>			
3)	<p>3) Document with complete requirements will be recorded by the staff.</p> <p><i>Note: For returned document, rechecking will be utilized for further clarification.</i></p>	None.	3 minutes	Clerk VPRES Office
4)	<p>4) The Vice President will evaluate and act on the document.</p>	None.	20 minutes	Vice President RES Office
5)	<p>5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services</p>	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 31 minutes	

11. Request for Approval of Activity/ Request for Funding (Transactions from the Gender and Development Office)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies and confirms the request of its offices. This is to evaluate the significance and appropriateness of the proposed activity and keep track of the amount of funds needed/used for this request.

Office or Division:	Vice President for Research and Extension Services
Classification:	Simple
Type of Transaction:	G2G - Government to Government



Who may avail:		Faculty Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-GAD-SF-03		Gender and Development Office or download at https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the Gender and Development Office (GAD)	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the director. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for	None.	2 minutes	Clerk VPRES Office



	Research and Extension Services			
TOTAL:		None.	3 days, 0 hour/s, 9 minutes	

12. Request for Fund Incentive (Publication/Presentation/Citation) and University Research Evaluation Committee (UREC) (Transactions from the University Research Office)

The University Research Office needs the approval of the Vice President since (URO) is under the Vice President for Research and Extension Services. This is to review the accuracy of the request and if the request is eligible for fund incentive/proposal.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-01 Capsule Proposal Form		University Research Office or download at https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-URO-SF-04 Request for Incentive of Research Output				
TSU-URO-SF-19 Request of Fund for Research Related Activity				
TSU-URO-SF-41 Request for Funding of Paper Publication				
TSU-URO-SF-42 Request for Funding of Paper Presentation				
TSU-URO-SF-02 College Research Evaluation Committee Form (STEM)				
TSU-URO-SF-26 College Research Evaluation Committee Form (SocSci)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office



from the University Research Office (URO).				
2)	<p>2) The staff will check the document attached and whether the document is signed by the director.</p> <p><i>Document with incomplete attachment will be returned to the client for completion</i></p>	None.	3 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	3 days, 0 hour/s, 9 minutes	



13. Request for Meeting/Papers for Action (Transactions from the Research Ethics Review Committee)

This service allows a smooth and clear communication and transaction with the Research Ethics Review Committee (RERC) since all communication are done in writing.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the Research Ethics Review Committee (RERC)	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the director. <i>Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	<i>Clerk</i> VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None	3 minutes	<i>Clerk</i> VPRES Office



4)	4) The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	3 days, 0 hour/s, 9 minutes	

14. Request to Serve Meals (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the approving officer, verifies and confirms the request from other offices to serve meal for a meeting, or an event in the University. This is to evaluate and keep track of the amount of funds needed/used for this request.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Serve Meal and Snacks		Vice President for Administration and Finance or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1) Log-in of incoming communication and/or endorsement from other offices	1) Receive submitted document/s	None.	1 minute	Clerk VPRES Office
2)	2) The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	5 minutes	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	



15. Reviewing of Pertinent documents such, IMS Registered Forms, Letters, Memorandum of Agreement, Process Flow, Terminal Report (Other Transactions)

In order to achieve the Tarlac State University's vision on becoming a premier university in the Asia-Pacific Region, the Vice President for Research and Extension Services needs to have a clear communication on achieving its targets with the unit directors, external collaborators, and more. Thus, communication should be put in writing to ensure open and transparent communications. A final assessment and evaluation need to be done before the releasing of documents.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-teaching staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from a different office.	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will review and edit (if needed) the document, and whether it provides a clear and concise message.	None.	3 days	<i>Technical Assistant</i> VPRES Office
3)	3) The Vice President will have a final review of the document.	None.	10 minutes	<i>Vice President</i> RES Office
4)	4) Log-out of outgoing communication and/or endorsement from the Office of the Vice	None.	2 minutes	<i>Clerk</i> VPRES Office



	President for Research and Extension Services			
TOTAL:		None.	3 days, 0 hour/s, 13 minutes	

16. Reviewing of Pertinent documents such as, Manual and Research Proposal/Completed Researches (Other Transactions)

The Vice President for Research and Extension Services needs to review pertinent documents such as Manuals and Research Proposals. This is to ensure updated and accurate information.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-teaching staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from a different office	1) Receive submitted document/s	None.	1 minute	<i>Clerk</i> VPRES Office
2)	2) The staff will review and edit (if needed) the document, and whether it provides a clear and concise message.	None.	6 days	<i>Technical Assistant</i> VPRES Office
3)	3) The Vice President will have a final review of the document.	None.	1 day	<i>Vice President</i> RES Office




4)	4) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None.	7 days, 0 hour/s, 3 minutes	

17. Service Request/ Request for Incentive/ Utility Mode/ Inventions/ Innovations (Transactions from the Technology Development, Transfer, and Commercialization Office)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies and confirms the request of its offices. This is to evaluate and keep track of the amount of funds needed/used for this request.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-TTO-SF-01		Technology Development, Transfer, and Commercialization Office or download at https://www.tsu.edu.ph/tdtco/downloads/		
TSU-TTO-SF-02				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Log-in of incoming communication and/or endorsement from the Technology Development, Transfer, and Commercialization Office (TDTCO)	1) Receive submitted document/s	None.	1 Minute	Clerk VPRES Office



2)	<p>2) The staff will check the document attached and whether the document is signed by the director.</p> <p><i>Document with incomplete attachment will be returned to the client for completion</i></p>	None.	3 Minutes	 Clerk VPRES Office
3)	3) Document with complete requirements will be recorded by the staff.	None	3 Minutes	Clerk VPRES Office
4)	4) The Vice President will evaluate and act on the document.	None.	3 Days	Vice President RES Office
5)	5) Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 Minutes	Clerk VPRES Office
TOTAL:		None.	3 Days, 0 Hour/s, 9 Minutes	



Office of the Board Secretary

External Services



1. Request for Resolution Passed and Approved by the Academic Council, Administrative Council and Board of Regents

The service allows to request documents.

Office or Division:		University/Board Secretary Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		University/Board Secretary Office will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form to the Clerk	1. Pre-assessment of the request	None.	1 minute	Clerk Board Sec. Office
	2. Preparation of the requested resolutions (either Academic, Administrative or Board Resolution)	None.	1-3 days	Clerk University/Board Secretary
	3. Release of requested document	None.	2 minutes	Clerk University/Board Secretary
TOTAL:		None.	3 days, 0 hour/s, 5 minutes	



Internal Audit Service

Internal Services



1. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and heads of Offices/Units/Colleges of the University.

Office or Division:	Operations Audit Unit and Management Audit Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request letter to obtain copy of audit report.		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to the Office of the University President for approval	1. Receives approved request letter and records it in the logbook	None.	1 minute	<i>Clerk</i> Internal Audit Services
2.	2. Internal Audit Service Clerk send the approved request letter to the IAS Director	None.	1 minute	<i>IAS Director and Clerk</i> Internal Audit Services
3.	3. Locates needed report and reproduce it	None.	1 hour	<i>Clerk</i> Internal Audit Services
4.	4. Records the distribution of the requested report	None.	1 minute	<i>Clerk</i> Internal Audit Services
5. Receive the requested report	5. Send the requested report to the recipient	None.	1 minute	<i>Clerk</i> Internal Audit Services
TOTAL:		None.	0 day/s, 1 hour, 4 minutes	



2. Special Audit (Assurance and Advisory)

The special Audit is requested by University President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the University.

Office or Division:	Operations Audit Unit and Management Audit Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A request letter from the University President to conduct special audit		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University President sends request letter for special audit	1. Clerk receives and records the request letter and sends it to the IAS Director	None.	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Service
2.	2. IAS Director evaluates the request and assigns the audit assignment to the audit team leader	None.	1 hour	<i>Director and Audit Team Leader</i> Internal Audit Services
3.	3. Audit Team Leader prepares the Audit Program and sends it to IAS Director for Approval	None.	3 hours	<i>Audit Team Leader</i> <i>IAS Director</i> Internal Audit Services
4.	4. IAS Director prepares and sends Notice of Audit to University President for Approval and communication to Auditee	None.	1 hour	<i>IAS Director</i> Internal Audit Services <i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services



5.	5. Perform appropriate auditing fieldwork	None.	30 working days	<i>Audit Team Leader and Audit Staff</i> Internal Audit Services
6.	6. Preparation and approval of audit report	None.	1 working day	<i>Audit Team Leader, Audit Staff and IAS Director</i> Internal Audit Services
7.	7. Submission of the Audit Report to the Office of the University President	None.	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services
8. University President schedules the Exit Conference	8. Discussion of the Audit Findings with the University President, Auditee, IAS Director and Audit Team Leader.	None.	1 hour	<i>University President</i> Office of the University President Auditee <i>IAS Director and Audit Team Leader</i> Internal Audit Services
TOTAL:		None.	31 working days, 6 hours, 6 minutes	



Management Information Systems Office

External/Internal Services



1. Cabling for New Network Connection

The service allows the installation of cables for a new network connection.

Office or Division:	Network Unit/Hardware Unit - Management Information Systems Office			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cabling Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Cabling Request Form and fill out properly.	1) Give Cabling Request Form to the client.	None.	1 – 3 minutes	<i>Network/ Computer Technician MIS Office</i>
2) Give filled out form to a Network Unit Staff.	2) The Network Technician will schedule the request and check if there are available supplies.	None.	1 – 2 hours	<i>Network/ Computer Technician MIS Office</i>
3) Wait for the notification of network technician.	3) The Network / Computer Technician will perform the request if there are available supplies and will notify clients if request has been done.	None.	1 hour - 2 days (depending on the cabling to be done)	<i>Network/ Computer Technician MIS Office</i>
TOTAL:		None.	2 days, 2 hours, 3 minutes	



2. Computer Examination

The service allows the assessment of applicant technical skills through the set of outputs gathered from the examination.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computer Examination Log		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present the Request for Computer Examination Form given by the HR Staff.	1) Receive the HR Form and give the Computer Examination log to the client.	None.	3 minutes	<i>Clerk</i> MIS Office
2) Fill out the Computer Examination Log 2.1 Await further Instructions from MIS Clerk.	2) Get the form and give instructions for examination proper.	None.	5 minutes	<i>Clerk</i> MIS Office
3) Take the Examination.	3) MIS Clerk will monitor the client.	None.	1 Hour and 30 minutes	<i>Clerk</i> MIS Office
4) Wait for the Results.	4) MIS Staff will rate the client's output. 4.1 Give the Computer Exam Rating Form.	None.	10 minutes	<i>MIS Staff</i> MIS Office
TOTAL:		None.	0 day/s, 1 hour, 48 minutes	



3. Resetting and Creating of User Account (Prisms, Student Portal, Faculty Portal, Employee Portal)

The service allows the resetting of the user's password to change it and secure the account.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	Any TSU student or employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request to Create / Reset User Account Form and Fill it out properly	1) Give the Request to Create / Reset User Account Form to the client	None.	3 minutes	Software Unit Staff/Clerk MIS Office
2) Give the filled-out form to the Software Unit staff/Clerk	2) Get the Request to Create / Reset User Account Form from the client	None.	3 minutes	Software Unit Staff/Clerk MIS Office
3) Wait for the Software Unit staff/Clerk to perform the request	3) The Software Unit staff/Clerk will give to you the data you requested	None.	5 minutes	Software Unit Staff/Clerk MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



Management Information Systems Office

Internal Services



1. Changing of Posted Schedule

The service allows the official rectification of posted class schedules.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Change Posted Schedule Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request to Change Posted Schedule Form and fill it out properly	1) Give the Request to Change Posted Schedule to the client	None.	3 minutes	<i>Clerk</i> MIS Office
2) Give the filled-out form to the MIS Clerk	2) Get the Request to Change Posted Schedule from the client	None.	3 minutes	<i>Clerk</i> MIS Office
3) Wait for the MIS Clerk to perform the request	3) The MIS Clerk will change the posted schedule as requested and will notify you if your request has been finished.	None.	5 minutes	<i>Clerk</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



2. Creation of DMS Access

The service allows the establishment of employees' access to Data Management System which is the primary means of information dissemination in the university.

Office or Division:	Network Unit/Hardware Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account Form and fill out properly.	1) Give Request to Create / Reset User Account Form to client.	None.	1 – 3 minutes	<i>Network/ Computer Technician</i> MIS Office
2) Give filled out form to a Network Unit Staff.	2) Give DMS Access to the users.	None.	1 – 3 minutes	<i>Network/ Computer Technician</i> MIS Office
3) Wait for the DMS access to be created.	3) After access is created, Network Unit Staff will notify the client if they can already access the DMS.	None.	3 – 5 minutes	<i>Network/ Computer Technician</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



3. Creation of Email Account

The service allows the creation of an official university email account.

Office or Division:	Network Unit/Software Development Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account Form and fill out properly.	1) Give Request to Create / Reset User Account Form to client.	None.	1 - 3 minutes	<i>Network Technician/ Computer Programmer MIS Office</i>
2) Give filled out form to a MISO Technical Staff.	2) Email account will be created by a Network Unit Staff.	None.	2 – 5 minutes	<i>Network Technician/ Computer Programmer MIS Office</i>
3) Wait for the Email account to be created.	3) After account is created, MISO Technical Staff will give the user credentials needed to be able to use the Email Account from TSU.	None.	1 - 3 minutes	<i>Network Technician/ Computer Programmer MIS Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



4. System Access/Privilege Tagging

The service provides employees with specific system access and/or privilege that is needed and relevant to their work.

Office or Division:		Management Information Systems Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All TSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System Access/Privilege Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the System Access/Privilege Form and fill it out properly	1) Give the System Access/Privilege Form to the client	None.	3 minutes	Clerk MIS Office
2) Give the filled-out form to the MIS Clerk	2) Get the System Access/Privilege Form from the client	None.	3 minutes	Clerk MIS Office
3) Wait for the MIS Clerk to perform the request	3) The MIS Clerk will notify you if your request has been finished	None.	5 minutes	Clerk MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	

5. Tagging of Faculty/Room/Schedule

The service allows the tagging of faculty, room, and schedule to respective classes.

Office or Division:		Management Information Systems Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Faculty and College Clerks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Tag Faculty/Room/Schedule form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request to Tag Faculty/Room/Sch	1) Give the Request to Tag	None.	3 minutes	Clerk MIS Office



edule Form and fill it out properly	Faculty/Room/ Schedule Form to the client			
2) Give the filled-out form to the MIS Clerk	2) Get the Request to Tag Faculty/Room/ Schedule from the client	None.	3 minutes	Clerk MIS Office
3) Wait for the MIS Clerk to perform the request	3) The MIS Clerk will encode the Request to Tag Faculty/Rooms /Schedule as requested and will notify you if your request has been finished	None.	5 minutes	Clerk MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	

6. Tagging of Honorarium Classes

The service allows the tagging of honorarium classes to faculty.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tagging of Honorarium Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Tagging of Honorarium Form and Fill it out properly	1) Give the Tagging of Honorarium Form to the client	None.	3 minutes	Clerk MIS Office
2) Give the filled-out form to the MIS Clerk	2) Get the Tagging of Honorarium	None.	3 minutes	Clerk MIS Office



	Form from the client			
3) Wait for the MIS Clerk to perform the request	3) The MIS Clerk will notify you if your request has been finished	None.	5 minutes	<i>Clerk</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	

7. Transfer of Students

The service allows the official transfer of students from one section to another.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Students Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Transfer of Students form and fill it out properly	1) Give the Transfer of Students Form to the client	None.	3 minutes	<i>Clerk</i> MIS Office
2) Give the filled-out form to the MIS Clerk	2) Get Transfer of Students Form from the client	None.	3 minutes	<i>Clerk</i> MIS Office
3) Wait for the MIS Clerk to perform the request	3) The MIS Clerk will notify you if your request has been finished	None.	5 minutes	<i>Clerk</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



Hardware Unit

External/Internal Services



1. Repair of ICT Equipment

The service allows the troubleshooting and repair of the ICT equipment of end-users.

Office or Division:	Hardware Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client will proceed to MIS Office or call the MIS Clerk regarding the problem encountered on the hardware.	1) The MIS Technician will go to the client's office to assess the problem encountered with the equipment.	None.	3 to 10 minutes *depending on the availability of technician	<i>MIS Hardware Technician</i> MIS Office
2) Wait for the equipment to be repaired and delivered (if pull out)	2) MIS Technician will perform the necessary steps/actions.	None.	15 minutes to 10 working hours *depending on the assessment of the technician	<i>MIS Hardware Technician</i> MIS Office
3) Sign the Service Request Form to be presented by the technician.	3) Get the signed form.	None.	1 - 3 minutes	<i>MIS Hardware Technician</i> MIS Office
TOTAL:		None.	0 day/s, 10 hour, 13 minutes	



2. Software Installation

The service allows the installation of various software applications needed by end-users.

Office or Division:	Hardware Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client will call the MIS Clerk regarding the request of software installation. 1.1 Wait for the software installation to be completed.	1) The MIS Hardware Technician will proceed to the client's office and perform the software installation.	None.	3 to 30 minutes *depending on what software to be installed	<i>MIS Hardware Technician</i> MIS Office
2) Sign the Service Request Form to be presented by the MIS Hardware Technician.	2) Get the service request form from the client.	None.	1 - 3 minutes	<i>MIS Hardware Technician</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	



Hardware Unit

Internal Services



1. Inspection for Condemn of ICT Equipment

The service allows the condemn of unserviceable ICT equipment for disposal.

Office or Division:	Hardware Unit - Management Information Systems Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Repair / Inspection Form			Front Desk at MIS Office	
Property Acknowledgement Receipt			Front Desk at Supply and Property Management Unit	
Inventory and Inspection Report of Unserviceable Property Form			Front Desk at Supply and Property Management Unit	
Service Request Form			Front Desk at MIS Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client will call MIS Office to request the technical inspection officer for the inspection of the ICT device.	1) The inspection officer will assess the ICT device based from the Property Acknowledgement Receipt	None.	Minimum of 30 minutes Maximum of 3 hours	<i>Clerk Inspection Officer MIS Office</i>
2) Client will sign the following: Request for Pre-Repair / Pre-inspection Form and Service Request Form.	2) The inspection officer will present the Pre-inspection Form and Service Request form to the client to be signed by the accountable personnel.	None.	5 minutes	<i>Inspection Officer MIS Office</i>
3) Client will present the Pre-Repair/Inspection form to the Supply & Property Management Unit (SPMU) to prepare the Inventory and Inspection Report	3) The Supply & Property Management Unit Staff in charge will prepare the Inventory and Inspection Report of	None.	5 minutes	<i>SPMU Staff in charge of INI</i>



of Unserviceable Property (INI)	Unserviceable Property (INI)			
4) SPMU Staff in charge will give the INI form to the inspection officer in charge. To be sign by the MISO director	4) The MISO Director will sign the INI form.	None	5 minutes	<i>Director of MISO Inspection Officer of MISO</i>
5) The inspection officer will return the INI form to the SPMU	5) The SPMU will receive the INI form	None	5 minutes	<i>SPMU Staff in charge of INI</i>
TOTAL:		None.	0 day/s, 3 hours, 20 minutes	

2. Inspection of New ICT Equipment

The service allows the inspection of new ICT equipment delivered to the university.

Office or Division:	Hardware Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection and Acceptance Report Form		Supply and Property Management Unit		
Request for Inspection Form		Supply and Property Management Unit		
Service Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) SPMU staff will request inspection of new ICT devices to the inspection officer.	1) The inspection officer will proceed with the inspection of the equipment.	None.	Minimum of 30 minutes and Maximum of 3 hours.	<i>Inspection Officer MIS Office</i>
2) SPMU staff will present the Request for Inspection form and Inspection and Acceptance Report to the	3) The inspection officer will fill out the Request for Inspection form and sign the Inspection	None.	10 minutes	<i>Inspection Officer MIS Office</i>



inspection officer to be fill out	and Acceptance Report			
4) SPMU staff will sign the service request form presented by the inspection officer.	2) The inspection officer will present the Service Request Form to the SPMU staff	None.	5 minutes	<i>Inspection Officer</i> MIS Office
TOTAL:		None.	0 day/s, 3 hours, 15 minutes	

3. Preventive Maintenance for Desktop Computer Units

The service allows the monthly scheduled maintenance of computer units to address issues and alleviate its future reoccurrence for the benefit of the end-user.

Office or Division:	Management Information Systems Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance Form		Front Desk at MIS Office		
Service Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Wait for the notification from the MIS Staff.	1) MIS Hardware Technician will notify client/s scheduled for computer preventive maintenance.	None.	5 minutes	<i>MIS Hardware Technician</i> MIS Office
2) Wait for the preventive maintenance to be completed.	2) MIS Hardware Technician will proceed to the client/s office.	None.	Minimum of 1 hour and maximum of 3 hours	<i>MIS Hardware Technician</i> MIS Office
3) Sign the Preventive Maintenance Form and Service Request Form	3) Get the Preventive Maintenance Form and	None	5 minutes	<i>MIS Hardware Technician</i> MIS Office



presented by the MIS Hardware Technician.	Service Request Form.			
TOTAL:		None.	0 day/s, 3 hours, 10 minutes	



Network Unit

External/Internal Services



1. Wi-Fi Access Registration

The service provides employees and students Wi-Fi access inside the university premises.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wi-Fi Access Registration Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Wi-Fi Access Registration Form and fill out properly.	1) Give the Wi-Fi Access Registration Form.	None.	1 - 3 minutes	<i>Network Technician</i> MIS Office
2) Give filled out form to a Network Unit Staff.	2) Network Technician will register the equipment if client is an employee. If the client is a student, he/she will be given an access voucher instead.	None.	1 - 5 minutes	<i>Network Technician</i> MIS Office
3) Once equipment is registered, they will already have access to the Wi-Fi facilities of the university. For students they will just use their received voucher as an access to the captive portal page to be able to use the Wi-Fi facilities of the university.	3) Notify the client of they are already registered and/or guide them to login on the captive portal.	None.	1 - 3 minutes	<i>Network Technician</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



Network Unit

Internal Services



1. Creation of Domain Accounts

The service allows the creation of an account to access the TSU Network.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account Form and fill out properly.	1) Give Request to Create / Reset User Account Form to client.	None.	1 - 3 minutes	<i>Network Unit Staff MIS Office</i>
2) Give filled out form to a Network Unit Staff.	2) Domain account will be created by a Network Unit Staff.	None.	2 – 5 minutes	<i>Network Unit Staff MIS Office</i>
3) Wait for the account to be created.	3) After account is created, Network Unit Staff will give the user credentials needed to be able to log in the TSU Network.	None.	1 – 3 minutes	<i>Network Unit Staff MIS Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	



2. Creation of Office Communicator Accounts

The service allows the creation of Office Communicator accounts which serves as the medium of communication for employees within the TSU Network.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account Form and fill out properly.	1) Give the Request to Create / Reset User Account Form to client.	None.	1 - 3 minutes	<i>Network Unit Staff</i> MIS Office
2) Give filled out form to a Network Unit Staff.	2) OC account will be created by a Network Unit Staff.	None.	2 – 5 minutes	<i>Network Unit Staff</i> MIS Office
3) Wait for the Office Communicator account to be created.	3) The MIS Clerk will notify you if your request has been After account is created, Network Unit Staff will give the user credentials needed to be able to use the Office Communicator	None.	1 – 3 minutes	<i>Network Unit Staff</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	



3. New Desktop Connection to TSU Network

The service allows the establishment of new desktop connection to the university's network.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LAN Access Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get LAN Access Form and fill it out properly	1) Give LAN Access Form to the client.	None.	1 – 3 minutes	<i>Network Technician</i> MIS Office
2) Give filled out form to a Network Unit Staff.	2) Network unit staff will register the device to be able to connect to the TSU network.	None.	5 – 10 minutes	<i>Network Technician</i> MIS Office
3) Wait for the Network Technician to perform the request.	3) Network Technician will notify you if your request has been done already.	None.	1 – 3 minutes	<i>Network Technician</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	

4. Reset of Domain Accounts

The service allows the resetting of domain account password in case of locked account or forgotten password.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account Form and fill out properly.	1) Give Request to Create / Reset User Account Form to clients.	None.	1 – 3 minutes	<i>Network Unit Staff MIS Office</i>
2) Give filled out form to a Network Unit Staff.	2) Network unit staff will reset the domain account of the client.	None.	5 – 10 minutes	<i>Network Unit Staff MIS Office</i>
3) Wait for the account to be reset.	3) After account is reset, Network Unit Staff will give the user credentials needed to be able to log in the TSU Network.	None.	1 – 3 minutes	<i>Network Unit Staff MIS Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	

5. Reset of Office Communicator Accounts

The service allows the resetting of Office Communicator accounts in case of locked account or forgotten password.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request to Create / Reset User Account	1) Give the Request to Create/Reset User Account	None.	1 – 3 minutes	<i>Network Unit Staff MIS Office</i>



Form and fill out properly.	Form to the client.			
2) Give filled out form to a Network Unit Staff.	2) Network unit staff will reset the OC account of the client.	None.	3 – 5 minutes	<i>Network Unit Staff</i> MIS Office
3) Wait for the Office Communicator account to be reset.	3) After account is reset, Network Unit Staff will give the user credentials needed to be able to use the Office Communicator	None.	1 – 3 minutes	<i>Network Unit Staff</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	

6. Unblocking of Websites

The service grants the access of personnel to websites that are blocked in the university network.

Office or Division:	Network Unit – Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unblock Website Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Unblock Website Form and fill out properly.	1) Give the Unblock Website Form to the client.	None.	1 - 3 minutes	<i>Network Technician</i> MIS Office
2) Give duly filled out form to a Network Unit Staff.	2) Network Unit Staff will unblock the websites requested for the user	None.	1 - 15 minutes	<i>Network Technician</i> MIS Office



	indicated on the form.			
3) Wait for their request to be accomplished.	3) Notify the client that their request is done.	None.	1 - 3 minutes	<i>Network Technician</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	

7. Wi-Fi Setup/Deployment

The service allows the temporary deployment of Wi-Fi facility on areas that needs Wi-Fi service within the university.

Office or Division:	Network Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Wi-fi Setup/Deployment Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get Request for Wi-fi Setup/Deployment Form and fill out properly.	1) Give the Request for Wi-fi Setup/Deployment Form to the client.	None.	1 – 3 minutes	<i>Network Technician</i> MIS Office
2) Give filled out form to a Network Unit Staff. If request is given less than a week before the event the client needs to fill out the reason why the request was only given on a short notice.	2) After processing of form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. However, if there are no	None.	1 – 4 days	<i>Network Technician</i> MIS Office



	equipment available the client will be informed of the matter.			
3) The client will wait for the notification.	3) Once equipment is configured it will be deployed to the location of the request and will notify the client once deployed.	None.	5 minutes – 2 hours	<i>Network Technician/MIS Hardware Technician MIS Office</i>
4) Inform MIS Staff that the event is finished.	4) Once event is done the equipment will be retrieved by MIS technical staff.	None.	5 minutes – 1 hour	<i>Network Technician/MIS Hardware Technician MIS Office</i>
TOTAL:		None.	4 days, 3 hours, 3 minutes	



Software Development Unit

External/Internal Services



1. Biometrics Registration

The service allows the collection of bio-information via fingerprinting which enables the registrants to record time and attendance through biometric system.

Office or Division:	Software Development Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All TSU Employees, Student Athletes, and Student Trainees (at TSU Hotel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometrics Registration Log		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Biometrics Registration Log and fill it out properly	1) Give the Biometrics Registration Log to the client	None.	3 minutes	<i>Software Unit Staff</i> MIS Office
2) Give the filled-out form to the Computer Programmer	2) Get the Biometrics Registration Log from the client	None.	3 minutes	<i>Software Unit Staff</i> MIS Office
3) Wait for the Computer Programmer to perform the request	3) The MIS Clerk will notify you if your request has been finished	None.	10 minutes	<i>Software Unit Staff</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 16 mins	

2. Blocking and Unblocking of RFID Cards

The service allows the blocking and unblocking of lost RFID to avoid misuse and unblocking of blocked RFID.

Office or Division:	Software Development Unit - Management Information Systems Office
Classification:	Simple



Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All student and employee RFID card holders may go to the MIS Office to request for the blocking or unblocking of their RFID Cards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Block/Unblock Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request to Block/Unblock Form and Fill it out properly	1) Give the Request to Block/Unblock form to the client	None.	3 minutes	<i>Clerk/Software Unit Staff</i> MIS Office
2) Give the filled-out form to the Software Unit staff	2) Get the filled-out form from the client	None.	3 minutes	<i>Software Unit Staff</i> MIS Office
3) Wait for the Software Unit staff to block or unblock the RFID	3) The Software Unit staff will notify you if your RFID has been Blocked or Unblocked	None.	3 – 10 minutes	<i>Software Unit Staff</i> MIS Office
TOTAL:		None.	0 day/s, 0 hour/s, 16 mins	

3. Report Generation

The service allows the clients to request information coming from the different systems used by the university to aid decision making.

Office or Division:	Software Development Unit - Management Information Systems Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Data Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request for data form and fill it out properly	1) Give the filled-out form to the client	None.	3 minutes	<i>Clerk/Software Unit Staff</i> MIS Office



2) Give the filled-out form to the Software Unit staff	2) Get the filled-out form to the client	None.	3 minutes	Software Unit Staff MIS Office
3) Wait for the Software Unit staff to perform the request	3) The Software Unit staff will give to you the data you requested	None.	Minimum of 1 day and maximum of 5 days	Software Unit Staff MIS Office
TOTAL:		None.	5 day/s, 0 hour, 6 minutes	



Software Development Unit

Internal Services



1. Create and Update of Website/Webpage

The service allows client post new content to the university website or update outdated information to avoid mis information and confusion.

Office or Division:	Software Development Unit - Management Information Systems Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer, and job order may go to the MIS Office to request for website/webpage update			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Website / Webpage Update Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request for website / webpage update form and Fill it out properly	1) Give the website / webpage update form to the client	None.	3 minutes	<i>Clerk/Software Unit Staff</i> MIS Office
2) Give the filled-out form to the Software Unit staff	2) Get the website / webpage update form from the client	None.	3 minutes	<i>Software Unit Staff</i> MIS Office
3) Wait for the Software Unit staff to perform the request	3) The Software Unit staff will notify you if your website/webpage has been updated	None.	Minimum of 1 day and maximum of 5 days	<i>Software Unit Staff</i> MIS Office
TOTAL:		None.	5 days, 0 hour/s, 6 minutes	



2. Development of New Systems/Programs

The service allows clients to request for a new Information System to aid in the ease of doing business, to be developed in-house by the software development unit.

Office or Division:	Software Development Unit – Management Information Systems Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System/Program Maintenance and Development Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the System/Program Maintenance and Development Form and Fill it out properly	1) Give the System/Program Maintenance and Development Form to the client	None.	3 minutes	<i>Clerk/Software Unit Staff</i> MIS Office
2) Give the filled-out form to the Software Unit staff	2) The Software Unit staff will perform the request. The staff may request meetings to get more information regarding the system / program to be developed	None.	*It depends on the system / program request*	<i>Software Unit Staff</i> MIS Office
TOTAL:		None.	It depends on the system / program requested by the end-user	



3. Unposting of Gradesheets

The service allows the unposting of uploaded grades in the system that are needed to be rectified.

Office or Division:	Software Development Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Unpost Gradesheet		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get the Request for Unpost Gradesheet form and fill it out properly	1) Give the Request to Unpost Gradesheet to the client	None.	3 minutes	<i>Clerk/Software Unit Staff MIS Office</i>
2) Give the filled-out form to the Software Unit staff/Clerk	2) Get the Request to Unpost Gradesheet from the client	None.	3 minutes	<i>Software Unit Staff/Clerk MIS Office</i>
3) Wait for the Software Unit staff/Clerk to perform the request	3) The Software Unit staff/Clerk will notify you if your gradesheet has been unposted	None.	5 minutes	<i>Software Unit Staff/Clerk MIS Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 11 minutes	



Office of Public Affairs

External/ Internal Services



1. Publication of News, Articles, etc. online through the University website

The service allows the posting of news articles and announcements through the TSU website.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen or G2G Government to Government or G2B - Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials to be approved		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the article to OPA staff or notify OPA Director / Staff on event coverage; Submit request letter with attachments, if any.	1) Receive submitted articles 1.1) Deployment of staff for event coverage	None.	30 minutes - 1 hour (but may also take days depending on the event)	<i>Technical Staff</i> PA Office
2)	2) Proofread the contributed article/s; announcement/s	None.	1-3 hours	<i>Director /</i> <i>Technical Staff</i> PA Office
3)	3) Upload the article/s /announcement/s to TSU website	None.	20 minutes	<i>Technical Staff</i> PA Office
TOTAL:		None.	0 days, 4 hour/s, 20 minutes (minimum)	



2. Publication of the TSU Bulletin

The service allows citizens to have a copy of TSU Bulletin, the official publication of Tarlac State University.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government or G2B - Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
News, stories, and article that may be included in TSU Bulletin publication		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the article to OPA staff or notify OPA Director / Staff on event coverage	1) Receive submitted articles 1.1) Deployment of staff for event coverage	None.	1 day (but may also take more days depending on the event)	<i>Director/ Technical Staff PA Office</i>
2)	2) Proofread the contributed articles	None.	3 hours	<i>Technical Staff PA Office</i>
3)	3) Review the articles for production	None.	1-3 days	<i>Director PA Office</i>
4)	4) Inform the TSU Business Center for production of TSU Bulletin	None.	1 day	<i>Technical Staff PA Office Staff BAAS Office</i>
5)	5) Distribute the copies of TSU Bulletin to offices 5.1) Provide copies for client request	None	1-3 days	<i>Technical Staff PA Office</i>
TOTAL:		None.	8 days, 3 hour/s, 0 minutes (minimum)	



3. Regulation of Posting and Approval of Advertisement/Announcements

The service allows the review and approval of posters, tarpaulins or other advertising/announcement materials to be posted inside the university campus.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G Government to Government or G2B - Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials to be approved		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present material subject to approval; Submit request letter with attachments, if any.	1) Receive submitted material/s	None.	1 minute	<i>Technical Staff PA Office</i>
2)	2) Review submitted material/s 2.1 After reviewing, staff will sign on the material for approval.	None.	1-3 minutes	<i>Technical Staff PA Office</i>
3)	3) Release the approved material/s	None.	1 minute	<i>Technical Staff PA Office</i>
TOTAL:		None.	0 days, 0 hour/s, 5 minutes	



Office of International Affairs

External Services



1. Filing of IDIMSS Student Consultation Log and Assistance Log

The main purpose of the IDIMSS Section is to represent the Marginalized or Under Represented Students. Assistance and being always open for consultation is one important key to perform this purpose or duty.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IDIMSS Identification Card		IDIMSS Office (Student Center)		
Consultation and Assistance Log Form (TSU-IDI-SF-06)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Marginalized or Under Represented Student shall present his/her IDIMSS Identification Card for verification.	1. The office shall verify the Student and Identification Card	None.	1 minute	Staff IDIMSS
2. The student shall fill out the IDIMSS Student Consultation and Assistance Log Form.	2. IDIMSS shall check the filled-out Student Consultation and Assistance Log. IDIMSS shall assess to what assistance the client needs	None.	2 to 5 minutes	Staff IDIMSS
3. The client shall explain the concerns to the IDIMS Staff	3. The office shall assess the conversation what type of assistance the Marginalized or Underrepresenten	None.	10 minutes	Staff IDIMSS



	ted student needs. The office shall advise or endorse the student to concerned office/individual.			
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	

2. IDIMSS Application for Membership and Identification Card

The main purpose of the IDIMSS section is to give extended services to Marginalized or under-represented students. May it be a referral to a certain office or give them access to help them with their specific needs and concerns. The IDIMSS section also promotes and organize specific programs for the to improve and level the status of under-represented students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Indigenous People – <i>Certificate of Tribe Membership</i>		The student will provide.		
For Solo Parent – <i>Solo Parent I.D.</i>				
For Persons with disability – <i>PWD I.D.</i>				
For Indigent – 4P's I.D. of the immediate family member or Certificate of Indigency, and BIR Certification of Tax Exemption				
IDIMSS Membership Application form (TSU-IDI-SF-05)		IDIMSS Office (<i>Student Center Building</i>)		
IDIMSS Marginalized Student Information sheet (TSU-IDI-SF-03)				
Two (2) pieces updated 2 x 2 picture		Student requirement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The client will present his/her pertinent documents.	1. Review and evaluate the submitted documents. If the documents are sufficient, the student may proceed to next step.	None.	2 minutes	Staff IDIMSS
2. The client shall fill out the IDIMSS Application Form (TSU-IDI-SF-05)	2. Review and evaluate the submitted Application form (TSU-IDI-SF-05).	None.	2 minutes	Staff IDIMSS
3. The client shall fill out Marginalized Student Information Sheet (TSU-IDI-SF-03)	3. Review and evaluate the submitted Student Information Sheet (TSU-IDI-SF-03)	None.	5 minutes	Staff IDIMSS
4. IDIMSS Section shall issue IDIMS Identification Card	4. If all pertinent documents and forms has been settled, IDIMS shall file and list the documents submitted by the client and will issue IDIMSS Identification Card	None.	10 minutes	Staff IDIMSS
TOTAL:		None.	0 day/s, 0 hour/s, 19 Minutes	



3. International Student Processing of VISA Conversion

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs – oversees the VISA Conversion of TSU’s International Students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Marginalized or Under-Represented Students <i>(International Students)</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Consolidated Application Form (CGAF-003-Rev 2)		Bureau of Immigration		
Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (VISA) and Bureau of Quarantine Stamp		Student’s Passport		
NBI Clearance (if six (6) months or more from the date of arrival in the Philippines)		National Bureau of Investigation		
Endorsement addressed to the commissioner from TSU for the conversion of the applicant’s status, signed by the School Registrar.		Prepared by the IDIMSS Staff and Liaison Officer		
Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp.		Prepared by the IDIMSS Staff and Liaison Officer		
Photocopy of the I.D. of the BI Liaison Officer.		Prepared by the BI Liaison Officer		
Travel Order (TSU-ASU-SF-23)		Downloadable at the TSU official website https://www.tsu.edu.ph/downloads/faculty-and-personnel/ .		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The International Student shall submit his/her documents for the Liaison Officer and IDIMSS Staff to process.</p> <p>Note: submission of documents must be two (2) weeks before the expiration of visa.</p>	<p>1. Review and evaluate if the submitted documents are complete.</p>	<p>None.</p>	<p>5 minutes</p>	<p>Staff and Liaison Officer IDIMSS</p>
<p>2.</p>	<p>2. Prepare the pertinent documents for the conversion of VISA of the Student. Documents must be filed and fastened in a long white folder.</p>	<p>None.</p>	<p>5 minutes</p>	<p>Staff and Liaison Officer IDIMSS</p>
	<p>2.1 Schedule a travel to the Bureau of Immigration Student's Desk</p>	<p>None.</p>	<p>30 minutes</p>	<p>Staff and Liaison Officer IDIMSS</p>
<p>3. International student should go with the liaison officer in processing the conversion of visa</p>	<p>3. Process the conversion of visa at the Student's Desk, Bureau of Immigration</p>	<p>None.</p>	<p>1 day</p>	<p>Liaison Officer IDIMSS</p>
<p>4. The international student shall be notified by the liaison officer regarding the status of their visa</p>	<p>4. The Liaison Officer and IDIMSS Staff shall inform the International Student regarding the</p>	<p>None.</p>	<p>5 minutes</p>	<p>Staff and Liaison Officer IDIMSS</p>



	approved schedule of travel.			
TOTAL:		None.	1 day, 0 hour/s, 45 minutes	

4. International Student Processing of VISA Extension

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs –oversees the VISA Extension of TSU’s International Students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Marginalized or Under-Represented Students (<i>International Students</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Consolidated Application Form (<i>CGAF-003-Rev 2</i>)		Bureau of Immigration	
Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (<i>VISA</i>) and Bureau of Quarantine Stamp		Student’s Passport	
Copy of Latest Transcript of Records from two (2) previous semesters.		TSU Registrar	
Honorable Dismissal or Certificate of Transfer from previous school		Previous school attended	
Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp.		Prepared by the IDIMSS Staff and Liaison Officer	



Photocopy of the I.D. of the BI Liaison Officer.		Prepared by the BI Liaison Officer		
Travel Order (TSU-ASU-SF-23)		Downloadable at the TSU official website.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The International Student shall submit his/her documents for the Liaison Officer and IDIMSS Staff to process.</p> <p>Note: submission of documents must be two (2) weeks before the expiration of visa.</p>	1. Review and evaluate if the submitted documents are complete.	None.	5 minutes	Staff and Liaison Officer IDIMSS
2.	2. Prepare the pertinent documents for the conversion of VISA of the Student. Documents must be filed and fastened in a long white folder.	None.	5 minutes	Staff and Liaison Officer IDIMSS
3.	3. Schedule a travel to the Bureau of Immigration Student's Desk	None.	30 minutes	Staff and Liaison Officer IDIMSS
4. International student should go with the liaison officer in processing the conversion of visa	4. Process the conversion of visa at the Student's Desk, Bureau of Immigration	None.	1 day	Liaison Officer IDIMSS
5. The international student shall be	5. The Liaison Officer and	None.	5 minutes	Staff and Liaison Officer IDIMSS



notified by the liaison officer regarding the status of their visa	IDIMSS Staff shall inform the International Student regarding the approved schedule of travel.			
TOTAL:		None.	1 day, 0 hour/s, 45 minutes	

5. Processing of Documents for Apostille

The Liaison Officer of the university shall transact, process and provide reportorial requirements to the Bureau of Immigration and Department of Foreign Affairs. The liaison officers primarily process certification, authentication and verification (Apostille) of Memorandum of Agreement, Memorandum of Understanding and other pertinent documents of the University.

Office or Division:	International Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	Offices of the University and International Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement		Signed by the Office of the President and endorsed to the Office of International Affairs		
Memorandum of Understanding				
Diploma/Certificate of Completion from Schooling; and others.		Extended assistance to the International Students if necessary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Offices of the University shall endorse signed MOU / MOA or	1. The International Affairs and IDIMSS Staff shall receive final and original	None.	2 to 5 minutes	<i>Staff</i> IDIMSS <i>Staff</i>



other pertinent documents	document(s) for assessment and checking.			Office of International Affairs
2.	1. The International Affairs Staff shall process the documents for notary of MOAs or MOUs and Certificate of Authority for a Notarial Act (CANA) for MOAs or MOUs	None.	1 day	Staff IDIMSS Staff Office of International Affairs
	2.1 The Liaison Officer and IDIMSS Staff shall schedule a travel to the Department of Foreign Affairs and shall pick up the Apostilled Document (based on the date issued on the claim stub)	None.	2 days (1 day for travel and 1 day for release)	Staff IDIMSS Liaison Officer IDIMSS
2. Client shall be notified on the status of their request after the official travel.	3. Notify the status of the request and will take a copy after handing the apostilled copy to the client	None.	10 minutes	
TOTAL:		None.	3 days, 0 hour/s, 15 minutes	



Office of International Affairs

Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

The Office of International Affairs shall transact and process CHED Endorsement for Legitimacy of Travel Abroad as requirement for all official travel of faculty, non-teaching personnel and officials abroad.

Office or Division:	Office of the International Affairs - Vice President for International Linkages and External Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement from the University President			Signed by the Office of the President and endorsed to the Office of International Affairs	
Invitation letter, Program and other pertinent attachments regarding travel abroad				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Respective offices of the University shall endorse/submit documents to the Office of International Affairs regarding travel abroad	1. Receive the documents submitted. Review and evaluate the documents. Advise the client if the documents submitted is insufficient	None	2 to 5 minutes	Staff Office of International Affairs
2.	2. The liaison officer shall prepare all the documents and forms to be submitted to CHED International Affairs and Services	None	5 to 10 minutes	Staff Office of International Affairs Clerk Office of the University President



3.	3. The Liaison Officer shall schedule a travel to the Commission on Higher Education, Central Office and shall submit all pertinent documents	None	16 days (1 day for travel and 15 working days for release)	Office of International Affairs
4. Client shall be notified on the status of their request after the official travel.	4. Notify the status of the request and will take a copy after handing the apostilled copy to the client	None	10 minutes	Office of International Affairs
TOTAL:		None	16 days, 0 hour/s, 25 minutes	



Administrative Services Unit

External Services



1. Remittance Voucher Preparation Procedure for BIR

This procedure applies to preparation of remittance voucher of withholding taxes of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers/Part-timers.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BIR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (original copy)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [three (3) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares Monthly Remittance List.	None.	2 days	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
2)	2) Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
3)	3) Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
4)	4) Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
5)	5) Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	3 minutes	<i>Head</i> Administrative Services Unit
6)	6) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit



TOTAL:	None.	2 days, 0 hour/s 27 minutes	
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*under normal circumstances

*per remittance list

2. Remittance Voucher Preparation Procedure for GSIS

This procedure applies to preparation of remittance voucher of premiums and/or loans of Permanent/Temporary/Contractual Employees.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (original copy)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [three (3) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares Monthly Remittance List.	None.	4 to 6 days (depending on the status of employee)	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
2)	2) Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
3)	3) Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
4)	4) Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
5)	5) Signs Remittance List, Obligation Request	None.	10 minutes	<i>Head</i>



	and Disbursement Voucher.			Administrative Services Unit
6)	6) Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/Releasing Staff Administrative Services Unit
TOTAL:		None.	≤6 days, 0 hour/s 34 minutes	

*under normal circumstances

*per remittance list

3. Remittance Voucher Preparation Procedure for HDMF

This procedure applies to preparation of remittance voucher of premiums and/or loans of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers/Part-timers.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	HDMF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (original copy)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [three (3) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares Monthly Remittance List.	None.	2 days	Payroll and/or Remittance Staff Administrative Services Unit
2)	2) Reviews remittance list including checking of figures entered.	None.	10 minutes	Payroll and/or Remittance Staff Administrative Services Unit
3)	3) Prints Remittance List.	None.	10 minutes	Payroll and/or Remittance Staff



				Administrative Services Unit
4)	4) Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	Payroll and/or Remittance Staff Administrative Services Unit
5)	5) Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	3 minutes	Head Administrative Services Unit
6)	6) Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/Releasing Staff Administrative Services Unit
TOTAL:		None.	2 days, 0 hour/s, 27 minutes	

*under normal circumstances

*per remittance list

4. Remittance Voucher Preparation Procedure for PHIC

This procedure applies to preparation of remittance voucher of premiums of Permanent/Temporary/Contractual Employees and Job Orders.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PHIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (original copy)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [three (3) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares Monthly Remittance List.	None.	4 days	Payroll and/or Remittance Staff Administrative Services Unit



2)	2) Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
3)	3) Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
4)	4) Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
5)	5) Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	5 minutes	<i>Head</i> Administrative Services Unit
6)	6) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	4 days, 0 hour/s 29 minutes	

*under normal circumstances

*per remittance list

5. Utilities' Voucher Preparation Procedure

This procedure applies to preparation of payment voucher of utilities - Electric (Tarlac Electric Inc.), Water (Primewater), Telephone (PLDT), and Internet (Converge/PLDT).

Office or Division:	Administrative Services Unit – Remittance Section
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity/ies
Who may avail:	TEI, Primewater, PLDT/Converge
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1)Statement of Accounts (SOA)	From TelCos (PLDT and Converge)/Company
2)Disbursement Voucher [four (4) copies]	From Administrative Services Unit – Remittance Staff



3)Obligation Request [four (4) copies]		From Administrative Services Unit – Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Submits monthly SOA through email or by a courier.	1) Receives monthly Statement of Account (SOA)/billing.	None.	2 minutes	<i>Remittance Staff</i> Administrative Services Unit
2)	2) Reviews and checks SOA.	None.	5 minutes	<i>Remittance Staff</i> Administrative Services Unit TelCos (PLDT and Converge) /Company
3)	3) Prepares monthly summary.	None.	5 minutes	<i>Remittance Staff</i> Administrative Services Unit
4)	4) Computes Withholding Taxes.	None.	3 minutes	<i>Remittance Staff</i> Administrative Services Unit
5)	5) Encodes figures to disbursement voucher and obligation request.	None.	5 minutes	<i>Remittance Staff</i> Administrative Services Unit
6)	6) Prints Disbursement Voucher and Obligation Request	None.	3 minutes	<i>Remittance Staff</i> Administrative Services Unit
7)	7) Signs Disbursement Voucher and Obligation Request.	None.	5 minutes	<i>Head</i> Administrative Services Unit
8)	8) Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/Releasing Staff Administrative Services Unit
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	

*under normal circumstances



Administrative Services Unit

Internal Services



1. Checking of Special Order for Honorarium Classes, Lecturers and Part-timers

This procedure applies to checking of Special Orders.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU lecturers, part-timers & plantilla personnel with honorarium classes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Unapproved Special Order		From the College.		
2) Individual Faculty Loading		From the College.		
3) College Summary of Faculty Loading		From the College.		
4) Approved Justification Letter (if necessary)		From the College.		
5) Any Legal Basis (if necessary)		From the College.		
6) Approved Request Letter (if necessary)		From the College.		
7) Rotation Plan (if applicable)		From the College.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Submits Special Order (S.O.) signed by the faculty and Dean and all documentary requirements.	1) Receives S.O. and attached documentary requirements (S.O. not signed by the concerned faculty and/or Dean shall not be accepted).	None.	1 minute	<i>Receiving/Releasing Staff</i> Administrative Services Unit
2)	2) Checks S.O. based on the set guidelines and including completeness of supporting documents	None.	10 minutes	<i>Administrative Staff</i> Administrative Services Unit
3)	3) Reviews and signs S.O.	None.	15 minutes	<i>Head</i> Administrative Services Unit
4)	4) Logs S.O. and forwards to the next office concerned.	None.	1 minute	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	27 minutes	

*under normal circumstances



2. Payroll Preparation for All Personnel Benefits of Permanent/Temporary/Contractual Employees

This procedure applies to payroll preparation for All Personnel Benefits of Regular/Temporary/Contractual employees (determination of personnel entitled and/or qualified to such benefit is not included in this procedure).

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU personnel entitled to benefits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1)List of personnel with pro-rated benefit/s and not entitled to receive such benefit/s. [one (1) copy]		From Administrative Services Unit – Payroll Staff/HRDMO (if necessary)		
2)Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff		
3)Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
4)Disbursement Voucher [three (3) copies]				
5)Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
6)For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares list of personnel entitled to the benefits.	None.	1 hour	<i>Payroll Staff</i> Administrative Services Unit
2)	2) Prepares payroll/disbursement voucher (including encoding of deductions if any).	None.	3 hours	<i>Payroll Staff</i> Administrative Services Unit
3)	3) Checks figures entered in the payroll/disbursement voucher.	None.	1 hour	<i>Payroll Staff</i> Administrative Services Unit
4)	4) Prints Payroll/disbursement voucher.	None.	30 minutes	<i>Payroll Staff</i> Administrative Services Unit
5)	5) Prepares Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit



6)	6) Prepares proof list (not applicable if single payee).	None.	1 hour	<i>Proof list in-charge</i> Administrative Services Unit
7)	7) Signs payroll and Prooflist.	None.	10 minutes	<i>Head</i> Administrative Services Unit
8)	8) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	0 day/s, 6 hours, 44 minutes	

*under normal circumstances

3. Payroll Preparation for Overtime/Extended Services

This procedure applies to payroll preparation for Overtime/Extended Services.

Office or Division:	Administrative Services Unit – Payroll Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All TSU personnel with approved authority to render overtime and extended services.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1)Approved authority to render Overtime/Extended Services [two (2) xerox copies]	From the employee/s claiming their payment for the Overtime/Extended Services they rendered.
2)Report on Overtime/Extended Services Rendered [two (2) xerox copies]	From the employee/s claiming their payment for the Overtime/Extended Services they rendered.
3)Statement of Overtime/Extended Services [two (2) xerox copies]	From the employee/s claiming their payment for the Overtime/Extended Services they rendered.
4)Accomplishments Reports [two (2) xerox copies]	From the employee/s claiming their payment for the Overtime/Extended Services they rendered.
5)Daily Time Record [two (2) xerox copies]	From the employee/s claiming their payment for the Overtime/Extended Services they rendered.
6)Payroll [three (3) copies]	From Administrative Services Unit – Payroll Staff



7)Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
8)Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)Submits signed DTR and all documentary requirements (items 1 to 5 only).	1) Receives DTR and attached documentary requirements (unsigned DTR shall not be accepted).	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
2)	2) Checks DTR and submitted documents.	None.	3 to 30 minutes depending on the bulk of DTRs received.	<i>Payroll Staff</i> Administrative Services Unit
3)	3) Computes total/allowable number of hours rendered.	None.	5 to 50 minutes depending on the number of dtr received.	<i>Payroll Staff</i> Administrative Services Unit
4)	4) Encodes total/allowable number of hours rendered (including deductions, if any).	None.	10 minutes per DTR	<i>Payroll Staff</i> Administrative Services Unit
5)	5) Checks figures entered in the payroll/disbursement voucher.	None.	1 minute	<i>Payroll Staff</i> Administrative Services Unit
6)	6) Prints payroll/disbursement voucher.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
7)	7) Prepares Obligation Request.	None.	1 minute	<i>Payroll Staff</i> Administrative Services Unit
8)	8) Prepares prooflist (not applicable to single payee).	None.	5 minutes	<i>Proof list in-charge</i> Administrative Services Unit
9)	9) Counter signs payroll/disbursement	None.	5 minutes	<i>Head</i> Administrative Services Unit



	voucher and signs prooflist.			
10)	10) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
TOTAL:		None.	0 day/s, ≤1 hour, 48 minutes	

*under normal circumstances

*maximum of ten (10) persons per payroll

4. Payroll Preparation for PVP of Permanent and Temporary Teaching Employees

This procedure applies to payroll preparation for PVP of Permanent and Temporary Teaching Employees.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Permanent and Temporary Teaching Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff		
2) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
3) Disbursement Voucher [three (3) copies]				
4) Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
5) For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares computation of Proportional Vacation Pay (PVP) of each employee as to the number of days and the corresponding amount to	None.	3 to 5 days (depending on the availability of data from hrdmo)	<i>Payroll Staff Administrative Services Unit</i>



	be received by each employee.			
2)	2) Prepares payroll including encoding of deductions.	None.	1 day	<i>Payroll Staff</i> Administrative Services Unit
3)	3) Checks figures entered in the payroll/disbursement voucher.	None.	1 hour	<i>Payroll Staff</i> Administrative Services Unit
4)	4) Prints payroll/disbursement voucher.	None.	30 minutes	<i>Payroll Staff</i> Administrative Services Unit
5)	5) Prepares Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
6)	6) Prepares prooflist (not applicable to single payee).	None.	10 minutes	<i>Proof list in-charge</i> Administrative Services Unit
7)	7) Signs payroll/disbursement voucher and prooflist.	None.	10 minutes	<i>Head</i> Administrative Services Unit
8)	8) Logs documents and forwards to next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	≤6 days 1 hour, 54 minutes	

*under normal circumstances

5. Payroll Preparation for Salary of Job Orders

This procedure applies to payroll processing for Salary of Job Orders.

Office or Division:	Administrative Services Unit – Payroll Section		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	TSU Job Orders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1) Daily Time Record (DTR) [two (2) original copies] signed by the immediate supervisor		From the Job Order/s.	
2) Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff	



3)Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
4)Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
5)For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prints DTRs.	None.	2 hours	<i>Payroll Staff</i> Administrative Services Unit
2) Receives DTR.	2) Distributes Job Orders' DTRs.	None.	4 hours to 1 day <i>(depending on the availability of job order)</i>	<i>Payroll Staff</i> Administrative Services Unit
3) Submits DTR signed by the immediate supervisors.	3) Receives DTR (unsigned DTR shall not be accepted).	None.	1 minute to 1.5 hours <i>(depending on the bulk of dtrs to be received)</i>	<i>Payroll Staff</i> Administrative Services Unit
4)	4) Computes actual number of hours rendered.	None.	1 minute to 6 hours <i>(depending on the number of dtrs received)</i>	<i>Payroll Staff</i> Administrative Services Unit
5)	5) Encodes total number of hours rendered (including deductions). Reviews the figures encoded	None.	4 hours	<i>Payroll Staff</i> Administrative Services Unit
6)	6) Prints payroll/disbursement voucher and Obligation Request.	None.	8 minutes	<i>Payroll Staff</i> Administrative Services Unit
7)	7) Prepares prooflist (not applicable if single payee).	None.	1 hour	<i>Proof list in-charge</i> Administrative Services Unit
8)	8) Signs payroll and prooflist and counter signs disbursement voucher.	None.	5 minutes	<i>Head</i> Administrative Services Unit



9)	9) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	≤2 days, 6 hours, 45 minutes	

*under normal circumstances

6. Payroll Preparation for Salary of Lecturers/Part-timers and Faculty with Honorarium

This procedure applies to payroll preparation for Salary of Lecturers/Part-timers and plantilla personnel with honorarium class.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU lecturers, part-timers and plantilla personnel with honorarium class			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1)Daily Time Record (DTR) [one (1) original copy] signed by the immediate supervisor		From the College.		
2)Summary of hours rendered [one (1) original copy and one (1) xerox copy] signed by the College clerk and Dean		From the College.		
3)Approved Special Order (SO) [one (1) xerox copy]		From the College.		
4)Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff		
5)Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
6)Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
7)For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Submits signed DTR, Summary of Hours Rendered and Special Order.	1) Receives documents (unsigned DTR and/or incomplete attachments shall not be accepted).	None.	1 minute to 10 minutes (depending on the bulk of	<i>Receiving/Releasing Staff</i> Administrative Services Unit



			DTRs to be received)	
2)	2) Checks DTRs and computes total number of hours rendered.	None.	5 minutes to 50 minutes (depending on the number of DTRs received)	<i>Payroll Staff Administrative Services Unit</i>
3)	3) Prepares payroll (including encoding of deductions, if any).	None.	10 minutes	<i>Payroll Staff Administrative Services Unit</i>
4)	4) Prints payroll/disbursement voucher and Obligation Request.	None.	2 minutes	<i>Payroll Staff Administrative Services Unit</i>
5)	5) Prepares proof list (not applicable to single payee).	None.	5 minutes	<i>Proof list in-charge Administrative Services Unit</i>
6)	6) Counter signs payroll/disbursement voucher and signs prooflist.	None.	3 minutes	<i>Head Administrative Services Unit</i>
7)	7) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
TOTAL:		None.	0 day/s, 1 hour, 22 minutes	

*under normal circumstances

* maximum of ten (10) faculty per payroll

7. Payroll Preparation for Salary/PERA of Permanent/Temporary/Contractual Employees

This procedure applies to payroll preparation for Salary/PERA of Permanent/Temporary/Contractual Employees (determination of amount of deductions and adjustments to salary if any, are not included in this procedure).

Office or Division:	Administrative Services Unit – Payroll Section
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff		
2) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
3) Prooflist [two (2) copies]		From Administrative Services Unit – Prooflist in-charge		
4) For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Prepares payroll including encoding of all deductions and salary adjustments, if any.	None.	4 hours	<i>Payroll Staff</i> Administrative Services Unit
2)	2) Checks figures entered in the payroll/disbursement voucher.	None.	40 minutes	<i>Payroll Staff</i> Administrative Services Unit
3)	3) Prints Payroll/disbursement voucher.	None.	30 minutes	<i>Payroll Staff</i> Administrative Services Unit
4)	4) Prepares and prints Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
5)	5) Prepares prooflist (not applicable if single payee).	None.	30 minutes	<i>Proof list in-charge</i> Administrative Services Unit
6)	6) Signs prooflist, payroll/disbursement voucher and Obligation Request.	None.	10 minute	<i>Head</i> Administrative Services Unit
7)	7) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	0 day/s, 5 hours, 54 minutes	

*under normal circumstance



8. Payroll Preparation for Salary of Student Assistants

This procedure applies to payroll preparation for Salary of Student Assistants.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU student assistants.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Daily Time Record (DTR) [two (2) original copy] signed by the College Dean		From the College.		
2) Approved request letter [one (1) xerox copy]		From the College.		
3) Certificate of Registration (COR) [one (1) xerox copy]		From the student/College.		
4) Payroll [three (3) copies]		From Administrative Services Unit – Payroll Staff		
5) Obligation Request [four (4) copies]		From Administrative Services Unit – Payroll Staff		
6) For single payee: three (3) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Submit signed DTR, approved request letter and COR.	1) Receives DTR, documents and attachments (unsigned DTR shall not be accepted).	None.	1 to 10 minutes (depending on the number of DTRs to be received)	Receiving/ Releasing Staff Administrative Services Unit
2)	2) Checks DTR and attachments.	None.	1 minute to 10 minutes (depending on the number of DTRs received)	Payroll Staff Administrative Services Unit
3)	3) Computes total number of hours rendered.	None.	10 minutes	Payroll Staff Administrative Services Unit
4)	4) Encodes total number of hours rendered.	None.	3 minutes	Payroll Staff Administrative Services Unit
5)	5) Checks figures entered in the payroll/disbursement voucher.	None.	1 minute	Payroll Staff Administrative Services Unit



6)	6) Prints payroll/disbursement voucher and Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
7)	7) Countersigns payroll/disbursement voucher.	None.	5 minutes	<i>Head</i> Administrative Services Unit
8)	8) Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None.	0 day/s, 0 hour/s, 43 minutes	

*under normal circumstances

*maximum of ten (10) students per payroll

9. Photocopying of Documents

This procedure applies to reproduction of various documents of the University.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Sheet		From the Business Center – Printing Section		
Document/s to be reproduced.		From the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Gives document/s to be reproduced. Specifies the number of copies, type/size of paper and color of ink to be used.	1) Verifies/confirms details of documents to be reproduced as specified by the client.	None.	1 minute	<i>Printing Staff</i> Administrative Services Unit
2)	2) Sets the photocopying machine.	None.	1 minute	<i>Printing Staff</i> Administrative Services Unit



3)	3) Prints the document/s.	None.	5 to 30 minutes (depending on the number of documents to be reproduced)	Printing Staff Administrative Services Unit
4)	4) Sorts the documents.	None.	10 minutes	Printing Staff Administrative Services Unit
5)	5) Logs the number of copies, lay out, and type of printing in the log sheet.	None.	1 minute	Printing Staff Administrative Services Unit
6) Acknowledges receipt of documents by signing on the logbook.	5)	None.	1 minute	
TOTAL:		None.	0 day/s, 0 hour/s, 44 minutes	

*under normal circumstances

10. Request for Personnel-Related Documents Preparation Procedure

This procedure applies to all request for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Administrative Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Properly accomplished Request Slip Form (TSU-ASU-SF-30).			From Administrative Services Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplishes Request Slip Form (TSU-ASU-SF-30).	1)	None.	3 minutes	



2) Submits properly filled-out Request Slip Form	2) Receives properly accomplished slip and confirms other details, if necessary.	None.	1 minute	<i>Receiving/Releasing Staff Administrative Services Unit</i>
3)	3) Forwards the slip to the administrative staff in-charge.	None.	1 minute	<i>Receiving/Releasing Staff Administrative Services Unit</i>
4)	4) Prepares, prints and counter-signs the document based on the information found.	None.	30 minutes to 4 hours (depending on the nature of request/s)	<i>Administrative Staff Administrative Services Unit</i>
5)	5) Signs the document/s.	None.	1 minute	<i>Head Administrative Services Unit</i>
6)	6) Logs the document/s.	None.	1 minute	<i>Receiving/Releasing Staff Administrative Services Unit</i>
7) Acknowledges receipt of documents by signing in the outgoing logbook.	7)	None.	1 minute	
TOTAL:		None.	0 day/s, 4 hours, 8 minutes	

*under normal circumstances

11. Ring Binding of Documents

This procedure applies to ring binding of various documents of the University.

Office or Division:	Administrative Services Unit – Payroll Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All TSU personnel.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1)Log Sheet	From the Business Center – Printing Section
2)Document/s for ring bound.	From the client.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	*PROCESSING TIME	PERSON RESPONSIBLE
1) Gives document/s to be ring bound.	1) Receives and determines the details of documents.	None.	1 minute	Printing Staff Administrative Services Unit
2)	2) Prepares all the materials and equipment needed.	None.	2 minutes	Printing Staff Administrative Services Unit
3)	3) Punch the documents.	None.	5 to 30 minutes (depending on the thickness of the documents)	Printing Staff Administrative Services Unit
4)	4) Trims the edges of the plastic ring bind.	None.	3 minutes	Printing Staff Administrative Services Unit
5)	5) Logs the number of books in the log sheet.	None.	1 minute	Printing Staff Administrative Services Unit
6) Acknowledges receipt of documents by signing in the logbook.	6)	None.	1 minute	
TOTAL:		None.	0 day/s, 0 hour/s, 38 minutes	

*under normal circumstances



Procurement Unit

External Services



1. Sale of Bidding Documents

The service provides the suppliers and contractors on the process on how to acquire Bidding Documents.

Office or Division:	Procurement Unit - BAC Secretariat Division			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents (4 copies)		BAC Secretariat Division, Procurement Office and PHILGEPS website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1. The BAC Secretariat shall receive the letter of intent from prospective bidders	None.	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
2.	2. The BAC Secretariat will assess the payment.	More than 1M up to 5M= 5,000 More than 5M up to 10M= 10,000 More than 10M up to 50M= 25,000 More than 50M up to 500M= 50,000 More than 500M= 75,000	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
3.	3. The contractor shall pay the fee at the Cashiering Unit	More than 1M up to 5M = PhP 5,000	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit



		<p>More than 5M up to 10M = PhP 10,000</p> <p>More than 10M up to 50M = PhP 25,000</p> <p>More than 50M up to 500M = PhP 50,000</p> <p>More than 500M = PhP 75,000</p>		Cashiering Unit
4.	4. The BAC shall require the prospective bidder/supplier a photocopy of his/her official receipt and issue complete set of bidding documents	None.	5 minutes	BAC Secretariat Staff Procurement Unit
TOTAL:		<i>(Total fees to be paid will depend on the equivalent amount of allotted budget stated on the table above)</i>	0 day/s, 0 hour/s, 20 minutes	



2. Canvassing of Request

The service provides information on how canvassers of TSU Procurement Unit distributes/retrieves Request of Quotation on any eligible supplier or contractor.

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Quotation (3 copies)		Receiving & Canvassing Division, Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse Request for Quotation with attach supporting documents on Philgeps.	1. The Canvassing Unit shall post the Request of Quotation at the Philgeps with ABC above 50,000	None.	3 to 5 days	<i>Staff</i> Planning and Canvassing Division
2. Receive Request for Quotation with attach supporting documents.	2. Distribute RFQ to all eligible contractors/suppliers	None.	1 to 3 days	<i>Staff</i> Planning and Canvassing Division
3.	3. The Canvassing Staff shall retrieve all RFQ distributed to all eligible contractors/suppliers	None.	1 hour	<i>Staff</i> Planning and Canvassing Division
TOTAL:		None.	8 days, 1 hour, 0 minute/s	



3. Performance Evaluation of Contractors/Suppliers

The service provides information on how Contract Management Division staff in Procurement Unit of Tarlac State University to conduct Suppliers Performance Evaluation to the End-Users for evaluation of all the items delivered & services accomplished.

Office or Division:	Procurement Unit - Contract Management Division			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers Performance Evaluation Form (1 copy)		Contract Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receive performance evaluation form	1. The Contract Mgt. Unit shall distribute performance evaluation form to all completed projects.	None.	1 day	<i>Staff</i> Contract Mgt. Division
2. Client will send back the accomplish performance evaluation form.	2. The Contract Mgt Unit shall prepare a monthly report on the result of performance evaluation conducted to all suppliers/contractors to be submitted to the Head of the Unit.	None.	30 minutes	<i>Staff</i> Contract Mgt. Division
3.	3. After review and checking on the report submitted by the Contract unit, the unit head shall transmit the report to the OIC-CAO.	None.	30 minutes	<i>Unit Head</i> Contract Mgt. Division
TOTAL:		None.	1 day, 1 hour, 0 minute/s	



Procurement Unit

Internal Services



1. Preparation and Submission of Annual Procurement Plan (APP)

This services as required by the law to offices and colleges to submit their Project Procurement Monitoring Plan for the applicable year to be included in the Annual Procurement Plan of the University.

Office or Division:	Procurement Unit - BAC Secretariat Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Monitoring Plan Form (3 copies)		BAC Secretariat Division, Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all requirements and present all original copies.	3. The BAC Secretariat shall receive and logged the Approved PPMP of each Offices/Unit/Colleges of the University.	None.	2 months (March to April of the current year)	<i>BAC Secretariat Staff</i> Procurement Unit
2.	4. The BAC Secretariat will prepare a schedule to the evaluation of PPMP for each units and offices/colleges	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
3.	5. The BAC Secretariat shall forward the Schedule of PPMP Evaluation for approval	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit



4.	4. The BAC shall forward the approved Schedule of PPMP Evaluation to the Record and Archives Unit to inform units/colleges/offices on the scheduled evaluation	None.	1 day	<i>BAC Secretariat Staff Procurement Unit Staff Records and Archives Unit</i>
5.	5. The BAC shall notify the PPMP Evaluation Committee in writing on the Scheduled PPMP Evaluation	None.	1 day	<i>BAC Secretariat Staff Procurement Unit</i>
6.	6. The BAC shall arrange, documents and assist the PPMP Evaluation Committee during the Evaluation	None.	2 months (May to June of the current year)	<i>BAC Secretariat Staff Procurement Unit PPMP Evaluation Committee Procurement Unit</i>
7.	7. The BAC Secretariat shall consolidate the evaluated PPMP	None.	1 month (July of the current year)	<i>BAC Secretariat Staff Procurement Unit</i>
8.	8. The BAC shall forward the consolidated APP to the Budget Management Unit for the allocation of funds	None.	1 month (July of the current year)	<i>BAC Secretariat Staff Procurement Unit Budget Officer Budget Management Unit</i>
9.	9. The BAC shall forward the	None.	1 week	<i>BAC Secretariat and BAC Chairs</i>



	Funded Consolidated APP to be signed by authorized signatory		(First week of August of the current year)	Procurement Unit <i>Chief CAO</i> Administrative Office <i>Vice President</i> Administration and Finance President
10.	10. The BAC shall submit the approved APP to the Government Procurement Policy Board (GPPB) and PS-DBM through on-line and directly to the office of the GPPB	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
11.	11. The BAC Secretariat shall post to the Transparency seal a conspicuous place the Approved APP stamped received by the GPPB and duly stamped by the OPAL for posting.	None.	1 day	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Office of Public Affairs and Information
12.	12. The BAC Secretariat shall file the approved APP of the University.	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
TOTAL:		None.	6 months, 1 week, & 7 days	



2. Processing of Purchase Request / Job Order

The service provides information for offices and colleges of Tarlac State University on the processing of their Purchase Request or Job Order.

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Funding, Purchase Request, Supply Availability Inquiry, Job Order, Request for Quotation (3 copies each)		Downloadable from TSU Portal		
Abstract of Quotation, BAC Resolution (3 copies each)		Receiving & Canvassing Division, Procurement Unit		
Purchase Order & Work Order (5 copies each)		Contract Management Division, Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	<p>1. The approve Purchase Request or Job Order with supporting documents by shall be received and logged by the unit and attached form for the number of days to process:</p> <p>Period of Action-SF 076</p> <p><i>Supporting Documents:</i></p> <ul style="list-style-type: none"> • Duly signed SAI • Funding form (for request not included in the approved APP) • Designs/layout (if applicable) 	None.	5 minutes	<p><i>Document Controller</i> Procurement Unit</p> <p><i>Receiving Staff</i> Procurement Unit</p>



2.	2. The Receiving staff shall forward the Approved Purchase Request / Job Order to the BAC Secretariat Section for processing	None.	5 minutes	Receiving Staff Procurement Unit
3.	3. The BAC Secretariat shall affix control number on the Approved Purchase Request/Job Order	None.	5 minutes	BAC Secretariat Staff Procurement Unit
4.	4. The BAC Secretariat shall forward the Approved PR/JO to the BAC Chair for the identification of mode of procurement. (SF-075)	None.	10 minutes	BAC Secretariat Staff Procurement Unit
5.	5 The BAC Secretariat will forward the approved PR/JO to the DCC for the preparation of Request for Quotation and retain documents for processing under public bidding.	None.	10 minutes	Document Controller Procurement Unit BAC Secretariat Staff Procurement Unit



6.	6. The BAC shall prepare the bidding documents for the processing of request under public bidding	None.	2 days	BAC Secretariat Staff Procurement Unit
7.	7. The BAC shall post to the Philgeps those request for public bidding	None.	1 hour	BAC Secretariat Staff Procurement Unit
8.	8. The Canvassing Section shall post those requests to be process under alternative Mode of Procurement with below 50,000 ABC	None.	1 hour	Staff Planning and Canvassing Division
9.	9. The BAC Secretariat shall prepare the conduct public bidding for request to be undertaken through public bidding 9.1 The Canvassing Unit will conduct canvassing for request undertaken through alternative mode of procurement	None.	28 to 58 days (with failed bidding)	BAC Secretariat Staff Procurement Unit
		None.	1 to 3 days	Planning and Canvassing Division
10.	10.The BAC shall prepare BAC	None.	30 minutes	BAC Secretariat Staff



	resolutions for projects completed which are undertaken through public bidding and BAC Resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000			Procurement Unit
11.	11. The Canvassing shall forward the sealed quotation of contractors/suppliers to the TWG- Technical and end-user for the evaluation of items.	None.	1 day	Staff Planning and Canvassing Division
12.	12. The Canvassing Unit shall prepare the Abstract of Quotation for request undertaken through alternative mode of procurement	None.	30 minutes to 2 hours	Staff Planning and Canvassing Division
13.	13. The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members	None.	1 day (depends on the availability of the BAC members)	Document Controller Procurement Unit
14.	14. The BAC Secretariat shall forward the completed projects	None.	Min. 15 mins; max 30 mins.	BAC Secretariat Procurement Unit Staff



	undertaken through public bidding together will all supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement			Contract Mgt. Division
15.	15. Notice of Award shall be forwarded to the Office of the President for Approval.	None.	1 day (depends on the availability of signing officer)	Staff Contract Mgt. Division Clerk President's Office
16.	16. Countersigned the Purchase Order	None.	5 minutes	Unit Head Procurement Unit
17.	17. The Contract Mgt. Division shall forward the duly countersigned PO/WO to the Budget Office for obligation for funds	None.	5 minutes	Staff Contract Mgt. Division Budget Officer Budget Management Unit
18.	18. Issue copy of duly approved Notice of Award/Purchase Order/Work Order to	None.	30 minutes to 2 days	Staff Contract Mgt. Division



	suppliers/contract or for signing/confirmation though phone call or sending of scanned copy through mail			
19.	19. The Contract Mgt. Unit shall forward copy of duly confirmed POWO to the Commission on Audit	None.	5 minutes	<i>Staff</i> Contract Mgt. Division
20.	20. All complete documents shall be forwarded to the SPMU for the fulfillment of contracts. <i>Documents:</i> <ul style="list-style-type: none"> • Purchase Order • Work Order • Contracts And all supporting documents	None.	10 minutes	<i>Staff</i> Contract Mgt. Division
21.	21. For transparency the BAC shall post the awarded projects/contracts at the TSU website, conspicuous place and philgeps	None.	5 minutes to 1 hour	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Planning and Canvassing Division <i>Document Controller</i> Procurement Unit
TOTAL:		None.	66 day/s, 7 hour/s, 0 minutes	



Civil Security Unit

External/Internal Services



1. Claiming of Lost and Found Items

This service allows all stakeholders to claim the item/s that are declared to be lost and found inside the university.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid Identification Card		The claimant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Accept lost and found item/s recovered and keep in a safe compartment.	None.	1 Minute	<i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit
2)	2) Evaluate and seek more information about the item/s.	None.	5 Minutes	<i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit
3) Claimant will claim the item/s recovered.	3) Further verification will be done to ensure item/s is/are owned by the claimant.	None	5 Minutes	<i>Administrative Aide or Security Guard on Duty or Chief of Operation</i> Civil Security Unit
4) Claimant must accomplish information needed.	4) Provide information as part of document process.	None	2 Minutes	<i>Administrative Aide or Security Guard on Duty or Chief of Operation</i> Civil Security Unit
TOTAL:		None.	0 day/s, 0 hour/s, 13 Minutes	



2. Procedure for Action on Complaint

This service allows all stakeholders to resolve their complaints inside the university.

Office or Division:	Civil Security Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written statement indicating the detailed information about the incident/accident.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the document.	1) Accept the document submitted.	None.	1 Minute	<i>Administrative Aide</i> Civil Security Unit
2)	2) Gather information from the complainant and other factors.	None.	Within 20 days	<i>Security Guard on Duty or</i> <i>Head Guard or</i> <i>Chief for Operation</i> Civil Security Unit
3)	3) Investigators prepare spot report and blotter in the security activity logbook.	None		<i>Security Guard on Duty or</i> <i>Head Guard or</i> <i>Chief for Operation</i> Civil Security Unit
4)	4) Endorse to the higher authority, If the findings have probable cause. If not, amicable settlement is observed as an option.	None		<i>Head Guard or</i> <i>Chief for Operation or</i> <i>Civil Security Officer</i> Civil Security Unit
TOTAL:		None.	20 day/s, 0 hour/s, 1 Minute <i>(Subject for further investigation)</i>	



3. Procedure for CCTV Review

This service allows all stakeholders to gain access in reviewing the footages inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written statement indicating the detailed information about the event.		The client will provide.		
Approved letter subject for investigation		From Data Privacy Officer.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the document.	1) Accept the document and ask information for further verification.	None.	1 Minute	<i>Administrative Aide</i> Civil Security Unit
2)	2) Review the CCTV footage in given specific location and time.	None.	Within 20 days	<i>Administrative Aide</i> Civil Security Unit
3) Submit the approved letter subject for investigation.	3) Accept the approved letter and provides the specific footage/s needed as evidence.	None		<i>Administrative Aide</i> Civil Security Unit <i>Head Guard</i> <i>Chief for Operation</i> <i>Civil Security Officer</i> Civil Security Unit
4) Accomplish the information in the log sheet before leaving the office.	4) Provide the log sheet.	None	1 Minute	<i>Administrative Aide</i> Civil Security Unit
TOTAL:		None.	≤20 day/s, 0 hour/s, 2 Minutes (Subject for further investigation)	



Civil Security Unit

Internal Services



1. Application for Permit to Stay

This service allows all faculty and staff to stay inside the university for a specific time.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter with detailed information		From respective college/office/unit.		
Accomplished form		From the Civil Security Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish the form by the Requester with attached approved letter.	1) Accept the accomplished form and attached document.	None.	1-2 Minutes	<i>Administrative Aide</i> Civil Security Unit
2)	2) Evaluate the form before certifying to the authorities. 2.1 Give back to the requestor the incomplete form.	None.	5 Minutes	<i>Administrative Aide</i> Civil Security Unit
3) Requestor must re-accomplish the form and submit afterwards.	3) Receive submitted form.	None	5 Minutes	<i>Administrative Aide</i> Civil Security Unit
4)	4) The form will be signed by either of the authorities if the information is complete.	None	< 1 Hour	<i>Head Guard or Chief for Operation or Civil Security Officer</i> Civil Security Unit
TOTAL:		None.	0 day/s, < 1 hour/s, 10-12 Minutes	



2. Application for Overnight Parking

This service allows all faculty and staff to park their vehicle inside the university for a specific time.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished form		From the Civil Security		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish the form.	1) Accept the accomplished form.	None.	1-2 Minutes	<i>Administrative Aide</i> Civil Security Unit
2)	2) Evaluate the form before certifying to the authorities. 2.1 Give back to the requestor the incomplete form.	None.	5 Minutes	<i>Administrative Aide</i> Civil Security Unit
3) Requestor must re-accomplish the form and submit afterwards.	3) Receive submitted form.	None	5 Minutes	<i>Administrative Aide</i> Civil Security Unit
4)	2) The form will be signed by either of the authorities if the information is complete.	None	< 1 Hour	<i>Head Guard or Chief for Operation or Civil Security Officer</i> Civil Security Unit
TOTAL:		None.	0 day/s, < 1 hour/s, 10-12 Minutes	



Records and Archives Unit

External Services



1. Receiving of Documents (External)

The service allows a systematic procedure of receiving records/documents from other agencies/institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 68.,s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business(EODB).

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication letter from outside agencies			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present the communication letter with attachments, if any.	1) Review and receive the communication. The letter should be address to the TSU President and shall be indicated if printed by or received thru postal.	None.	1-5 minute/s	<i>Staff,</i> Receiving and Dispatch, RAU
2)	2) Stamp using the RAU seal at the upper right portion. Assign a tracer number, date, time and initial of the RAU receiving staff.	None	1-5 minute/s	<i>Staff,</i> Receiving and Dispatch, RAU
3)	3) Record the communication in the assigned logbook of external documents.	None	1-5 minute/s	<i>Staff,</i> Receiving and Dispatch, RAU
4)	4) Forward the recorded communication to the Office of the President and inform the concerned client.	None	1-5 minute/s	<i>Staff,</i> Receiving and Dispatch, RAU
TOTAL:		None.	0 day/s, 0 hour/s, 20 minutes	



2. Request/Access of Information

The service allows anyone to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or Division:	Records and Archives Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOI Request Form (TSU-RAU-SF-07)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The requestor shall accomplish the TSU-RAU FOI Form (Internal or External)	1) Personnel-in-charge shall conduct the initial evaluation of the completely filled-up FOI request form. Deny if the FOI request form is incomplete.	None.	1-5 minute/s	Staff RAU FOI Officer TSU
2)	2) The personnel-in-charge shall release the information if available.	None	For simple transaction, release the information within the date of request or not to exceed 7 working days. For complex transaction follow the regulations under Executive Order No. 2 (Freedom of Information Act)	Staff RAU FOI Officer TSU
TOTAL:		None.	7 day/s, 0 hour/s, 5 minutes	



Records and Archives Unit

Internal Services



1. Receiving and Control (Internal)

The service allows a systematic procedure of receiving and control of records/documents within the University, taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 68.,s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business(EODB).

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter duly signed by the TSU President/ Vice President/s or Authorized representative		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present the communication letter with attachments, if any.	1) Review the nature/format of the communication. The record/document shall be duly signed by proper authority before receiving the document.	None.	5 minutes (if simple) 10 minutes (if complex)	Staff, Receiving and Dispatch, RAU
2)	2) Stamp using the RAU seal at the upper right portion. Assign a tracer number, date, time and initial of the RAU receiving staff.	None	1-5 minute/s	Staff, Receiving and Dispatch, RAU
3)	3) Get one original copy. If the original is to be released, the records file shall indicate	None	1-5 minute/s	Staff, Receiving and Dispatch, RAU



	“Received original copy” by the data owner.			
4)	4) Record to the appropriate logbook.	None	1-5 minute/s	Staff, Receiving and Dispatch, RAU
5) Receive the recorded communication 5.1) Signed in the appropriate logbook by the client/receiver. 5.2) Receive the recorded communication thru Office communicator (OC) or from the DMS. 5.3) Signed in the pigeon hole monitoring form.	5) Dispatch the recorded communication: 5.1) Directly to the data owner. 5.2) Send to OC or post to DMS (if recipients are less than ten (10) different colleges/offices. 5.3) Pigeon Hole stationed at the Records and Archives Unit and inform the concerned personnel.	None	1-5 minute/s	Staff, Receiving and Dispatch, RAU
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	



2. Request for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to 100% ensure the application of the NAP General Disposition Schedule and TSU Records Disposition Schedule (RDS)

Office or Division:		Records and Archives Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RAU Request for Authority to Dispose of Records or Use of Storage Form (TSU-RAU-SF-05)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the duly signed RAU Form (TSU-RAU-SF-05).	1) The staff in-charge review the completely filled-up form submitted.	None.	1-5 minute/s	Staff Storage In-Charge RAU
2)	2) Classify if for disposal or use of storage (if for storage, transfer to storage area; if for disposal, transfer to the disposal area)	None	1-5 minute/s	Staff Storage In-Charge RAU
3)	3) Dispatch 1 copy of the signed RAU Form to the requestor.	None	1-5 minute/s	Staff RAU
4)	4) The RAU Head shall prepare once a year a Request of Authority to Dispose using NAP Form No. 3 duly signed by the Agency Head and submit to the National Archives of the Philippines (NAP) for approval	None	Yearly	Head RAU



5)	5) The actual disposal shall be scheduled by the Agency once received the approval from the NAP.	None	Once a year, but depending upon the volume of the requested valueless records	Head RAU
6)	6) Proceeds on the sale of Valueless records (disposal) shall be receipted at the Cashiering Office		Once the actual disposal was undertaken	Staff Cashiering Unit
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	



Supply and Property Management Unit

External Services



1. Disposal of Used/Unserviceable Supplies, Materials and Equipment

The service allows the disposal of used/unserviceable supplies, materials and equipment upon the approval of required documents.

Office or Division:	Inventory & Disposal Section – Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents		BAC Disposal Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Secure bidding documents	4) Issues bidding documents / guidelines to interested bidder/s.	None	10 minutes	<i>BACD Secretariat SPMU</i>
5) Inspection of items	4) Supervise the inspection of items for disposal.	None	*30 minutes	<i>BACD Secretariat SPMU</i> <i>BAC on Disposal SPMU</i>
6) Attend Pre-bid conference	5) Answers queries / clarifications in the items for disposal, scope of work and other requirements.	None	**30 minutes	<i>BACD Secretariat SPMU</i> <i>BAC on Disposal SPMU</i>
7) Submit a sealed bid	6) Opening of bids. Evaluation of bids.	None	Within seven (7) working days from Pre-bid Within three (3) working days	<i>BACD Secretariat SPMU</i> <i>BAC on Disposal SPMU</i>
8) Receive Notice of Award	7) Prepares and issues Notice of Award to the winning bidder.	None	One (1) day	<i>BACD Secretariat SPMU</i> <i>University President OUP</i>



9) Payment of bid amount	8) Receives payment and issues Official Receipt.	Bid amount	Within five (5) days upon receipt of NOA	Cashiering Staff Cashiering Unit
10) Submit Official Receipt	9) Records Official Receipt Number, prepares and issues gate pass.	None	10 minutes	BACD Secretariat and Disposal Staff SPMU
11) Hauling of used / unserviceable items	10) Checks and verifies items and documents.	None	Within seven (7) days upon receipt of NOA	Disposal staff SPMU Guard on duty CSU
TOTAL:		Bid amount	24 days, 0 hour/s, 20 minutes	

Note: *Duration of activity depends on the location of items for disposal.

**Duration of activity depends on the number of interested bidder/s.

2. Receipt of Deliveries of Supplies, Materials and Equipment

The service allows the receiving, inspection and acceptance for deliveries of supplies, materials and equipment.

Office or Division:	Receiving & Acceptance Section – Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Suppliers / Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order / Work Order		Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Present required documents for the delivery of items.	4) Checks / verifies approved contract/s and other supporting documents.	None	5 minutes	Supplies & Materials / PPE Staff SPMU



5) Delivery of items	4) Checks, counts and receives delivery of item/s if in conformity with the specifications indicated in the contract. Prepares and issues Request for Inspection	None.	*25 minutes	Supplies & Materials / PPE Staff SPMU Member/s Inspection Committee
6) Completion of the delivery of items.	5) Checks, inspects and accepts item/s delivered. Posts delivered items manually and electronically in the stock/ledger card and Supply Inventory System	None	*45 minutes	Supplies & Materials / PPE Staff SPMU Member/s Inspection Committee
	6) Prepares Disbursement Voucher, check and validates attachments, forwards DV to end-user to certify expenses incurred under his/her direct supervision.	None	15 minutes	Clerk and Head SPMU End-user
TOTAL:		None	0 day/s, 1 hour, 30 minutes	

*Note: *Duration of activity depends on the quantity, installation and training/s required for the delivered item/s*



Supply and Property Management Unit

Internal Services



1. Issuance of Supplies, Materials and Equipment

The service allows the issuance of supplies, materials and equipment to end-user/s.

Office or Division:	Issuance Section – Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Respective end-users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition & Issue Slip (RIS)		Front Desk at SPMU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Receive notice for available items	5) Prepares notice for the availability of items	None	10 minutes	S & M Staff PPE Staff SPMU
6) Presents accomplished RIS	5) Checks, approves and records the availability of items. Prepares and signs ICS (for small tangible items with estimated useful life of more than one year). Prepares and signs Property Acknowledgement Receipt (PAR) for PPE.	None	15 minutes	Receiving Clerk, Head, S & M Staff and PPE Staff SPMU
7) Receive items	6) Checks, counts and issue items to end-users. Posts issued items manually and electronically in the stock/ledger card and supply inventory system.	None	*30 minutes	S & M Staff PPE Staff SPMU
TOTAL:		None	0 day/s, 0 hour/s, 55 minutes	

Note: *Duration of activity depends on the quantity of requested and issued items.



Human Resource Development and Management Office

External/Internal Services



1. Request for Other Personnel-Related Documents and Reports

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned personnel or for any legal purposes it may be used.

Office or Division:	Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen or G2G Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter and/or attachments			The applicant or client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit request letter with attachments, if any.	1) Receive submitted document/s	None.	1 minute	<i>Messenger</i> HRDM Office
2)	2) Verify submitted documents. 2.1 After verification, messenger will inform the client about release date of the requested document.	None.	2 minutes	<i>Messenger and Concerned Unit Head</i> HRDM Office
3)	3) Prepare the requested personnel-related documents and/or reports.	None.	3-7 days	<i>Concerned Unit Head and Staff</i> HRDM Office
4)	4) Release of the requested document.	None.	2 minutes	<i>Messenger</i> HRDM Office
TOTAL:		None.	7 days, 0 hour/s, 5 minutes	



Recruitment, Selection and Promotion Unit

External/Internal Services



1. Hiring of Temporary/ Contractual

The service will help the University recruit and select qualified and competent faculty members.

Office or Division:	Human Resource Development and Management Office/Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Requisition Slip and Qualification Standard (TSU-HRD-SF01, TSU-HRD-SF-02A / 2B)		HRDM Office / TSU Website		
Application Letter (Original only)		The applicant or client will provide.		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Dean/Director/Head will submit the accomplished QS Form	1) Receive QS Form	None	1 minute	<i>Messenger</i> HRDM Office
2) Hiring Director/Dean/Head will wait for the	2) Publishes Vacant Positions <i>*if there are no available applicants. RSP staff</i>	None	1 hour	<i>RSPU Staff</i> HRDMO



posting of the vacant position <i>*if applicable</i>	<i>shall publish the vacant position for external hiring (Faculty positions are exempted from publication per CSC ruling)</i>			CSC FO Staff RSPU
3) Submit application requirements.	3) Receive submitted requirements of applicants <i>*receiving of application is until the date specified in the publication</i>	None	10-14 days	Messenger and RSPU Staff HRDMO
4) Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	4) RSPU Staff screens pertinent documents of applicants and forwards to the concerned Dean / Director / Heads for final selection.	None.	30-45 minutes	Messenger and RSPU Staff HRDM Office
5) Qualified Applicants will wait for the schedule of demo and interview and examination	1) HRMPSB Evaluator evaluates the documents of the selected applicants.	None	1 day	HRMPSB Evaluator RSPU Staff HRDM Office
2) Qualified applicants will wait for the schedule of demo interview	6) RSPU staff notifies applicants for the schedule of demo and interview.	None	10 minutes	RSPU Staff HRDM Office
7) Clients will prepare for the interview and demo.	3) Convenes demo and interview.	None	2-5 hours <i>(time varies with the number of applicants)</i>	HRMPSB and RSPU Staff HRDM Office
4) Applicants will attend to the scheduled examination.	8) Conducts psychological test for selected applicants.	None	3 hours	Psychometrician HRDM Office



9) Applicants will wait for the result.	5) Prepares Ranking Result for approval of the Hiring Dean/Director; Notifies hired applicant.	None	45 minutes	RSPU Staff HRDM Office Hiring Supervisor Office/College
6) Applicants will wait for the result	10) Conducts background check <i>*applicable only for externally hired applicant</i>	None	30 minutes	RSPU Staff HRDM Office
11) Client will be informed for the signing of recommendation letter.	7) Route the Recommendation Letter for approval of the Appointing Authority.	None.	2 hours	Messenger HRDM Office RSPU Staff HRDM Office
8) Chosen applicant will visit the HRDM Office.	12) Issues list of pre-employment requirements	None	20 minutes	RSPU Staff HRDM Office
13) Hired employee will submit the accomplished pre-employment requirements.	9) RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee.	None	40 minutes	TODU Staff and RSPU Staff HRDMO
10) Client will be informed regarding his/her start date.	14) Instruct the hired faculty to report to their Dean for the schedule and faculty loading.	None	5 minutes	RSPU Staff HRDMO Hiring Dean Concerned College
TOTAL:		None.	15 days, 13 hour/s, 16 minutes	



Recruitment, Selection and Promotion Unit

External Services



1. Hiring of Job Order Personnel

The service will help the University recruit and select individuals required for the job.

Office or Division:	Human Resource and Development Management Office/Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Requisition Slip and Qualification Standard (TSU-HRD-SF01, TSU-HRD-SF-02A / 2B)		Available at the HRDM Office / TSU Website		
Application Letter (Original only)		The applicant or client will provide.		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Dean/Director/Head will submit the accomplished PRS and QS Form for signature of the concerned officials.	Receive PRS and QS Form and forwards to the concerned office/official for approval.	None	5 minutes	<i>Messenger HRDM Office</i> <i>Concerned Officials</i>
2) Hiring Director/Dean/Head	Publishes Vacant Positions	None	1 hour <i>*depends on the</i>	<i>RSPU Staff HRDMO</i>



			<i>availability of the signatories</i>	
will wait for the posting of the vacant position				
3) Submit application requirements.	Receive submitted requirements of applicants	None	5 minutes	<i>Messenger</i> HRDMO
4) Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	RSPU Staff screens pertinent documents of applicants and forwards to the concerned Dean / Director / Heads for final selection.	None.	30-45 minutes	<i>Messenger</i> RSPU staff HRDM Office
5) Qualified applicants will wait for the scheduled interview and examination.	RSPU staff notifies applicants for the schedule of pre-employment tests and interview.	None	15 minutes	<i>Hiring Supervisor</i> Concerned College/Office <i>RSPU Staff</i> HRDMO
6) Clients will report to HRDMO Office for examination and interview.	Conducts examination and PSB Interview.	None	3 hours	<i>RSPU Staff</i> HRDMO <i>HRMPSB</i>
7) Applicants will wait for the result.	Prepares Ranking Result, notifies the Hiring supervisor and hired applicant. <i>*a day after the exam and interview conducted</i>	None	30-45 minutes	<i>RSPU Staff</i> HRDMO <i>Hiring Supervisor</i> Concerned College/Office
8) Applicants will wait for the result.	Conducts background check for the top-rank applicants.	None	20 minutes	Concerned College/Office
9) Chosen applicant/s will visit the HRDM Office.	Job Offer and issuance of pre-employment requirements.	None	20 minutes	<i>Clerk</i> RSP Unit, HRDM Office



10) Hired employee will submit the accomplished pre-employment requirements.	Prepares the Job Order contract; RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee; RSPU Staff coordinates with the MIS Office for the Biometrics Registration.	None	1 hour	RSPU Staff and TODU Staff HRDMO
11) Client will be informed regarding his/her start date.	RSPU staff will conduct on-boarding to the hired employee.	None	10 minutes	RSPU Staff HRDMO Hiring supervisor/ Assigned Buddy Concerned College/Office
TOTAL:		None.	0 days, 7 hour/s, 15 minutes	

2. Receiving of Application

The service allows citizens to apply for specific job vacancies or positions posted by the office.

Office or Division:	Human Resource and Development Management Office/Recruitment, Selection and Promotion Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter (Original only)		The applicant or client will provide.
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.



Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit all requirements and present all original copies. *receiving of application is until the date of specified in the publication for published positions.	11) Receive submitted document/s.	None.	1 minute	<i>Messenger</i> HRDM Office
12)	2) Verify photocopied documents upon presentation of its original copies.	None.	5 minutes	<i>Messenger</i> HRDM Office
3)	13) Encode and schedule for evaluation and interview.	None.	1-3 days	<i>Clerk</i> RSP Unit, HRDM Office
4)	14) Inform the applicant on his/her scheduled interview.	None.	5 minutes	<i>Clerk</i> RSP Unit, HRDM Office
TOTAL:		None.	3 days, 0 hour/s, 11 minutes	



Recruitment, Selection and Promotion Unit

Internal Services



1. Change of Status from Temporary to Permanent

The service will help in promoting deserving personnel that will supply the needs of every office/unit/college of the University

Office or Division:		Human Resource Development and Management Office/Recruitment, Selection and Promotion Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-HRD-SF 66		HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Dean will make and submit the approved recommendation letter <i>(with attached pertinent documents)</i>	1) Receives approved recommendation letter	None	1 minute	<i>Messenger</i> HRDM Office
2) Recommending Dean will wait for the approval of change of status from the BOR Meeting.	2) Prepares Complete Staff Work (CSW) with the attached matrix of appointees.	None	30 minutes <i>(time varies with the number of recommended personnel's)</i>	<i>RSPU Staff</i> HRDMO
3) Recommended personnel will wait for the schedule of Psychological examination	3) Conducts Psychological Examination	None	3 hours	<i>Psychometrician and RSPU Staff</i> HRDMO
4) Recommended personnel will wait for the schedule of Oath Taking	4) RSPU Staff coordinates to the University President for the schedule of Oath taking. RSP Staff notifies personnel for the scheduled Oath taking.	None.	15 minutes	<i>Messenger RSPU Staff</i> HRDM Office
5) Personnel will attend oath taking	5) Facilitates Oath Taking	None	30 minutes	<i>RSPU Staff</i> HRDM Office



6) Personnel will be notified for the schedule of Issuance of requirements	6) Issues list of requirements	None	5 minutes	RSPU Staff HRDM Office
7) Hired employee will submit the accomplished requirements.	7) RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee.	None	40 minutes	TODU Staff and RSPU Staff HRDMO
TOTAL:		None.	0 days, 5 hour/s, 1 minute	

2. Hiring of Contractual/Permanent Non-teaching Personnel

The service will help the University recruit and select qualified and competent faculty members.

Office or Division:	Human Resource Development and Management Office/Recruitment, Selection and Promotion Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personnel Requisition Slip and Qualification Standard (TSU-HRD-SF01, TSU-HRD-SF-02A / 2B)		HRDM Office / TSU Website
Application Letter (Original only)		The applicant or client will provide.
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.



Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Dean/Director/Head will submit the accomplished QS Form	1) Receive QS Form	None	1 minute	Messenger HRDM Office
2) Hiring Director/Dean/Head will wait for the posting of the vacant position	2) Publishes Vacant Positions. <i>*if there are no available applicants. RSP staff shall publish the vacant position for external hiring.*</i>	None	1 hour	HRDMO CSC FO RSPU staff
3) Submit application requirements.	3) Receive submitted requirements of applicants <i>*receiving of application is until the date specified in the publication</i>	None	10-14 days	Messenger RSPU Staff
4) Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	4) Screens pertinent documents of applicants and forwards to the concerned Dean / Director / Heads for final selection.	None.	30-45 minutes <i>(time varies with the number of applicants)</i>	Messenger RSPU staff HRDM Office
5) Qualified Applicants will wait for the schedule of demo and interview and examination	5) Evaluates the documents of the selected applicants.	None	1 day	HRMPSB Evaluator RSPU staff HRDM Office



6) Qualified applicants will wait for the schedule of interview	6) RSPU staff notifies applicants for the schedule of interview.	None	10 minutes	RSPU Staff HRDMO
7) Applicants will prepare for the interview.	7) Convenes HRMPSB interview.	None	2-5 hours (time varies with the number of applicants)	HRMPSB RSPU Staff HRDMO
8) Applicants will attend to the scheduled examination.	8) Conducts psychological test for selected applicants.	None	3 hours	Psychometrician and RSPU Staff HRDMO
9) Applicants will wait for the result.	9) Prepares Ranking Result for approval of the Appointing Authority; Notifies hired applicant.	None	30 minutes	RSPU Staff HRDMO Hiring Supervisor Concerned College/Office
10) Applicants will wait for the result	10) Conducts background check <i>*applicable only for externally hired applicant</i>	None	30 minutes	RSPU Staff HRDMO
11) Selected applicant will be informed for the signing of recommendation letter.	11) Route the Recommendation Letter for approval of the Appointing Authority.	None	2 hours	Messenger and RSPU Staff HRDMO
12) Recommended applicant/s will wait for the approved recommendation letter	12) Receives Approved Recommendation Letter	None	1 minute	Messenger HRDM Office
13) Hired personnel will visit the HRDM Office.	13) Issues list of pre-employment requirements.	None	20 minutes	RSPU Staff HRDM Office



14) Hired employee will submit the accomplished pre-employment requirements.	14)RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee.	None	40 minutes	<i>TODU Staff and RSPU Staff HRDMO</i>
15) Client will be informed regarding his/her start date.	15)RSPU staff will conduct on-boarding to the hired employee.	None	10 minutes	<i>RSPU Staff HRDMO Hiring supervisor/ Assigned Buddy Concerned College/Office</i>
TOTAL:		None.	15 days, 14 hour/s, 7 minutes	

3. Hiring of Full-time/Part-time Lecturer

The service will help the University recruit and select qualified and competent faculty members.

Office or Division:	Human Resource Development and Management Office/Recruitment, Selection and Promotion Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personnel Requisition Slip and Qualification Standard (TSU-HRD-SF01, TSU-HRD-SF-02A / 2B)		HRDM Office / TSU Website
Application Letter (Original only)		The applicant or client will provide.
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.



Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Dean/Director/Head will submit the accomplished PRS and QS Form for signature of the concerned officials.	1) Receive PRS and QS Form and forwards to the concerned office/official for approval.	None	5 minutes	<i>Messenger</i> HRDM Office <i>Concerned Officials</i>
2) Hiring Director/Dean/Head will wait for the posting of the vacant position	2) Publishes Vacant Positions	None	30 minutes	<i>RSPU Staff</i> HRDMO
3) Submit application requirements.	3) Receive submitted requirements of applicants	None	5 minutes	<i>Messenger</i> HRDMO
4) Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	4) RSPU Staff screens pertinent documents of applicants and forwards to the concerned Dean / Director / Heads for final selection.	None	30-45 minutes	<i>Messenger and RSPU Staff</i> HRDM Office



5) Qualified Applicants will wait for the schedule of interview and examination	5) HRMPSB Evaluator evaluates the documents of the selected applicants.	None	1 day (time varies with the number of applicants)	HRMPSB Evaluator and RSPU Staff HRDM Office
6) Qualified applicants will wait for the schedule of demo interview	6) RSPU staff notifies applicants for the schedule of demo and interview.	None	15 minutes	RSPU Staff HRDMO
7) Clients will prepare for the interview and demo.	7) Convenes demo and interview.	None	2-5 hours (time varies with the number of applicants)	HRMPSB RSPU Staff HRDMO
8) Applicants will attend to the scheduled examination.	8) Conducts psychological test for selected applicants	None	3 hours	Psychometrician RSPU Staff
9) Applicants will wait for the result.	9) Prepares Ranking Result for approval of the Hiring Dean; Notifies hired applicant.	None.	30-45 minutes	RSPU Staff HRDMO Hiring Supervisor Concerned Office/College
10) Applicants will wait for the result	10) Conducts background check on the top-rank applicants.	None	30 minutes	RSPU Staff HRDMO
11) Chosen applicant will visit the HRDM Office.	11) Issues list of pre-employment requirements	None	20 minutes	RSPU Staff HRDMO
12) Hired employee will submit the accomplished pre-employment requirements.	12) RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee.	None	40 minutes	TODU Staff and RSPU Staff HRDMO



13) Client will be informed regarding his/her start date.	13) Instruct the hired lecturer to report to their Dean for the schedule and faculty loading.	None	2 minutes	RSPU Staff HRDMO Hiring Dean Concerned College
TOTAL:		None.	1 day, 8 hour/s, 57 minutes	

4. Issuance of DBP Certification

The service allows employees to have their ATM Cards for easily obtaining their salaries in no time.

Office or Division:	Human Resource and Development Management Office/Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bank Certification (Original)		From the HRDM Office		
Two (2) Employee Data Sheet		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Inform the RSP Staff regarding the availment of DBP Certification	1) Issue Certification and give Employee Data Sheet.	None.	2-3 minutes	Clerk RSP Unit, HRDM Office
2) Accomplish the given Employee Data Sheet and submit one copy to the Cashiering Unit and one to Administrative Services Unit.	2)	None.		Clerk Cashiering Unit Administrative Staff Administrative Services Unit
TOTAL:		None.	0 day/s, 0 hour/s, 3 minutes	



5. Issuance of I.D. Request Slip

The service allows employees to have their I.D.s as a requirement of being personnel of the University.

Office or Division:	Human Resource and Development Management Office/Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Request Slip (TSU-HRD-SF85)		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The client will inform the messenger of his/her request of an ID.	1) Endorse to the RSP Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
2)	2) Give an ID Request Slip (TSU-HRD-SF85)	None.	1 minute	<i>Clerk</i> RSP Unit, HRDM Office
3) Accomplish the ID Request Slip and proceed to the Business Center for the ID Capturing.	3)	None.	5-10 minutes	<i>Staff</i> Business Center
TOTAL:			0 day/s, 0 hour/s, 12 minutes	



Training and Organizational Development Unit

External/Internal Services



1. Filing of Cases and Complaints

The service will help the University resolve issues and complaints arising in the workplace following due process and procedures.

Office or Division:	Human Resource and Development Management Office – Training and Organizational Development Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A complaint letter with full name and address of the complainant, full name and address of the person complained of as well as his or her position and designation at the university, must be in writing and under oath.		The applicant or client will provide.		
A narrative of the relevant and material facts which show the acts of omissions allegedly committed by the employee.		The applicant or client will provide.		
Certified True Copies of documentary evidence and affidavits of his witness (if any).		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit complaint letter to the Office of the University President	1) Receive letter by Office of the University President 1.1 The letter will be endorsed to the HRDMO through Office of the Vice President for Administration and Finance	None.	3 minutes	Clerk President's Office
2)	2) Initial assessment and evaluation of the case by the HRDMO	None.	30 minutes – 60 minutes	HRDM Director/ Employee Relations Officer HRDM Office
3) Attend to Interview and Mediation at the HRDM Office	3) Interview the parties involved and facilitate initial mediation and amicable settlement	None.	1 hour – depending on the case	HRDM Employee Relations Officer and/or HRDM Director HRDM Office



4) Wait for the resolution of the case	4) Submit case report and recommend to the Office of the University President 1.1 The Office of the University President will act; 1.2 through the Vice President for Administration and Finance	None.	1 hour – depending on the gravity of the case	<i>Director</i> HRDM Office <i>Vice President</i> Vice President for Administration and Finance <i>President</i> Office of the University President
TOTAL:		None.	0 day/s, 3 hours, 3 minutes	

2. Sending of Participants to Outside Trainings/Seminar

This service gives TSU employees the opportunity to attend to trainings and seminars held outside the University for personal and professional development.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Employees, Other Government Agencies and Private/Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement form/letter, letter of invitation, program with attachments, if any		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit hard copy of endorsement form/letter, letter of	1) Receive and review submitted forms and/or documents of client	None.	5 minutes	<i>Messenger or Training Staff</i> HRDM Office



invitation or program				
2)	2) Forward the submitted forms and/or documents for review 2.1 If approved, notify the participants and prepare the confirmation form to be sent to the training provider and prepare the travel order: <i>Have the participants sign on the travel order including their Office Heads, their respective Vice President and the President</i> 2.2 Provide a copy of the approved travel order to the Participants.	None. None. None.	5 minutes Within 3 days 1-2 days	<i>Training Supervisor</i> T&OD Unit, HRDM Office <i>Training Staff</i> HRDM Office <i>Training Staff</i> HRDM Office
3)	3) Upon approval of the travel order, proceed to creation of Request for Funding (RFF)	None.	30 minutes	<i>Training Staff</i> HRDM Office



4)	4) Further review and approval of RFF	None.	5 minutes	<i>Training Supervisor</i> T&OD Unit, HRDM Office
5)	5) Proceed to other signatories: Budget Officer, Vice President and President. 5.1 The OUP will return the approved RFF to the HRDM Office.	None.	Within 3 days	<i>Training Staff</i> HRDM Office <i>Clerk</i> BM Unit, Concerned Vice President and OUP
6)	6) Receive approved RFF	None.	1 minute	<i>Messenger or</i> <i>Training Staff</i> HRDM Office
7)	7) Secure copies of Disbursement Voucher (DV) and Obligation Request and Status (ORS), four copies each 7.1 Fill out both DV and ORS for the payment of registration fee and per diem of the participants	None. None.	10 minutes 20 minutes	<i>Training Staff</i> HRDM Office <i>Training Staff</i> HRDM Office
8)	8) Certify DV and ORS	None.	10 minutes	<i>Training Supervisor</i> T&OD Unit, HRDM Office
9)	9) Forward to Budget Management Unit (BMU): <i>BMU will be the one to process the remaining signatories until it</i>	None.	Within 3 days	<i>Training Staff</i> HRDM Office



	<i>reaches the Cashiering Office which is in-charge of the registration payment and depositing the budget to the participants' account</i>			
TOTAL:		None.	11 days, 1 hour/s, 36 minutes	



Training and Organizational Development Unit

Internal Services



1. Employee Counseling

The service allows the employees to seek help and assistance from competent professionals to resolve personal, social, and career concerns that may be adversely affecting their well-being.

Office or Division:		Training & Organizational Development Unit - Human Resource and Development Management Office		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Counseling Slip		Employee Relations Staff		
Employee Referral Form		Employee Relations Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish the Counseling Slip or Employee Referral Form obtained from the ER Staff. 1.1) Submit the Counseling Slip or Employee Referral Form to the HRDM Office.	1) Receive the documents.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
2)	2) Assess the nature of concern of the counselee.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
3)	3) Communicate with the counselee to schedule the intake interview.	None.	1-2 days	<i>Employee Relations Staff</i> HRDM Office
4) Attend to initial intake interview.	4) Conduct an initial interview with the counselee and set another schedule for the Formal Counseling.	None.	30 minutes to 45 minutes	<i>HRDM Director/ Counselor</i> HRDM Office
5) Attend to the Formal Counseling session.	5) Conduct Formal Counseling to the counselee and may refer him/her to other professionals, if needed.	None.	50 to 55 minutes	<i>HRDM Director/ Counselor</i> HRDM Office



	6.1) Evaluate and monitor the outcome of the counseling.			
6) Client may request for further counseling session through the Employee Relations Staff, if needed.	6) Inform the counselor regarding the request of the client. 6.1) Once the goals of the counseling were achieved, the counseling relationship is terminated.	None.	1-2 days	<i>Employee Relations Staff</i> HRDM Office <i>HRDM Director/ Counselor</i> HRDM Office
TOTAL:		None	4 days, 1 hour/s, 42 minutes	

2. Exit Interview

This service allows outgoing employees of the University to provide constructive and honest feedback that may help the institution to identify strengths and improve its weaknesses

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Outgoing Employee of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee - Exit Interview Form		Employee Relations Staff.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Resignation letter to VPAF (or VPAA for Faculty).	1) Endorse the letter to the HRDM Office.	None.	1-2 days	<i>Clerk</i> VPAF/VPAA
2)	2) Endorse the letter to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Communicate with the outgoing	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office



	employee on the schedule and administration of exit interview.			
4) Attend to the scheduled interview.	4) Counsel the employee and assess the finality of resignation.	None.	15 minutes	<i>Employee Relations Staff</i> HRDM Office
5)	5) Ask the client to fill-out the employee-exit interview form.	None.	10 minutes	<i>Employee Relations Staff</i> HRDM Office
6) Submit his/her employee-exit interview form.	6) Receive the document.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
7)	7) Refer to the Employee Welfare Unit for the processing of clearance	None.	1 minute	<i>Employee Welfare Staff</i> HRDM Office
TOTAL:		None	2 days, 0 hour/s, 29 minutes	

3. Issuance of Certificate of Compliance

The service provides a documentary requirement for the processing of Travel Expenses Voucher and liquidation of Cash Advance for the employees who attended external training or seminar.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	TSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Photocopy of Certificate of Attendance/Participation (<i>present alongside the Original Copy</i>)		The client will provide.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit a Photocopy of Certificate of Attendance/ Participation	1) Receive submitted documents	None.	2 minutes	Training Staff HRDM Office
	2) Prepare the Certificate of Compliance	None.	5 minutes	Training Staff HRDM Office
	3) Review the submitted Certificate of Attendance/ Participation and sign the Certificate of Compliance	None.	5 minutes	Training Supervisor T&OD Unit, HRDM Office
	4) Mark the Photocopy of Certificate with Original Presented stamp, then provide the Certificate of Compliance to the employee	None.	5 minutes	Training Staff HRDM Office
TOTAL:		None.	0 days, 0 hour/s, 17 minutes	

4. New Employee Orientation

The service provides the new members of the TSU community an overview on the TSU's mission, vision, organizational structure, and policies.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Recruitment, Selection & Promotion Unit



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Orientation, Testing and Counselling		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Request Form for Orientation, Testing and Counselling	1) Receive submitted Request Form for Orientation, Testing and Counselling	None.	2 minutes	Training Staff HRDM Office
	2) Prepare the necessary forms and documents.	None.	5 minutes	Training Staff HRDM Office
2) Fill out the New Employee Orientation Evaluation Form and Employee Orientation Checklist, and receive Information Technology Policy of the Tarlac State University, Quality, Environment, Health and Safety Policy Leaflet, and HR On-Boarding Brochure.	3) Conduct of Orientation	None.	30 minutes	Training Staff HRDM Office
TOTAL:		None.	0 days, 0 hour/s, 37 minutes	



5. Plantilla Upgrading

The service provides recording/upgrading of Plantilla items using the DBM generated system – PSIPOP.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Recruitment, Selection & Promotion Unit and Employee Welfare Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment (CS Form No. 33-B, Revised 2018) List of Plantilla of Personnel and Salary Adjustment		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Appointment of the employees and/or List of Plantilla of Personnel and Salary Adjustment	1) Receive submitted documents	None	2 minutes	Training Staff HRDM Office
2)	2) Fill in items on the system and/or update the existing items	None	1 Hour	Training Staff HRDM Office
3)	3) Recheck the data encoded	None	10 minutes	Training Staff HRDM Office
4)	4) Upload to DBM	None	5 minutes	Training Staff HRDM Office
5)	5) Notify the President for review and approval	None	2 minutes	Training Staff HRDM Office
TOTAL:		None	0 Days, 1 Hour/s, 19 minutes	



6. Request for Training or Seminar

The service allows other offices to request for training or seminar needed by the TSU employees

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Request Form downloaded from TSU website (3 Original) with attachments, if any.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Training Request Form	1) Receive submitted Training Request Form with supporting documents	None	2 minutes	<i>Messenger or Training Staff</i> HRDM Office
	2) Review the submitted Training Request Form 2.1 If approved, forward to the Budget Management Unit. If not, notify the client 2.2 If approved, forward to the Accounting Unit. If not, notify the client 2.3 If approved, forward to the respective Vice President of the requesting office. If not, notify the client.	None	5 minutes Within 3 days	<i>Training Supervisor</i> T&OD Unit, HRDM Office <i>Clerk</i> Budget Management Unit <i>Clerk</i> Accounting Unit <i>Clerk</i> Respective Vice President (AF, AA, PQA, RES)



	3) Endorse the TRF for final approval of the President	None	Within 3 days	<i>Clerk</i> Office of the University President
2) Announce training through DMS	4) Secure a copy of the signed memo	None	10 minutes	<i>Training Staff</i> HRDM Office
	5) Prepare necessary training needs and materials prior to scheduled training: <i>Attendance sheet, Training Evaluation Form, Programme (if applicable), Request to serve meal (if applicable), etc.</i>	None	Within 3 days	<i>Training Staff</i> HRDM Office
	6) Conduct of training or seminar	None	1-10 days <i>(depending on the scheduled date of training by the requester)</i>	
TOTAL:		None	≤19 Days, 0 hour/s, 17 minutes	

7. Processing of Other Scholarship Requests

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the HRDM Office.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employee-Scholars of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter		The client will provide.



Other Supporting Documents		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit request letter together with the supporting documents.	1) Receive and check the request and documents submitted 1.1) If complete, proceed to the next step. If not, notify the scholar.	None.	5 minutes	<i>Employee Relations Staff</i> HRDM Office
2)	2) Discuss to the requestor all the conditions related to his/her request.	None.	10 minutes	<i>Employee Relations Staff</i> HRDM Office
3)	3) Organize the documents and coordinate with the FSC/NAPSC for the decision of the request.	None.	1-3 days	<i>Employee Relations Staff</i> HRDM Office
4)	4) Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Committee Members</i> FSC/NAPSC <i>President</i> Office of the University President
5)	5) Notify the requestor on the status of his/her request, in writing	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office
TOTAL:		None	17 days, 0 hour/s, 15 minutes	



8. Reinstatement from Study Leave

This service allows the employee-scholars to reinstate and resume to their duty after finishing the degree they took during their availed study leave.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter signifying intention to return to work addressed to the OUP through HRDMO with copy furnish to FSC and concerned College Dean/Director and VPAA/VPAF		The client will provide.		
Diploma or Certificate from the University where he/she graduated		The client will provide.		
Transcript of Records (with Special Order for Private Schools)		The client will provide.		
Hard copy of the Thesis/Dissertation		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit requirements to the Office of the University President	1) Endorse to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
2)	2) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Receive the documents.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
4)	4) Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Committee Members</i> FSC/NAPSC <i>President</i> Office of the University President
5)	5) Notify the applicant on the status of his/her request, in writing.	None.	1-3 days	<i>Employee Relations Staff</i> HRDM Office



TOTAL:	None	10 days, 0 hour/s, 3 minutes	
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9. Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to the Office of the University President		The client will provide.		
Updated Study Plan		The client will provide.		
Grade Reports		The client will provide.		
Certification from the adviser indicating the needed period by the grantee to finish the degree, if there is any.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Letter of Intent to the Office of the University President. Note: Request to extend shall be made one month before the current semester or end of summer/midyear for the FSC actions and endorsement to the OUP.	1) Endorse the letter to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
2)	2) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Inform the requestor of the	None.	3 minutes	<i>Employee Relations Staff</i> HRDM Office



	needed requirements.			
4) Submit the requirements.	4) Receive the submitted documents.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
5)	5) Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Committee Members</i> FSC/NAPSC <i>President</i> Office of the University President
6)	6) Notify the applicant on the status of his/her request, in writing.	None.	1-3 days	<i>Employee Relations Staff</i> HRDM Office
TOTAL:		None.	10 days, 0 hour/s, 6 minutes	

10. Scholarship Application

This service provides opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Government
Who may avail:	Permanent employees who have rendered two (2) years and above to the University.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Intent addressed to the Office of the University President with an endorsement from the College Dean/Director and concerned Vice President	The client will provide.
Scholarship Application Form	Employee Relations Officer
Notice of Acceptance from the University or school where he/she plans to enroll	The client will provide.



Two (2) consecutive Very Satisfactory Performance Rating for the previous IPCR rating period		The client will provide.		
Certificate of Employment		The client will provide.		
Medical Certificate		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Letter of Intent to the Office of the University President.	1) Endorse the letter to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
2)	2) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Inform the requestor of the needed requirements.	None.	3 minutes	<i>Employee Relations Staff</i> HRDM Office
4) Submit the requirements.	4) Receive the submitted documents.	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office
5)	5) Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the OUP.	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Committee Members</i> FSC/NAPSC <i>President</i> Office of the University President
6)	6) Prepare and accomplish CSW for Board Confirmation	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Board of Regents</i> TSU
7)	7) Notify the applicant on the status of his/her application. 7.1) Facilitate the contract signing when approved.	None.	1-3 days	<i>Employee Relations Staff</i> HRDM Office
TOTAL:		None.	17 days, 0 hour/s, 6 minutes	



11. Thesis/Dissertation Financial Assistance

This service is intended to provide financial assistance to deserving faculty members and non-teaching staff as support for the process of completing their thesis/dissertation.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent employees who have rendered for at least two (2) years and above to the University and has been successfully defended his/her research proposal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Thesis/Dissertation Financial Assistance Form		Employee Relations Officer		
Permit to Study Form		Employee Relations Officer		
Copy of Individual Performance Commitment and Review Summary (IPCR) for the past two (2) years		The client will provide.		
Research Proposal certified by the Dean concerned		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit needed requirements to the Office of the University President	1) Endorse the documents to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
2)	2) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Through the HRDM Office, the FSC/NAPSC shall convene and evaluate if the thesis/dissertation is relevant with the development thrust of the University, if in affirmative, shall endorse the application to the Budget Office to determine if there is funds available.	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Committee Members</i> FSC/NAPSC <i>Clerk</i> Budget Office



4)	4) Endorse the application to the Office of the University President for approval	None.	1-3 days	<i>Clerk</i> Office of the University President
5)	5) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
6)	6) Compile and endorse all the requirements to the Administrative Services Unit for the processing of voucher.	None.	5 minutes	<i>Employee Relations Staff</i> HRDM Office <i>Administrative Services Staff</i> Administrative Service Unit
TOTAL:		None.	10 days, 0 hour/s, 8 minutes	

12. Sabbatical Leave

This service may be granted to members of the faculty to encourage study, investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University.

Office or Division:	Training & Organizational Development Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Faculty members who have rendered ten (10) years and above to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Sabbatical Leave		Employee Relations Officer		
Proposed program of work		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish the Application form obtained from the ER Staff. 1.1) Submit the Form to the Office	1) Endorse the documents to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President



of the University President together with the proposed of work				
2)	2) Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDM Office
3)	3) Endorse the documents to the HRDMO Director	None.	1 minute	<i>Employee Relations Staff</i> HRDM Office <i>Director</i> HRDM Office
4)	4) Convene and evaluate the applicant's proposed program of work.	None.	3-7 days	<i>Members of the Administrative Council</i> Tarlac State University
5)	5) Prepare and accomplish CSW for Board Confirmation	None.	3-7 days	<i>Employee Relations Staff</i> HRDM Office <i>Board of Regents</i> Tarlac State University
6)	6) Notify the applicant on the status of his/her application. 6.1) Facilitate the contract signing when approved.	None.	1-3 days	<i>Employee Relations Staff</i> HRDM Office
TOTAL:		None.	17 days, 0 hour/s, 3 minutes	



Performance Management Unit

External/Internal Services



1. Receiving and Submission of NBC Documents

The service allows faculty members who are qualified to comply with requirements of upgrading through the National Budget Circular 461.

Office or Division:	Human Resource and Development Management Office/ Performance Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Academically Qualified or Professionally Qualified Faculty Members with plantilla item			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for NBC 461 Upgrading (CCE)		PMU will provide.		
QCE Form (Self, Peer, Supervisor & Client Rating)		PMU will provide. Also downloadable at the TSUAFES		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Service Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Office Order of Designation (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5) Submit all requirements and present all original copies. *receiving of application is until the date of specified in the notice from the	15) Receive submitted document/s with 3 sets of photocopies	None.	5 - 10 minutes	PMU Staff HRDM Office



NBC Regional Office- Zonal Center.				
16)	6) Endorse documents to the Local Evaluation Committee	None.	5- 10 minutes	PMU Head HRDM Office
7)	17) Verify photocopied documents from original copies and certify as true copies.	None.	1- 2 days	HRDM Director TSU- Local Evaluation Committee
8)	18) Coordinate with the Local Evaluation Committee about the status of application	None.	1 – 5 days	PMU Head HRDMO Director TSU-Local Evaluation Committee
9)	19) Submit application documents to the Zonal Center 5.1 Wait for confirmation or feedback from the Zonal Center (Regional then National)	PhP 10,000/ Professorial applicants	1- 3 days <i>Note: Processing of submitted documents to the National Zonal Center is approx. within the year of application)</i>	HRDMO Director Chairperson Local Evaluation Committee National Zonal Center, Bulacan State University
		None.		
TOTAL:		PhP 10,000/ Professorial applicants	10 days, 0 hour/s, 20 minutes	



Performance Management Unit

External Services



1. Conduct of TSU Automated Faculty Evaluation via Student Portal

The service allows retrieval of documented faculty evaluation by the students (clients) for the performance evaluation of the concerned faculty.

Office or Division:	Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled during the semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student portal and Office 365 account		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5) Student will log on to his official electronic mail account to view grades	5) Refer to the existing academic calendar to be reflected on the evaluation period	None.	1- 3 minutes	<i>PMU Head</i> HRDM Office
6)	6) Set the evaluation period first commencing the midterm exams ending 2 weeks after midterm and second during final exams until the scheduled enrolment	None.	5 minutes	<i>PMU Head</i> HRDM Office
7) Student will be prompted to evaluate faculty/ professors during the current semester before viewing their grades	7) Monitor the results of the performance evaluation of faculty per colleges and by individual faculty	None.	30 – 60 minutes	<i>PMU Head</i> HRDM Office
8)	8) Prepare the evaluation summary and submit report to the VP Academic Affairs	None.	1-3 days	<i>PM Unit Head and Staff</i> HRDM Office
9)	9) Release of the requested	None.	2 minutes	<i>PMU Clerk</i> HRDM Office



	document to faculty or college dean concerned			
TOTAL:		None.	4 days, 0 hour/s, 10 minutes	



Performance Management Unit

Internal Services



1. Monitoring of Tardiness and/or Absenteeism

The service monitors time keeping of all employees and personnel of the University and provide intervention

Office or Division:	Human Resource and Development Management Office/ Performance Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record of Biometrics Entry		From the HRDM Office and Management Information System Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) The client will register with the MISO to use the biometrics system	2) MISO and PMU/EWD will monitor the biometrics entries of the employees to monitor attendance and tardiness	None.	15 minutes	<i>Clerk PMU</i> HRDM Office
2) Clients uses biometrics system daily for entry and exit observing the official time	2) HRDMO thru MISO will generate monthly report of attendance and tardiness per office	None.	1-3 hour/s	<i>Clerk</i> PM Unit, HRDM Office
3)	3) HRDMO-PMU will send notice to employees who are consistently tardy as per Intervention program to be signed by the supervisor	None.	1 day	<i>Clerk</i> PM Unit, HRDM Office
TOTAL:		None.	1 day, 3 hour/s, 15 minutes	



2. Performance Appraisal by Supervisors for Non-Plantilla Item Non-Teaching Staff

This service is for the performance evaluation of non-plantilla item holders of non-teaching staff.

Office or Division:	Human Resource and Development Management Office/ Performance Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees without Plantilla Item in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Appraisal Form by Supervisors		From the HRDM Office		
Accomplishment report/ Clearance		To be provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Distribute the PA Form to the supervisors in different offices before the end of each contract of service	None.	1-3 days	<i>Clerk</i> PM Unit, HRDM Office
2) Accomplish the given PA Form after an objective assessment of the job performance of non-plantilla item holders and submit original copy to the PM Unit	2)	None.	1-3 days	<i>Clerk</i> PM Unit HRDMO
3)	3) Collect the performance appraisals per office and keep file for future reference (promotion/ intervention)	None	1 day	<i>Clerk</i> PM Unit HRDMO
TOTAL:		None.	7 day/s, 0 hour/s, 0 minutes	



3. Strategic Performance Management System (SPMS) Process Monitoring

The service provides the regular faculty and staff an evaluation of their accomplished performance to be assessed by supervisors on functional targets and by PMT in the office strategic targets through one or more dimensions of Quality, Effectiveness & Timeliness.

Office or Division:	Human Resource and Development Management Office/ Performance Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees with Plantilla Item in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPMS Form -IPCR/ DPCR/ OPCR		From the HRDM Office		
Performance Monitoring & Coaching Journal		From the HRDM Office		
Individual Development Plan		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) The Planning Office and the Performance Management Team (PMT) set targets with the Head of Agency or representative prior to the start of each semester	3) HRDMO Director & PMU Head coordinate with the PMT Chair regarding the SPMS process cycle through a PMT meeting.	None.	1-2 days	<i>Head of Agency PMT Planning Office HRDM Office (Secretariat)</i>
4) The OUP, VP Offices cascade the university strategic plans to Deans and Directors and submit the OPCR to Planning Office to be reviewed by the PMT	2) PMT Secretariat (HRDMO) facilitates the re-orientation of SPMS among university human resources	None.	1- 2 days	<i>PMU Head PMT HRDMO OUP, VPs</i>
3) Deans, Directors, Heads of Offices and Chairpersons discuss the assigned targets to their subordinate faculty or staff for the target setting	3) PMU answers enquiries with regards to the guidelines in the filling out of SPMS Forms as needed	None	1-2 days	<i>PMU Head PMT HRDMO Supervisors</i>



4) Faculty and staff submit DPCR/ IPCR with targets for the 1 st or 2 nd semester (January to June or July to December) following the SPMS Calendar to respective VP Offices	4) PMU reminds the human resources of the SPMS Cycle and submission deadlines through communication channels	None	2 days	<i>PMU Head HRDMO All regular employees</i>
5) Respective VP Offices review the targets in the DPCR & IPCRS of colleges/ offices under them, approve and submit to the HRDM office	5) Acts as repository of DPCRs and IPCRs with Targets and Actual accomplishments and Summary of ratings per VP Offices	None	3 days	<i>PMU Head HRDMO VPs</i>
6) Colleges and offices conduct Coaching and Mentoring activities within the semester (Jan. to June; July to Dec.) documented by College Deans, Chairpersons, Directors and Heads of Offices	6) HRDMO PMU responds to requests for Coaching and Mentoring as needed regarding SPMS	None	1 day	<i>PMU Head HRDMO Deans, Directors, Heads</i>
7) Supervisors discuss the performance of the faculty and staff during the semester and agree on the objective rating for the accomplishments based on the targets set or assigned.	7) HRDMO PMU assists PMT of the policy reminders through an office order on the basis of the SPMS calendar.	None	1 day	<i>PMU Head HRDMO Supervisors</i>
8) Review of the DPCR and IPCR ratings is done per	8) HRDMO PMU receives and collects the IPCRs	None	3 days	<i>PMU Head HRDMO Supervisors</i>



VP Offices while PMT reviews and validates the OPCR ratings for OUP and VPs	with DPCR from the PMT and VP Office for			
9) Submission of all IPCR and DPCR with attachments (PMCJ and IDP/ PDP to the HRDMO PMU	9) HRDMO facilitates submission to the Civil Service Commission of the Summary of Ratings and for filing of DPCRs and IPCRs	None	2 days	<i>PMU Head HRDMO</i>
10) Performance review and evaluation is done by the Executive Committee during mid-year and year end for Performance Rewarding and Development Planning which may coincide with the University Planning and Target Setting to repeat the SPMS Process/ Cycle following the TSU SPMS Calendar	10) HRDMO assists in the development planning and Rewards and Recognition program or TSU PRAISE by the PRAISE Committee as well as observe the SPMS Cycle and SPMS Calendar	None	1-2 days	<i>Head of Agency Executive Committee HRDMO PRAISE Committee Planning Office</i>
TOTAL:		None.	20 day/s, 0 hour/s, 0 minutes	



Employee Welfare Unit External/Internal Services



1. Requesting and Issuance of Certifications

The service allows the issuance of certain certifications, e.g. Certificate of Employment, to be used by employees for any legal purpose needed.

Office or Division:	Employees' Welfare Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government / G2C – Government to Client			
Who may avail:	Any TSU employee, active or inactive in service may go to the HRDM Office to request for certifications needed.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A fully accomplished Certification / Documents Request Slip (TSU-HRD-SF-26), which contains the name of the personnel, their status, whether they are in active/inactive service, the requested certifications/documents, the purpose of the request.		The applicant or client will provide.		
Other necessary documents for inactive personnel, such as copy of Approved Clearance, if not yet cleared, and Authorization Letter, for representatives		The applicant or client will provide.		
201 File Folder of the personnel		From the HRDM Office / Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the fully accomplished Certification/Documents Request Slip.	1) Receive the Certification/Documents Request Slip and endorse to Employees' Welfare Unit personnel.	None.	1 minute	<i>Messenger</i> HRDM Office
2) Answer additional questions for the confirmation of the request and employment record.	2) Ask the requesting personnel for additional documents, if necessary.	None.	5 minutes	<i>HRDM Employees' Welfare Personnel</i> HRDM Office
	3) Check the 201 File Folder of the requesting personnel.	None.	1 – 5 hours, depending on the last day of service of requesting personnel.	<i>HRDM Employees' Welfare Personnel</i> HRDM Office



	4) Prepare and print the certification.	None.	30 minutes	<i>HRDM Employees' Welfare Personnel HRDM Office</i> <i>HRDM Director HRDM Office</i>
	5) Release the signed and dry-sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes.	None.	2 minutes	<i>HRDM Employees' Welfare Officer / Personnel HRDM Office</i>
TOTAL:		None.	0 day/s, 5 hour, 38 minutes	

2. Verification of Employment Service Request

The service allows the verification of the employment record of active and inactive personnel of the University for new employment and/or bank/loan applications.

Office or Division:	Employees' Welfare Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government / G2B – Government to Business Entity			
Who may avail:	Any government agency and private companies requesting for the verification of active and/or inactive TSU employee for any legal purpose may avail of this service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A list of personnel information to be verified		The applicant or client will provide.		
201 File Folder of the personnel		From the HRDM Office and/or Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for the employment	1) Receive and list the needed details	None.	1 minute	<i>Messenger HRDM Office</i>



details of the personnel concerned.	and inform the client to feedback after 15 minutes.			
	2) Verify if the requested person is/was hired. List the information needed.	None.	5-10 minutes	<i>HRDM Employees' Welfare Personnel HRDM Office</i>
2) Feedback for the verification of information.	3) State the information as per recorded on the 201 File of the personnel or on the HRIS. If concerned person not found in the HRIS or 201 File, declare that the person has/have no employment recorded at TSU.	None.	4 minutes	<i>HRDM Employees' Welfare Personnel HRDM Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	



Employee Welfare Unit

Internal Services



1. Application for Leave of Absence

The service declares the leave benefits of personnel and records their application for leave of absences throughout their service in the Institution.

Office or Division:	Employees' Welfare Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any active TSU employee, both Non-Teaching and Faculty with permanent, temporary, contractual, and substitute status may go to the HRDM Office to file their application for leave of absence.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A fully accomplished Application for Leave form that indicates what type of leave the personnel is availing, the dates of leave of absences, and purpose, signed by the personnel and their immediate supervisor.		The applicant or client will provide.		
Other necessary documents depending on the type of leave availed (e.g. Medical Certificate for 5 or more days of Sick Leave)		The applicant or client will provide.		
Updated leave credits balance of the personnel concerned.		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5) Submit the fully accomplished Application for Leave Form.	5) Receive the Application for Leave Form and endorse to Employees' Welfare Unit personnel.	None.	1 minute	<i>Messenger</i> HRDM Office
	6) Check and update the requesting personnel's Leave Credits balance.	None.	5 minutes	<i>HRDM</i> <i>Employees' Welfare Officer</i> <i>/ Personnel</i> HRDM Office
	7) Process the approval/disapproval of the requesting personnel's Application for Leave.	None.	30 minutes to 1 hour	<i>HRDM</i> <i>Employees' Welfare Officer</i> <i>/ Personnel</i> HRDM Office <i>Vice President concerned</i>



				University President Office of the President
6) Wait for confirmation of the approval/disapproval of the Application for Leave.	4) Inform the requesting personnel of the status of their application. File the form on the personnel's File folder.	None.	10 – 30 minutes	HRDM Employees' Welfare Officer / Personnel HRDM Office
TOTAL:		None.	0 day/s, 1 hour, 36 minutes	

2. Printing of Daily Time Record (DTR) for Overtime/Extended Services

The service allows the issuance of Daily Time Record (DTR) of personnel for overtime/extended services.

Office or Division:	Employees' Welfare Unit - Human Resource and Development Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any active TSU employee, permanent, temporary, contractual, substitute and job order status for Overtime/Extended Service purposes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A copy of the Approved Overtime/Extended Services Form		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit a copy of the Approved Overtime/Extended Services Form.	1) Receive and file the copy of the Approved Overtime/Extended Services Form.	None.	1 minute	HRDM Employees' Welfare Personnel HRDM Office
	2) Plot the Overtime/Extended Services schedule.	None.	5-10 minutes	HRDM Employees' Welfare Personnel HRDM Office



2) Receive the printed DTR.	3) Print and issue the plotted DTR schedule.	None.	1 minute	HRDM Employees Welfare Personnel HRDM Office
TOTAL:		None.	0 day/s, 0 hour/s, 12 minutes	

3. Requesting and Issuance of Authority to Travel Abroad

The service allows the issuance of the Authority to Travel Abroad for employees on Official Business or on leave of absence.

Office or Division:	Employees' Welfare Unit - Human Resource and Development Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any active TSU employee, both Teaching and Non-Teaching, permanent, temporary, contractual, and substitute status may go to the HRDM Office to request for Authority to Travel Abroad.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A Request Letter to Travel, which includes the travel dates and destination and the purpose of the travel, signed by the immediate supervisor and the Vice President concerned.		The applicant or client will provide.		
A copy of the Approved Application for Leave of Absence.		The applicant or client will provide.		
Other necessary documents for Official Business travels and/or for CHED Scholar's travels (TSU-HRD-WI-20)		The applicant or client will provide.		
A copy of the Board Resolution/Referendum.		From the Office of the University Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the fully accomplished Certification/Documents Request Slip.	1) Receive the Certification/Documents Request Slip.	None.	1 minute	HRDM Employees' Welfare Personnel HRDM Office
2) Receive the checklist of the supporting documents	2) Issue the Checklist for Authority to Travel Abroad Requirements and	None.	5 minutes	HRDM Employees' Welfare Personnel



needed for the approval of the request.	explain the time frame needed for the approval of the Board of Regents.			HRDM Office
3) Submit the supporting documents for the request.	3) Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None.	5 minutes	HRDM Employees' Welfare Personnel HRDM Office
	4) Prepare the Complete Staff Worksheet (CSW) Form. Submit the CSW Form to the Office of the University President for signing, together with the photocopy of the Request Letter of the personnel.	None.	3 – 7 days, depending on the Board of Regent's meeting schedule	HRDM Employees' Welfare Personnel HRDM Office OUP Personnel Office of the University President
	5) Upon receiving a copy of the Board Resolution/Refere ndum, prepare and print the Authority to Travel Abroad.	None.	10 minutes	HRDM Employees' Welfare Personnel HRDM Office HRDM Director HRDM Office
	6) Release the signed and dry-sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes.	None.	2 minutes	HRDM Employees' Welfare Officer / Personnel HRDM Office
TOTAL:		None.	7 day/s, 0 hour/s, 23 minutes	



Motorpool Unit

Internal Services



1. Scheduling of Travel

This service allows TSU Personnel to reach their destinations safely and in no time.

Office or Division:	Motorpool Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	All faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order		From respective college/office/unit.		
Accomplished Trip Ticket		From the Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit approved Travel Order	1) Check the important details of Travel Order and other attachment/s.	None.	1 minute	Clerk/Staff Motorpool Unit
2)	2) Check the availability of service vehicle and driver, based on the date and time of travel.	None.	1 minute	Clerk/Staff Motorpool Unit
3)	3) Give confirmation if the request is already on schedule.	None	1 minute	Clerk/Staff Motorpool Unit
4)	4) Inform the client if the request is on Re- schedule due to unavailability of Service Vehicle.	None	1 minute	Clerk/Staff Motorpool Unit
TOTAL:		None.	0 day/s, 0 hour/s, 4 minutes	



Accounting Unit

External/Internal Services



1. Assessment of Fees for Other Payors

The procedure to help other payors for their payment with regards to a specific transaction.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Training/Registration Form			University Extension Office	
Paper for Assessment of Bid Document			Procurement/ BAC Office	
Disbursement Vouchers (ex. Transfer of Funds)			Cashiering Unit	
Assessment Slip (ex. Notarial Fee, etc.)			Concerned Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1. Open the TSU's System for Assessment: 1.1 Check if there's already an account 1.2 Create an account (if applicable)	None.	1 minute	<i>Accounting Staff</i> Accounting Unit
2.	2. Assess Fees	None.	3 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None.	0 day/s, 0 hour/s, 4 minutes	

2. Pre-audit of Payroll/ Disbursement Vouchers

The validating of documents supporting a transaction or series of transactions before these are being paid for and recorded. Pre-audit is performed to determine the validity and legality of the expenditure, and to assure that there is enough fund available for the payment.

Office or Division:	Accounting Unit
Classification:	Simple to Complex
Type of Transaction:	G2C - Government to Citizen



		G2B – Government to Business Entity/ies G2G - Government to Government		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher with supporting documents	1. Receiving of Disbursement Vouchers/ Payroll with Supporting Documents	None.	1min to 5mins. (depending on the bulk of the vouchers to be received)	<i>Receiving/ Releasing Staff</i> Accounting Unit
2.	2. Process Disbursement Vouchers/ Payrolls (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None.	1 hour to 1 working day (depending on the bulk of the vouchers to be received)	<i>Receiving/ Releasing Staff</i> Accounting Unit
3.	3. Pre-audit Disbursement Vouchers/ Payrolls	None.	Within 3 to 5 working days (depending on the type of transaction.)	<i>Accounting Staff (in- charge per Fund Cluster)</i> Accounting Unit
4.	4. Forward to Finance Office for signing of Vouchers	None.	30 minutes to 1 hour (depending on the bulk of the vouchers to be received)	<i>Receiving/ Releasing Staff</i> Accounting Unit
TOTAL:		None.	6 working days, 1 hour, 5 minute/s	



Accounting Unit

External Services



1. Re-Assessment/Adjustment of Student Fees and Checking of Student Account Balances

To have an accurate valuation of student fees.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-assessment/Pre-Registration Form		Respective Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Pre-Assessment/Pre-Registration Form/ ID	1. Open Student Account in the TSU Enrolment System	None	1 minute	<i>Accounting Staff</i> Accounting Unit
2. State the purpose whether to verify account balance or request for re-assessment/ adjustment of fees' schedule of payment.	2. Check account balance or re-assess/adjust fees as requested but in accordance with the University policy	None	4 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	0 day/s, 0 hour/s, 5 minutes	



Accounting Unit

Internal Services



1. Pre-audit of Liquidation Reports

The review of documents supporting a transaction or series of transactions after cash advances are given and recorded. To provide a more efficient and effective control over the granting, utilization and liquidation of cash advances.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Institution's Employee/ Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Reports with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Reports with supporting documents	1. Receiving of Liquidation Reports	None	3mins to 5mins (depending on the bulk of the vouchers to be received)	<i>Receiving/ Releasing Staff</i> Accounting Unit
2.	2. Process Liquidation Reports (ex. Assign Control Number, Recording of Transaction, etc.)	None	1 hour to 1 working day (depending on the type of transaction)	<i>Receiving/ Releasing Staff</i> Accounting Unit
3.	3. Pre-audit Liquidation Report	None	Within 3 to 5 working days (depending on the type of transaction)	<i>Accounting Staff (in-charge per Fund Cluster)</i> Accounting Unit
4.	4. Forward to Finance Office for signing of Reports	None	30 minutes to 1 hour (depending on the bulk of the vouchers to be received)	<i>Receiving/ Releasing Staff</i> Accounting Unit
TOTAL:		None	6 working days, 1 hour, 5 minute/s	



Budget Management Unit

Internal Services



1. Certification of Allocation of Fund

The service evaluates and certifies the request funds from the different offices of the University.

Office or Division:	Budget Management Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees and students of the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of Request for Funding and/or Request Letter		Request for Funding form may be secured from the TSU Website. Request letter will be provided by the client.		
Supporting documents (<i>pre-inspection report, funding form, travel order, invitation, etc. if applicable</i>)		Supporting documents will be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The client gives the request form with its corresponding supporting documents to the staff.	1) The staff receives and verifies the request form with its corresponding supporting documents	None.	5 minutes	<i>Staff</i> Budget Management Unit
	2) Staff does the following: 2.1) Validates document; 2.2) Record and affixed control number on the form for reference.	None.	5 minutes	<i>Staff</i> Budget Management Unit
	3) Budget officer evaluates, certifies and signs	None.	Min:5mins Max:3 days	<i>Budget Officer/ OIC</i> Budget Management Unit
	4) Release/ route the document to next approving authority	None.	5 minutes	<i>Staff</i> Budget Management Unit
TOTAL:		None.	3 day/s, 0 hour/s, 15 minutes	



2. Processing of Payrolls/Vouchers

The service processes the payrolls and vouchers of TSU employees, both teaching and non-teaching personnel, job orders, and other persons involved in a particular activity.

Office or Division:	Budget Management Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU employees, both teaching and non-teaching personnel, job orders, and other persons involved in a particular activity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of accomplished Obligation Request and Status (OBRS)		Forms may secured at the Business Center.		
Three (3) copies of accomplished Disbursement Voucher (DV)		Forms may secured at the Business Center.		
Three (3) copies of Payroll		Payroll will be provided by the client.		
Supporting documents (request letter, funding form, travel order, invitation, programs, trip ticket, summary of expenses, etc.-if applicable)		Supporting documents will be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The client gives the forms with its corresponding supporting documents to the staff.	1) Receive, verifies the forms with its corresponding supporting documents.	None.	Min:5 mins Max:1 day	Staff Budget Management Unit
	2) Staff does the following: 2.1)Validates document; 2.2)Record and affixed control number on the form for reference.	None.	5 minutes	Staff Budget Management Unit
	3) Staff verifies and obligates for funding.	None.	Min: 5mins; Max: 2hours	Staff Budget Management Unit



	4) Budget officer evaluates, certifies and signs	None.	Min: 5mins Max: 2days	Budget Officer/OIC Budget Management Unit
	5) Release/ route the document to next approving authority	None.	5 minutes	Staff Budget Management Unit
TOTAL:		None.	3 day/s, 2 hour/s, 10 minutes	

3. Queries/Assistance on Certification on Allocation of Fund

The service provides replies/assistance for queries to requestor/end user regarding their requests.

Office or Division:	Budget Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees and students of the University.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Record book/ Logbook.			From the requestor/end user.	
A copy of the request letter or request form (<i>Purchase Request, Job Order, Work Order, Job Order Contract, Obligation Request and Status, Payroll, et.al</i>) with its corresponding control number/ reference number.			Provided by the requestor/end user.	
Request letter from requesting unit/college and agency.			Provided by the requestor/end user.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The client inquires or follows up to the staff regarding their requests.	1) The staff provides reply to simple queries For complex queries or concerns: request client	None.	5 minutes To 1day	Staff Budget Management Unit



	to present request letter and advise him/her to return in a specific time or date			
TOTAL:		None.	1 day, 0 hour/s, 0 minutes	



Cashiering Unit

External/Internal Services



1. Claiming of Checks

Payment of obligations *thru check*.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			The payee will provide.	
For authorized representative: a. Authorization or Special Power of Attorney. b. Valid ID of representative. c. Xerox copy of valid ID of payee.			The authorized representative will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present valid ID / requirements of the authorized representative	1) Check the completeness of requirements	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2) Issue an Official receipt	2) Check the issued Official receipt	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3) Sign on the Disbursement Voucher.	3) Make the client sign the disbursement voucher	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4) Claim check and tax certificate for suppliers.	4) Release the check and tax certificate if available.	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
TOTAL:		None.	0 day/s, 0 hour/s, 20 minutes	



2. Payment Thru Advice to Debit Account (ADA)

Direct payment of obligations thru bank.

Office or Division:	Disbursement Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher			Accounting Unit or VPAF	
Official Receipt from client			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Give Disbursement Voucher to Receiving Staff	1) Receive approved Disbursement Voucher (DV) charged from GAAA.	None.	5 minutes	<i>Receiving Staff</i> Cashiering Unit
2)	2) Prepare and route for approval of List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) and Summary of LDDAP-ADA Issued and validated Amount Entries (SLIAE).	None.	10 minutes	<i>Disbursing Staff</i> Cashiering Unit



3)	3) Transmit LDDA-ADA to Government Servicing Bank.	None.	30 minutes	Disbursing Staff Cashiering Unit
4)	4) Notify payee of the ADA payment.	None.	10 minutes	Disbursing Staff Cashiering Unit
5) Client will present an Official Receipt	5) Receive OR from client and release Tax Certificate if available	None.	5 minutes	Disbursing Staff Cashiering Unit
TOTAL:		None.	0 day/s, 1 hour, 0 minute/s	

3. Payment Thru Petty Cash

The petty cash fund is intended for emergency purchases P 5,000.00 below.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	Requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher		Petty Cash Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill up the PCV with attached required documents	1) Receive approved petty cash voucher (PCV) with attached required documents from requestor.	None.	5 minutes	<i>Petty Cash Custodian</i> Disbursement



2) Sign PCV and claim cash.	2) Give the PCV and Cash to the requestor	None.	2 minutes	<i>Petty Cash Custodian Disbursement</i>
3) Submit official receipt to Petty Cash Custodian for liquidation.	3) check the official receipt for replenishment	None.	30 minutes	<i>Petty Cash Custodian Disbursement</i>
TOTAL:		None.	0 day/s, 0 hour/s, 37 minutes	

4. Payment Thru Checks

Payment of obligation using empress fund.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Accounting Unit, VPAF		
ACIC Form		Cashiering Unit		
Official Receipt		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Give Disbursement Voucher to Receiving Staff	1. Receive approved Disbursement Voucher (DV).	None.	5 minutes	<i>Receiving Staff Cashiering Unit</i>
	2. Prepare and route for approval checks and Advice of Checks Issued and Cancelled (ACIC) if necessary.	None.	10 minutes	<i>Disbursing Staff Cashiering Unit</i>
	3. Transmit ACIC to Government	None.	30 minutes	<i>Disbursing Staff Cashiering Unit</i>



	Servicing Bank.			
	4. Notify payee of the payment.	None.	5 minutes	<i>Disbursing Staff Cashiering Unit</i>
5. Issue Official Receipt and claim Tax Certificate if needed.	5. Check the Official receipt and give the Tax Certificate to the client	None.	5 minutes	<i>Disbursing Staff Cashiering Unit</i>



Cashiering Unit

External Services



1. Claiming of Cash Benefits Over the Counter

Students with cash benefits from scholarships, assistant wages, refunds, and allowances can claim their cash in the cashiering office.

Office or Division:	Disbursement Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	University Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University ID			The student will provide	
For authorized representative: a. Authorization or Special Power of Attorney. b. Valid ID of representative. c. Xerox copy of valid ID of payee.			The authorized representative will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present valid ID to requirements of the authorized representative	1) Check the completeness of requirements	None.	3minutes	Collecting Staff Cashiering Unit
2) Sign on the payroll	2) Make the student sign the payroll	None.	2 minutes	Collecting Staff Cashiering Unit
3) Claim cash	3) Give cash to the student or representative	None.	2 minutes	Collecting Staff Cashiering Unit
TOTAL:		None.	0 day/s, 0 hour/s, 7 minutes	

2. Payment of Fees

This service is intended to issue an Official Receipt to Students after paying their outstanding balance to the University.

Office or Division:	Cashiering Unit- Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Past and current students of TSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



Assessment Slip		Business Center, Accounting Office		
University ID		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Provide the Assessment slip and Student ID	1) Receive Assessment Slip and/or Valid ID from student	None.	1minute	Collecting Staff Cashiering Unit
	2) Encode necessary data to the computerized Collection System	None.	1 minute	Collecting Staff Cashiering Unit
3) Pay the necessary amount	3) Accept legal tender currencies	Outstanding balance	1 minute	Collecting Staff Cashiering Unit
4) Claim Official Receipt (O.R.) from Collecting Officer	4) Give the Official Receipt (O.R.) to the client	None.	1 minute	Collecting Officer Cashiering Unit
TOTAL:		It depends on the outstanding balance	0 day/s, 0 hour/s, 4 minutes	

3. Request for Certificate of Payment for Lost Official Receipt

This service is intended to issue Certificate of Payment upon request of payee.

Office or Division:	Cashiering Unit - Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Past and current Student of TSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Lost		The payee will provide.		
University ID		The payee will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request at the collection window the Certificate of Payment	1) Verify correctness of the Affidavit of loss and ID number	None.	1 minute	Collecting Staff Cashiering Unit



2) Pay the Certification Fee	2) Collect the payment	PhP20.00	1 minute	Collecting Staff Cashiering Unit
3)	3) Collector process, print and sign the certificate of payment	None.	1 minute	Collecting Staff Cashiering Unit
4) Claim Certificate of Payment	4) Release the Certificate of payment	None.	1 minute	Collecting Staff Cashiering Unit
TOTAL:		PhP20.00	0 day/s, 0 hour/s, 4 minutes	

4. Signing of Student Clearance

All students must pay their outstanding balance, if there is any, before the signing of their student clearance.

Office or Division:	Cashiering Unit-Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		Registrar		
University ID		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present Student Clearance Form	1) Verify if the student has unpaid balance.	None.	30 seconds	Collecting Staff Cashiering Unit
2) Pay Unpaid Balance	2) Payment of unpaid balance or liability is required before clearance.	Outstanding balance	2 minutes	Collecting Staff Cashiering Unit
3) Claim Student Clearance	3) After fees has been settled, collection staff will then sign the clearance.	None.	30 seconds	Collecting Staff Cashiering Unit
TOTAL:		It depends on the outstanding balance.	0 day/s, 0 hour/s, 3 minutes	



Facilities and Maintenance Unit

External/Internal Services



1. Request for Various Repair Works

The service will perform repair and maintenance of TSU Facilities and Equipment upon request.

Office or Division	Facilities Development and Management Office (FDMO/FMU)			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen G2B - Government to Business Entity/ies G2G -Government to Government			
Who may avail:	TSU Employee such as Deans, Director, Unit Head, students, TSU Office occupants and stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Pre-Repair Inspection / Repair and other Services form duly signed and approved by the Head of Office or unit as the requestor.		FDMO/ FMU Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Request for Pre Repair Inspection Form	1) Recording and Documentation of Request	None.	2 minutes	<i>Clerk</i> FMU
2) Determination of Repair to be done	2) FMU Head Assigned the technician to conduct a pre repair inspection.	None.	30 minutes	Head FMU
3) Submit evaluation & material Estimate breakdown to FMU Unit Head	3) Discuss to Client/End-User the final evaluation of the request for repair	None.	15 minutes	<i>FMU Head and Technician Staff</i> FMU
4) Check availability of Material: If materials is not available	4) Request will return to End user using return notice for repair form. 4.1) Prepare RFF/PR&SAI or Job order for job out related work 4.2) Forward the approved RFF /	None.	30 minutes	<i>FMU Head and Technician Staff</i> FMU



	PR& SAI or Job Order to procurement office.			
5) If Material is Available	5) Prepare Requisition and Issuance slip (RIS) then, forward to the Supply and property management Unit for Approval.	None.	30 minutes	Clerk FMU
6) Proceed to Job Site	6) Prepared all the materials needed	None.	20 minutes	FMU Head and Technician Staff FMU
7) Commence the repair	7) Proceed with the Repair works	None.	Minor Repair 30 minutes – 1hour Major Repair 2 to 7 days	Technician Staff FMU
8) Accomplishment Report	8) Submit Accomplishment report duly signed acknowledge by the end user and noted by the supervisor or head of the office. 8.1) End-User will Fill-Up Customer Feedback Form	None.	10 minutes	Technician Staff FMU
9) Conduct Post Repair Inspection Report	9) Prepare the post repair Inspection	None.	30 minutes	Head FMU



(for Job out related work)	report for and forward to Technical Working Committee to conduct of post repair Inspection.			
10) Prepare Waste Materials Report	10) Collected excess unused materials will return to supply office for safekeeping	None.	15 minutes	<i>Head and Technician Staff FMU</i>
11) Filing of Records for Accomplished Project	11) Recording, encoding and photocopy of each accomplished project for documentation Purposes.	None.	20 minutes	<i>Clerk FMU</i>
TOTAL:		None.	≤7 days, 3 hours, 22 minutes	



Business Affairs and Auxiliary Services Office

External Services



1. Digital Studio RFID Processing – For Alumni IDs

The process for availing Alumni IDs at the BAASO Digital Studio.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumnus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		BAASO- Digital Studio		
Official Receipt		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the information needed on the log sheet and forms provided.	1. Verifies the information on the log sheet and forms provided.	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
2. Present it to the person in charged for Alumni ID	2. Wait for your name to be called for your alumni ID.	Prices may vary depending on the cost of the items purchased.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3.	3. Release ID	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		Prices may vary depending on the cost of the items purchased.	0 day/s, 0 hour/s, 5 minutes	



2. Issuance of Uniforms

The process of issuing various uniforms to different colleges.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled freshmen students who have paid their uniforms during enrolment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			BAASO-General Merchandise	
Certificate of Registration			The client will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Official Receipt (OR).	1. Verify/Check the OR and issues the uniform	Prices may vary depending on the cost of the items purchased	2 minutes	<i>Clerk of General Merchandise</i> BAASO
2. Inspects if the uniform is complete and without damage.	2. Stamps the OR as evidence that the uniform has been issued to the student.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
3. Signs the Log Sheet of Students who have paid for the uniform.	3. Return the OR to the student.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
TOTAL:		Prices may vary depending on the cost of the items purchased	0 day/s, 0 hour/s, 4 minutes	



3. Print Shop Processing (Tarpaulin, Sticker, Heat Press)

The process of availing the different print shop services such as tarpaulin, sticker and heat press.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of the lay out to be printed		The client will provide.		
Communication letter (if any)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1. Receive the details of job order/soft copy of printing jobs	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
2.	2. Review the design and details	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
3.	3. Lay out or edit as required	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
4.	4. Execute the Work/Job order	None.	Depends on the volume and set up required for a specific job.	<i>Clerk of Print Shop</i> BAASO
5. Proceed to the window 1 (Gen. Mdse) and give the job order for assessment.	5.	None.	For Tarpaulin Sizes: 4'x8'- 1hour 6'x12 -1.5 hour 12'x18-4-6hours	<i>Clerk of Print Shop</i> BAASO



6. Proceed to the Cashiering Unit for payment.	6.	Prices vary depending on the sizes, volume and materials to be used.	3 minutes	
7. Present the Official Receipt	7. Release the item	None.	1 minute	<i>Clerk of Print Shop BAASO</i>
TOTAL:		Prices vary depending on the sizes, volume and materials to be used.	0 day/s, 4 hours, 7 minutes	



**Business Affairs and
Auxiliary Services Office**

External/Internal Services



1. Application for Vehicle Gate pass

The process of availing for the application of gate pass for vehicles.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Business Affairs & Auxiliary Services Office (BAASO)		
<i>Photocopy of the following:</i>				
Certificate of Registration of Vehicle		The client will provide.		
Valid Official Receipt Registration of Vehicle		The client will provide.		
Valid Drivers License		The client will provide.		
TSU ID		The client will provide.		
Certificate of Registration (<i>Officially enrolled</i>) (<i>For Students</i>)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements (<i>Photocopy and Original</i>)	1. Receive, verify and ensure validity and completeness of submitted documents	None.	1 minute	<i>Clerk</i> BAASO
2. Proceed to the Cashiering Unit and pay assessed fee.	2. Receives payment and issue Official Receipt (OR).	Prices vary depending on the sizes, volume and materials to be used.	1 minute	<i>Cashiering Staff</i> Cashiering Unit
3. Proceed to the BAASO and present the OR	3. Verifies the OR and issues the gate pass	None.	1 minute	<i>Clerk</i> BAASO
TOTAL:		Prices vary depending on the	0 day/s, 0 hour/s, 3 minutes	



	sizes, volume and materials to be used.		
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2. Digital Studio RFID Processing – Lost ID

The process and procedures for availing obtaining replacement of lost ID.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Faculty & Personnel of the University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		The client will provide.		
Request for New RFID		Student Affairs Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Affidavit of Loss <i>(For students):</i> Proceed to Student Affairs Services to report for the lost ID	1. Verifies all requirements	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
2. Proceed to BAASO (assessment window) for the assessment of RFID and surrender your old RFID	2.	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3. Proceed to the Cashiering Office for payment	3.	Prices may vary depending on cost of	3 minutes	<i>Cashiering Staff</i> Cashiering Unit



		the items purchased		
4. Proceed to Digital Studio	4.	None.	1 minute	Clerk of Digital Studio BAASO
5. Fill out the log sheet provided and wait for your name to be called for your RFID.	5. Release RFID	None.	2 minutes	Clerk of Digital Studio BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	0 day/s, 0 hour/s, 9 minutes	

3. Digital Studio RFID Processing – Re-ID/Worn-out IDs

The process and procedures for obtaining of Re-IDs/Worn-out IDs.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	All students Faculty & Personnel of the University Alumnus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		BAASO- Digital Studio		
Official Receipt		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration/Official Receipt.	1. Verifies Certificate of Registration/Official Receipt	None.	1 minute	Clerk of Digital Studio BAASO



2. Proceed to BAASO (assessment window) for the assessment of RFID and surrender your old RFID	2. Receive the old RFID	None.	2 minutes	Clerk of Digital Studio BAASO
3. Proceed to the Cashiering Unit for payment	3.	Prices may vary depending on cost of the items purchased	3 minutes	Cashiering Staff Cashiering Unit
4. Proceed to Digital Studio	4.	None.	1 minute	Clerk of Digital Studio BAASO
5. Fill out the log sheet provided and wait for your name to be called for your RFID.	5. Release RFID	None.	2 minutes	Clerk of Digital Studio BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	0 day/s, 0 hour/s, 10 minutes	

4. Photocopying Services/Documents Printing

The process of availing photocopying services and documents printing.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)
Classification:	Simple (up to 3 days)
Type of Transaction:	G2C - Government to Citizen G2G Government to Government
Who may avail:	Colleges, Offices, Unit of the University Faculty Personnel Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be photocopied (<i>hard copy</i>)		The client will provide.		
Soft copy to be printed thru removable device; flash drives		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1. Receive the details of job order/soft copy of printing jobs	None.	1 minute	<i>Clerk of Printing Press</i> BAASO
2.	2. Review the design and details	None.	1 minute	<i>Clerk of Printing Press</i> BAASO
3.	3. Lay out or edit as required	None.	1 minute	<i>Clerk of Printing Press</i> BAASO
4.	4. Execute the Work/Job order	None.	Depends on the volume and set up required for a specific job.	<i>Clerk of Printing Press</i> BAASO
5. Proceed to the window 1 (Gen. Mdse) and give the job order for assessment.	5.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
6. Proceed to the Cashiering Unit for payment.	6.	Prices vary depending on the sizes, volume and materials to be used	3 minutes	<i>Cashiering Staff</i> Cashiering Unit
4. Present the Official Receipt	5.	None.	1 minute	<i>Clerk of Printing Press</i> BAASO



TOTAL:	Prices vary depending on the sizes, volume and materials to be used	0 day/s, 0 hour/s, ≥7 minutes	
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5. Purchasing of Merchandise (Books, Bags, ID Holder, Souvenir Items, Etc.)

The procedure and process for the availment of books and various souvenir items.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Students, Faculty, Personnel and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		BAASO- General Merchandise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the assessment of fees for the merchandise to be purchased	1. Print and issue the Assessment Form.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
2. Presents the Assessment Form to the cashier and pay the assessed amount.	2. Receives payment and issue Official Receipt (OR).	Prices may vary depending on cost of the items purchased	2 minutes	<i>Clerk of General Merchandise</i> BAASO
3. Presents the Official Receipt (OR).	3. Verifies the OR, releases the purchased items, and returns the OR.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO



TOTAL:	Prices may vary depending on cost of the items purchased	0 day/s, 0 hour/s, 4 minutes	
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5. Request to Use the University Facilities

The service allows utilization of different facilities of the University for various purposes such as seminars, trainings etc.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Student Organizations recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter approved by the TSU President		BAASO –Rentable Spaces Office		
Endorsement from the TSU President		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request letter approved by the TSU President Endorsement from the TSU President and request for the assessment for the rental if any.	1. Receive and verifies the documents presented	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
2.	2. Check the availability of the facility requested and prepares the Application Form and	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO



	Assessment of Fees (if rental is applicable.)			
3. Proceed to the cashier for payment	3.	Rental fees may vary according to the facility requested	3 minutes	<i>Cashiering Staff</i> Cashiering Unit
4. Submits the signed Application Form and present OR	4. Receive/verify the signed Application Form and OR	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
5.	5. Records the transaction in the Log Book.	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
6.	6. Issue a copy of the approved Application Form to the customer/appl icant.	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
7.	7. Forward the filled-out Application Form to the Office of Civil Security Unit (for their copy)	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
TOTAL:			0 day/s, 0 hour/s, 10 minutes	



Business Affairs and Auxiliary Services Office

Internal Services



1. Digital Studio RFID Processing – For Employee ID

The service allows new employees to obtain a TSU ID.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty & Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charged Slip		Human Resource Development and Mgmt. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your charged slip issued by the Human Resource Development & Management Office (HRDMO)	1. Verify charged slip issued by the HRDMO to the person in charged.	Prices may vary depending on cost of the items purchased	1 minute	<i>Clerk of Digital Studio</i> BAASO
2. Wait for your name to be called for your employee ID.	2. Let the employee fill out the log sheet	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3.	3. Release employee ID	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	0 day/s, 0 hour/s, 5 minutes	



2. Print Shop Processing (Tarpaulin, Sticker, Heat Press) – For Charged Customers, Offices and Colleges

The process of availing the different print shop services such as tarpaulin, sticker and heat press by employees of the University.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices and Units of the University Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of the lay out to be printed		The client will provide.		
Communication letter (if any)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1. Receive the details of job order/soft copy of printing jobs	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
2. Present the communication letter (if any) from the offices/colleges where the ordered products will be charged.	8. Review the design and details	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
9.	3. Lay out or edit as required	None.	1 minute	<i>Clerk of Print Shop</i> BAASO
4.	4. Prepare charged slip (to be charged to offices/colleges)	None.	1 minute	<i>Clerk of Print Shop</i> BAASO



10.	5. Execute the Work/Job order	Prices vary depending on the sizes, volume and materials to be used	For Tarpaulin Sizes: 4'x8' - 1hour 6'x12 -1.5 hour 12'x18-4-6hours	Clerk of Print Shop BAASO
6.	6. Release the item	None.	1 minute	Clerk of Print Shop BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	0 day/s, 4 hours, 5 minutes	

3. Photocopying Services/Documents Printing - For Charged Customers, Offices and Colleges

The service provides photocopying and printing services for TSU employees.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices and Units of the University Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be photocopied (hard copy)		The client will provide.		
Soft copy to be printed thru removable device; flash drives		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Handing over of Original documents or flash drives	1. Receive and sort then photocopy (<i>hard copy</i>) or	Prices vary depending on the	1 minute	Clerk of Printing Press BAASO



	select file then print (<i>soft copy</i>).	sizes, volume and materials to be used		
2. Fill out the log sheet for the offices/colleges to be charged.	2. Turning over of original documents and copies 2.1 Stapling jobs, if necessary	None.	2 minutes	Clerk of Printing Press BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	0 day/s, 0 hour/s, 3 minutes	



College of Architecture and Fine Arts

External Services



1. Enrollment for Freshmen Students

The service is given for incoming students who wish to part of the college. This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission slip that contains his/her student number.			Admission unit of the ARO.	
Certificate of Registration			ARO - Registrar's Office	
Official Receipt (to be presented)			Cashiering Unit	
Pre-Assessment Form			Dean's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get result of admission test from Testing Office <i>(for those who did not yet receive the result)</i>	1. Assist the incoming students	None.	5 minutes	Staff Testing and Admission Office
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None.	10 minutes	Dean CAFA College Clerk CAFA Faculty CAFA
3. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	3. Determine the subjects to be given to the student and tag them.	None.	5 minutes	Faculty Member CAFA
4. Proceed to the faculty in-charge for the tagging of free tuition if they	4. Tag the student for the free tuition.	None.	5 minutes	Faculty Member CAFA



are qualified for the free tuition.				
5. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking.	5. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	<i>Faculty Member CAFA</i>
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	

2. Enrollment for Old Students – 2nd Year to 4th Year Students

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades		Student Portal		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	1. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member CAFA</i>
2. Proceed to the faculty in-charge for the tagging of free tuition if they	2. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member CAFA</i>



are qualified for the free tuition.				
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	

3. Enrollment for Old Student with Deficiency/ies

The service is given for old students of the college. It starts after the students have secured the copies of their grades. The Scholastic delinquent students (warning, probation, and dismissal in the College), should pass through the Guidance and Counseling Unit before being admitted for enrolment.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		The student will provide.		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	1. Evaluate graduating students	None.	10 minutes	<i>Guidance Associate</i> Guidance Office
2. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	2. Advise the student and determine the schedule to be given to the student	None.	5 minutes	<i>Faculty Member</i> CAFA



3. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding.	3. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll.	None.	5 minutes	College Clerk CAFA
4. Proceed to the enrollment area for the advising and reassessment of subjects.	4. Advise, reassess and tag the subject/s to be enrolled by the student.	None.	5 minutes	Faculty Member CAFA
5. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	5. Tag the student for the free tuition.	None.	5 minutes	Faculty Member CAFA
6. Pay the COR Fee and get the Official Receipt from the Cashier	6. Receive payment and issue Official Receipt	None.	5 minutes	Staff Cashiering Unit
7. Present the Official Receipt and get Certificate of Registration	7. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	Staff ARO
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	



4. Enrollment for Graduating Student with Deficiency/ies

The service is given for graduating students of the college. This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copies of grades			Student Portal	
Student ID			The student will provide.	
Official Receipt (to be presented)			Cashiering Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure an evaluation of all subjects taken from ORA	1) Evaluate graduating students	None.	10 minutes	Staff ARO
2) Fill out an Application form for requests of Overloading	2) Sign the request form	None.	15 minutes	Dean CAFA
3) Secure approval of requests from concerned authorities	3) Approve requests of graduating students	None.	30 minutes	Dean CAFA Director ORA Vice President Academic Affairs
4) Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	4) Advise the student and determine the schedule to be given to the student	None.	5 minutes	Faculty Member CAFA
5) Request for subject/s that they need through signing a form and undergo the process until it is approved. This	5) Assist the students to undergo the process of requesting the subject/s they need and by encoding the	None.	5 minutes	College Clerk CAFA



form shall be given to the College Clerk for encoding.	subject/s they need to enroll.			
6) Proceed to the enrollment area for the advising and reassessment of subjects.	6) Advise, reassess and tag the subject/s to be enrolled by the student.	None.	5 minutes	<i>Faculty Member CAFA</i>
7) Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	7) Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member CAFA</i>
TOTAL:		None.	0 day/s, 1 hour, 15 minutes	

5. Enrollment of Transferees, Shifters, Returnees and Second Courser

The service is given to transferees, shifters, returnees and second courser. It starts after the students have gone through the process for admission

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number		The admission slip is secured from the admission unit of the ARO.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None.	5 minutes	<i>Guidance Associate Guidance Office</i>



2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None.	10 minutes	<i>Dean</i> CAFA <i>College Clerk</i> CAFA <i>Faculty</i> CAFA
3. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	3. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member</i> CAFA
4. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	4. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CAFA
5. Proceed to the faculty In charge for the schedule of medical examination and ID picture taking.	5. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	<i>Faculty Member</i> CAFA
6. Pay the COR Fee and get the Official Receipt from the Cashier	6. Receive payment and issue Official Receipt	None.	5 minutes	<i>Staff</i> Cashiering Unit
7. Present the Official Receipt and get Certificate of Registration	7. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	<i>Staff</i> ARO
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	



6. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk CAFA</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>College Clerk CAFA</i>
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	



7. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk CAFA</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified	None.	7 minutes	<i>College Clerk CAFA</i>



	by the disbursing officer			
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	



College of Arts and Social Sciences

External Services



1. Enrollment for Freshmen Students

The service is given for incoming students who wish to part of the college. This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission slip that contains his/her student number.			Admission unit of the ARO.	
Certificate of Registration			ARO - Registrar's Office	
Official Receipt (to be presented)			Cashiering Unit	
Pre-Assessment Form			Dean's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Get result of admission test from Testing Office <i>(for those who did not yet receive the result)</i>	6. Assist the incoming students	None.	5 minutes	Staff Testing and Admission Office
7. See the College Dean for advising, open subjects and available slots	7. Check system for the available slots	None.	10 minutes	Dean CASS College Clerk CASS Faculty CASS
8. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	8. Determine the subjects to be given to the student and tag them.	None.	5 minutes	Faculty Member CASS
9. Proceed to the faculty in-charge for the tagging of free tuition if they	9. Tag the student for the free tuition.	None.	5 minutes	Faculty Member CASS



are qualified for the free tuition.				
10. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking.	10. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	<i>Faculty Member</i> CASS
TOTAL:		None.	0 day/s. 0 hour/s, 30 minutes	

2) Enrollment for Old Students – 2nd Year to 4th Year Students

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades		Student Portal		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	5. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member</i> CASS



2. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	2. Tag the student for the free tuition.	None.	5 minutes	Faculty Member CASS
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	

3) Enrollment for Old Student with Deficiency/Deficiencies

The service is given for old students of the college. It starts after the students have secured the copies of their grades. The Scholastic delinquent students (warning, probation, and dismissal in the College), should pass through the Guidance and Counseling Unit before being admitted for enrolment.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		The student will provide.		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before	1. Evaluate graduating students	None.	10 minutes	Guidance Associate Guidance Office



being admitted for enrollment				
9. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	6. Advise the student and determine the schedule to be given to the student	None.	5 minutes	<i>Faculty Member</i> CASS
7. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding.	10. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll.	None.	5 minutes	<i>College Clerk</i> CASS
4) Proceed to the enrollment area for the advising and reassessment of subjects.	11. Advise, reassess and tag the subject/s to be enrolled by the student.	None.	5 minutes	<i>Faculty Member</i> CASS
5) Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	12. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CASS
6) Pay the COR Fee and get the Official Receipt from the Cashier	13. Receive payment and issue Official Receipt	None.	5 minutes	<i>Staff</i> Cashiering Unit
7) Present the Official Receipt and get Certificate of Registration	14. Verify the Official Receipt and print the	None.	10 minutes	<i>Staff</i> ARO



	Certificate of Registration			
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	

4. Enrollment for Graduating Student with Deficiency/Deficiencies

The service is given for graduating students of the college. This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		The student will provide.		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8) Secure an evaluation of all subjects taken from ORA	8) Evaluate graduating students	None.	10 minutes	<i>Staff</i> ARO
9) Fill out an Application form for requests of Overloading	9) Sign the request form	None.	15 minutes	<i>Dean</i> CASS
10) Secure approval of requests from concerned authorities	10) Approve requests of graduating students	None.	30 minutes	<i>Dean</i> CASS <i>Director</i> ORA <i>Vice President</i> Academic Affairs
11) Proceed to the faculty in-charge for the advising, assessment and	11) Advise the student and determine the schedule to	None.	5 minutes	<i>Faculty Member</i> CASS



tagging of subjects.	be given to the student			
12) Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding.	12) Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll.	None.	5 minutes	College Clerk CASS
13) Proceed to the enrollment area for the advising and reassessment of subjects.	13) Advise, reassess and tag the subject/s to be enrolled by the student.	None.	5 minutes	Faculty Member CASS
14) Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	14) Tag the student for the free tuition.	None.	5 minutes	Faculty Member CASS
TOTAL:		None.	0 day/s, 1 hour, 15 minutes	

1. Enrollment of Transferees, Shifters, Returnees and Second Courser

The service is given to transferees, shifters, returnees and second courser. It starts after the students have gone through the process for admission.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number		The admission slip is secured from the admission unit of the ARO.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



8. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	8. Issue Admission Slip	None.	5 minutes	Guidance Associate Guidance Office
9. See the College Dean for advising, open subjects and available slots	9. Check system for the available slots	None.	10 minutes	Dean CASS College Clerk CASS Faculty CASS
10. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	10. Determine the subjects to be given to the student and tag them.	None.	5 minutes	Faculty Member CASS
11. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	11. Tag the student for the free tuition.	None.	5 minutes	Faculty Member CASS
12. Proceed to the faculty In charge for the schedule of medical examination and ID picture taking.	12. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	Faculty Member CASS
13. Pay the COR Fee and get the Official Receipt from the Cashier	13. Receive payment and issue Official Receipt	None.	5 minutes	Staff Cashiering Unit
14. Present the Official Receipt and get Certificate of Registration	14. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	Staff ARO
TOTAL:		None.	0 day/s, 0 hour/s, 30 minutes	



2. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk CASS</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>College Clerk CASS</i>
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	



3. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk CASS</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified	None.	7 minutes	<i>College Clerk CASS</i>



	by the disbursing officer			
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	



College of Business and Accountancy

External Services



1. Enrollment for Cross-Enrollees

This service allows college students to cross-enroll some subjects available in other colleges.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming and Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip (if from other school)		Testing, Counseling and Career Center		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Cross-Enrollee Form (signed by the Dean)		Dean's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Admissions Unit for submission of requirements	1. Receive submitted requirements	None.	5 minutes	<i>Staff</i> Testing, Counseling and Career Center
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None.	10 minutes	<i>Dean</i> CBA <i>College Clerk</i> CBA <i>Faculty</i> CBA
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None.	10 minutes	<i>Dean</i> CBA <i>College Clerk</i> CBA <i>Faculty Members (assigned in tagging)</i> CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	PhP 25.00	5 minutes	<i>Staff</i> Cashiering Unit
5. Present the Official Receipt and get	5. Verify the Official Receipt and print the	None.	10 minutes	<i>Staff</i> ARO



Certificate of Registration	Certificate of Registration			
TOTAL:		PhP 25.00	0 day/s, 0 hour/s, 40 minutes	

2. Enrollment for Freshmen Students

This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip (if from other school)		Testing, Counseling and Career Center		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Cross-Enrollee Form (signed by the Dean)		Dean's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get result of admission test from Testing Office <i>(for those who did not yet receive the result)</i>	1. Assist the incoming students	None.	5 minutes	<i>Staff</i> Testing, Counseling and Career Center
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None.	10 minutes	<i>Dean</i> CBA <i>College Clerk</i> CBA <i>Faculty</i> CBA
3. Get Pre-assessment registration and confirm tagging for 100%	3. Print the Pre-assessment registration from the enrollment system	None.	10 minutes	<i>Dean</i> CBA <i>College Clerk</i> CBA



Continuing Scholarship				<i>Faculty Members (assigned in tagging) CBA</i>
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	PhP 25.00	5 minutes	<i>Staff Cashiering Unit</i>
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	<i>Staff ARO</i>
TOTAL:		PhP 25.00	0 day/s, 0 hour/s, 40 minutes	

3. Enrollment for Graduating Students with Deficiencies

This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Overloading Form		ARO - Registrar's Office		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Official Receipt (to be presented)		Cashiering Unit		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an evaluation of all subjects taken from ORA	1. Evaluate graduating students	None.	10 minutes	<i>Staff ARO</i>
2. Fill out an Application form for requests of Overloading	2. Sign the request form	None.	15 minutes	<i>Dean CBA</i>
3. Secure approval of requests from	3. Approve requests of	None.	30 minutes	<i>Dean CBA</i>



concerned authorities	graduating students			<i>Director</i> ORA <i>Vice President</i> Academic Affairs
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	PhP 25.00	5 minutes	<i>Staff</i> Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	<i>Staff</i> ARO
TOTAL:		PhP 25.00	0 day/s, 1 hour, 10 minutes	

4. Enrollment for Old Students from 2nd Year to 4th Year

This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Ongoing College Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			ARO - Registrar's Office	
Certificate of Registration			Can be printed through Student Portal	
Official Receipt (to be presented)			Cashiering Unit	
Pre-Assessment Form			Dean's Office	
Student Identification Card			The enrollee will present.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to College enrollment area for advising at designated room	1. Assist graduating students during enrollment	None.	10 minutes	<i>Faculty</i> CBA



2. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	2. Evaluate graduating students	None.	10 minutes	Guidance Associate Guidance and Counseling Unit
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None	10 minutes	Dean CBA College Clerk CBA Faculty Members (assigned in tagging) CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	PhP 25.00	5 minutes	Staff Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	Staff ARO
TOTAL:		PhP 25.00	0 day/s, 0 hour/s, 45 minutes	

5. Enrollment for Shifters from program to program under CBA

This service allows CBA students to shift from one program to another.

Office or Division:	College of Business and Accountancy
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Ongoing College Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Admission Slip	Guidance and Counseling Unit



Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Official Receipt (to be presented)		Cashiering Unit		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None	5 minutes	Guidance Associate Guidance and Counseling Unit
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None	10 minutes	Dean CBA College Clerk CBA Faculty CBA
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None	10 minutes	Dean CBA College Clerk CBA Faculty Members (assigned in tagging) CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	PhP 25.00	5 minutes	Staff Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	Staff ARO
TOTAL:		PhP 25.00	0 day/s, 0 hour/s, 40 minutes	



6. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk CBA</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>College Clerk CBA</i>
TOTAL:		None	0 day/s, 0 hour/s, 8 minutes	



7. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk</i> CBA
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>College Clerk</i> CBA
TOTAL:		None	0 day/s, 0 hour/s, 8 minutes	



8. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk CBA</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the	None.	7 minutes	<i>College Clerk CBA</i>



	disbursing officer			
	TOTAL:	None.	0 day/s, 0 hour/s, 10 minutes	



College of Criminal Justice Education

External Services



1. General Enrollment Procedures for 1st Year Students

The service allows students to enroll subjects on their course.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 1 st Year Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission requirements (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)			The client will provide	
Admission Slip			Admission and Registration office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)	1) Admission staff will receive submitted document/s.	None.	2 minute	<i>Clerk</i> Admission and Registration Office
2)	2) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
3)	3) Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
4) Proceed to enrollment area	4) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CCJE
5)	5) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk</i> CCJE
6)	6) The students will proceed to the Faculty In-Charge for the assessment of their uniform and ID.	None.	2 minutes	<i>Staff</i> Business Center Office
7)	7) Right after the free tuition tagging, the schedule for medical	None.	2 minutes	<i>Clerk</i> Medical Services Office



	examination will be given.			
TOTAL:		None.	0 day/s, 0 hour/s, 17 Minutes	

2. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 2 nd Year to 4 th Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present the ID to the faculty/clerk assigned on the enrollment process	1) The faculty/clerk will assessed the subjects to be enrolled (pre-assessment/ computerized enrollment)	None.	3 minutes	<i>Dean, Faculty, Clerk CCJE</i>
2) Tagging for free tuition	2) Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty, Clerk CCJE</i>
3) Registrar/Business Center	3) The student shall proceed to the Registrar Office for the validation of ID or business center for the renewal of ID (if needed)	None.	5 minutes	<i>Clerk Registrar/ Business Center</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
1) Proceed to Guidance and Counseling office	1)	None.	10 minutes	<i>Guidance Counselor</i>



Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.					CCJE
2) The students will request for subject that they need through signing a form and give it to the College Clerk for encoding.	2) Receive signed form.	None.	5 Minutes		CCJE, Clerk
3) The students will proceed to the Office of the Registrar for adding/changing of subject.	3)	None.	5 Minutes		Registrar, Clerk
Note: (COR is available for printing at the TSU Portal account of the student)					
TOTAL:		None.	0 day/s, 0 hour/s, 31 minutes		

3. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Criminal Justice Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who wants to transfer or graduated from the University
CHECKLIST OF REQUIREMENTS	
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt	Cashiering Office – Collections
Transfer Credentials (if intention is for transferring to another university/college)	Admission and Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>Clerk, CCJE</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>Clerk, CCJE</i>
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	



4. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CCJE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CCJE
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	



5. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Unit – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CCJE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the	None.	7 minutes	Clerk CCJE



	disbursing officer			
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	

6. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Acceptance Form			Admission Registration Office/college	
Admission requirements: (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)			The client will provide.	
Entrance Exam results			Testing Center	
Admission Slip			Admission and Registration office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1) Submit the form.	None.	1 minute	<i>Clerk</i> CCJE
2) Upon the approval of the Acceptance form, the Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and Registration Office
3)	3) Verify and check the completeness	None.	3 minutes	<i>Clerk</i>



	of submitted documents			Admission and Registration Office
4)	4) Issuance of Admisiion slip with the student ID number	None.	3 minutes	Clerk Admission and registration Office
5) Proceed to enrollment area	5) Pre-assessment / Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk CCJE
6)	6) Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CCJE
7)	7) The students will proceed to the Faculty In-Charge for the assessment of their uniform and ID.	None.	2 minutes	Staff Business Center Office
8)	8) Right after the free tuition tagging, the schedule for medical examination will be given.	None.	2 minutes	Clerk Medical Services Office
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	



College of Computer Studies

External Services



1. General Enrollment Procedures for 1st Year Students of BS of Information Technology, BS Information Systems, BS Computer Science

The service allows students to enroll subjects on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137		Previous school		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Birth Certificate PSA		PSA		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc)	1) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and Registration Office
2)	2) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
3)	3) Encoding of admission and processing of student id number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
4) Proceed to enrollment area	4) Pre-assessment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CCS
5)	5) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk</i> CCS
6)	6) Go to the Business Center for the	None.	2 minutes	<i>Staff</i>



	assessment of ID and uniform			Business Center Office
TOTAL:		None.	0 day/s, 0 hour/s, 14 minutes	

2. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Present the ID to the faculty/clerk assigned on the enrollment process	1) The faculty/clerk will be assessed the subjects to be enrolled (pre-assessment)	None.	3 minutes	<i>Dean, Faculty, Clerk CCS</i>
2) Tagging for free tuition	2) Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty, Clerk CCS</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
Proceed to Guidance and Counseling office	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	None.	10 minutes	<i>Guidance Counselor CCS</i>
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	



3. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Form 137		Previous school		
Birth Certificate PSA		PSA		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Entrance Exam results		Testing, Monitoring and Evaluation		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1)	None.	1 minute	<i>Clerk</i> CCS
2) Upon the approval of the Acceptance form, the Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, and clearances. Etc.)	2) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and Registration Office
3)	3) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
4)	4) Encoding of admission and processing of student id number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office



5) Proceed to enrollment area	5) Pre-assessment	None.	3 minutes	Dean, Faculty, Clerk CCS
6)	6) Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CCS
7)	7) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	

4. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount	None.	3 minutes	Clerk CCS



	1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CCS
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

General Enrollment Procedures for for MIT Students of BS Information Technology, BS Information Systems , BS Computer Science

The service allows students to enroll subjects on their course.

Office or Division:	College of Computer Studies
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Transfer of Credentials	Previous school
Official Transcrip of Records (Original Copy)	Previous school
2 x 2 pictures Colored pictures	The client will provide
Birth Certificate PSA	PSA
Accomplished Application Form for Admission	Testing, Evaluation and Monitoring Services
TSU Graduate School Admission Test (PHP 250.00)	Cashiering Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Applicant will go to the College and take some initial Interview by the Chairperson of MIT	1) College	None.	1 minute	Dean, MIT Chairperson
	2) Verify and check the completeness of submitted documents	None.	3 minutes	Clerk Admission and registration Office
	3) Encoding of admission and processing of student id number	None.	3 minutes	Clerk Admission and registration Office
2) Proceed to enrollment area	1) Pre-assessment	None.	3 minutes	Dean, Faculty, Clerk COLLEGE OF COMPUTER STUDIES
3) Proceed to Cashier pay the Tuition Fee	Cashier	Tuition Fee	3 minutes	Cashier

5. Refund of Overpayment (Graduate School, MIT) (Thesis)

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission	None	3 minutes	Clerk CCS



	of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	Clerk CCS
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

6. Refund of Tuition Fees (Graduate School)

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on	1. Open Student Account in the TSU Enrolment System	None.	3 minutes	Clerk CCS



<p>TSU Enrolment System.</p>	<p>1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)</p>			
<p>2. Submit the requirements for the processing of refund.</p>	<p>2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer</p>	<p>None.</p>	<p>7 minutes</p>	<p>Clerk CCS</p>
<p>TOTAL:</p>		<p>None.</p>	<p>0 day/s, 0 hour/s, 10 minutes</p>	



College of Engineering and Technology

External Services



1. General Enrollment Procedures for 1st Year Students of the following courses: BS in Civil Engineering, BS in Electrical Engineering, BS in Mechanical Engineering, BS in Electronics Engineering, BS in Industrial Engineering, Bachelor of Engineering Technology

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137		Previous school		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Birth Certificate PSA		PSA		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc)	4) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and registration Office
	1) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
	2) Encoding of admission and processing of student id number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
2) Proceed to enrollment area	3) Pre-assessment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CoET
	3) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk</i> CoET



	4) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
TOTAL:		None.	0 day/s, 0 hour/s, 14 minutes	

2. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:		College of Engineering and Technology		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3) Present the ID to the faculty/clerk assigned on the enrollment process	1) The faculty/clerk will be assessed the subjects to be enrolled (pre-assessment)	None.	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
2) Tagging for free tuition	2) Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty, Clerk CoET</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
Proceed to Guidance and Counseling office	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	None.	10 minutes	<i>Guidance Counselor Guidance and Counseling Services Unit</i>
TOTAL:		None.	0 day/s, 0 hour/s, 16 minutes	



3. General Enrollment Procedures for MS Program Students of the following courses: MS in Electrical Engineering and MS in Civil Engineering

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transfer of Credentials			Previous school	
Official Transcript of Records (Original Copy)			Previous school	
2 x 2 pictures Colored pictures			The client will provide	
Birth Certificate PSA			PSA	
Accomplished Application Form for Admission			Testing, Monitoring and Evaluation	
TSU Graduate School Admission Test (PhP 250.00)			Cashiering Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Applicant will go to the College and take some initial Interview by the Chairperson of MS Program	2) Conduct initial interview in the college.	None.	10 minute	<i>Dean, MS Chairperson Concerned College</i>
2)	3) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
3)	4) Encoding of admission and processing of student id number	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
4) Proceed to enrollment area	5) Pre-assessment	None.	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
5) Proceed to Cashier pay the Tuition Fee	6) Cashier	PhP 1,000.00/ unit + miscellan	3 minutes	<i>Staff Cashiering Unit</i>



		eous fees		
	TOTAL:	PhP 1,000.00/ unit + miscellaneous fees	0 day/s, 0 hour/s, 22 minutes	

4. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt <i>(if still available)</i> / Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials <i>(if intention is for transferring to another university/college)</i>		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of	None.	3 minutes	Clerk CoET



	requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CoET
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

5. Refund of Overpayment (Graduate School, MS Program) (Thesis)

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission	None	3 minutes	Clerk CoET



	of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	Clerk CoET
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

6. Refund of Tuition Fees (Graduate School)

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of	1. Open Student Account in the	None.	3 minutes	Clerk CoET



student account information on TSU Enrolment System.	TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	7 minutes	Clerk CoET
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	

7. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Acceptance Form		Admission office/ college		
Form 137		Previous school		
Birth Certificate PSA		PSA		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Entrance Exam results		Testing, Monitoring and Evaluation		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get and accomplish the Acceptance form at the Deans office, or Admission Office		None.	1 minute	Clerk CoET
2) Upon the approval of the Acceptance form, the Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, and clearances. Etc.)	1) Admission staff will receive submitted document/s.	None.	1 minute	Clerk Admission and Registration Office
	2) Verify and check the completeness of submitted documents	None.	3 minutes	Clerk Admission and Registration Office
	3) Encoding of admission and processing of student id number	None.	3 minutes	Clerk Admission and Registration Office
3) Proceed to enrollment area	4) Pre-assessment	None.	3 minutes	Dean, Faculty, Clerk CoET
	5) Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CoET
	6) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	



College of Public Administration and Governance

External Services



1. Application for Comprehensive Examination Procedures for Students of Master of Public Administration and Doctor of Public Administration

The service allows students to apply for the comprehensive examination.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who will take the comprehensive exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission/College requirements		The client will provide		
Application for comprehensive exam form		Admission and Registration Office/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Go to the college to secure a comprehensive examination	1) College clerk will provide the needed document/s.	None.	1 minute	<i>Clerk CPAG</i>
2)	2) Go to the ARO for the signing and evaluation of the grades.	None.	3 minutes	<i>Clerk ARO</i>
3) Proceed to the respective college	3) Assessment for the comprehensive exam and review.	None.	3 minutes	<i>Clerk CPAG</i>
4)	4) Pay to the cashier the required fees.	PhP 800.00	5 minutes	<i>Cashier</i>
5) Photocopy the application form and submit the original copy at the college.	5)	None.	2 minutes	<i>Clerk CPAG</i>
6) Check the schedule of the review and examination at the college.	6)	None.	1 minutes	<i>Clerk CPAG</i>
TOTAL:		PhP 800.00	0 day/s, 0 hour/s, 15 minutes	



2. Cross Enrollees

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cross enroll form		College The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get cross enroll form and secure dean's approval to open the subject/s.	1)	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
2) Proceed to the enrolment area	2) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
3)	3) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty and Clerk CPAG</i>
TOTAL:		None.	0 day/s, 0 hour/s, 9 minutes	

3. Dissertation/Thesis Defense Procedures for Students of Master of Public Administration and Doctor of Public Administration

The service allows students to apply for the dissertation/thesis defense.

Office or Division:	College of Public Administration and Governance	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Certification and Recommendation for Oral Examination /Thesis Committee	The client will provide.	
Appointment to Adviser	The client will provide.	



Invitation to Dissertation		The client will provide. Admission and registration office/College			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1) Go to the college to accomplish the needed documents	1) College clerk will provide the needed document/s.	None.	1 minute	<i>Clerk</i> CPAG	
2)	2) Go to the ARO for the signing of Oral examination	None.	3 minutes	<i>Clerk</i> CPAG	
3)	3) See the Dean and secure approval of Oral examination	None.	3 minutes	<i>Dean</i> CPAG	
4)	4) Issuance of assessment for the Oral examination		3 minutes	<i>Faculty and Clerk</i> CPAG	
5)	5) Pay to the cashier the required fees	Title Proposal		5 minutes	<i>Staff</i> Cashiering Unit
		MPA	DPA		
		PhP 3,450	PhP 5,980		
		Final Defense			
		MPA	DPA		
		PhP 11,040	PhP 18,400		
6)	6) Present the Official Receipt (O.R.) to the college clerk for recording purposes	None.	3 minutes	<i>Clerk</i> CPAG	
TOTAL:		MPA – PhP 14,490 DPA – PhP 24,380	0 day/s, 0 hour/s, 18 minutes		



4. Enrolment Procedures for 1st Year Students who will take Bachelor of Public Administration

The service allows students to enroll subjects on their course.

Office or Division:		College of Public Administration and Governance		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (<i>CET Result, Form 137, Good moral, pictures, clearances, etc</i>)	1) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and Registration Office
2)	2) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
3)	(3) Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
4) Proceed to enrollment area.	(4) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty and Clerk</i> CPAG
5)	(5) Tagging of Free Tuition and Get COR	None.	2 minutes	<i>Faculty and Clerk</i> CPAG
6)	(6) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	<i>Staff</i> Business Center Office
TOTAL:		None.	0 day/s, 0 hour/s, 14 Minutes	



5. Enrolment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4) Proceed to enrollment area	1) Present the I.D to the faculty/clerk assigned for the enrolment area.	None.	3 minutes	<i>Dean, Faculty and Clerk CPAG</i>
	1.1) The faculty/clerk will be assessed the subjects to be enrolled (pre-assessment/computerized enrollment)	None	1 minute	
2) Tagging for free tuition	2) Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty and Clerk CPAG</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3) Proceed to Guidance and Counseling office	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	None.	10 minutes	<i>Guidance Counselor CPAG</i>
TOTAL:		None.	0 day/s, 0 hour/s, 16 Minutes	



6. New Students of Master of Public Administration and Doctor of Public Administration

The service allows students to enroll subjects on their course.

Office or Division:		College of Public Administration and Governance		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (<i>Transfer credentials, TOR, PSA/Birth certificate, 2x2 pictures, etc.</i>)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (<i>Transfer credentials, TOR, PSA/Birth certificate, 2x2 pictures, etc</i>)	1) Testing staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Testing Center
2)	2) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Testing Center
3)	3) Issuance of assessment for the Admission exam	P 250	3 minutes	<i>Clerk</i> Testing Center
4)	4) Pay to the cahier the required fees		5 minutes	<i>Cashier</i>
5)	5) Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> Testing Center
6) Proceed to enrollment area	6) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CPAG
7)	7) Pay to the cahier the required fees	MPA - P800 per Unit	5 minutes	<i>Staff</i> Cashiering Unit



		DPA – P1000 per Unit <i>(plus)</i> P1,865 <i>miscellaneous fee</i>		
8)	8) Get Certificate of Registration (COR)	None.	5 minutes	<i>Clerk</i> ARO/College
9)	9) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	<i>Staff</i> Business Center Office
TOTAL:		<i>(depends on the number of units taken)</i>	0 day/s, 0 hour/s, 30 minutes	

7. Old Students

The service allows students to enroll on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student I.D.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to enrollment area	1) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty and Clerk</i> CPAG
	2) Pay to the cashier the required fees	MPA – PhP 800.00 per Unit	5 minutes	<i>Staff</i> Cashiering Unit



		DPA – PhP 1,000 per Unit <i>(plus)</i> PhP 865.00 for the miscellaneous fee		
	3) Get Certificate of Registration (COR)	None.	5 minutes	Clerk ARO/College
TOTAL:		<i>(depends on the number of units taken)</i>	0 day/s, 0 hour/s, 13 minutes	

8. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount	None	3 minutes	Accounting Staff Accounting Unit



	1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	0 day/s, 0 hour/s, 8 minutes	

9. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an	None	3 minutes	<i>Accounting Staff</i> Accounting Unit



	overpayment made 1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>Accounting Staff Accounting Unit</i>
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

10. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Public Administration and Governance
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who officially dropped the entire course
CHECKLIST OF REQUIREMENTS	
Official Receipt (Original and Photocopy)	Cashiering Office – Collections
Certificate of Registration (Original and Photocopy)	Admission and Registrar’s Office
Dropping Form	Admission and Registrar’s Office
Official Receipt for the Revision Fee (Original)	Cashiering Office – Collections



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	Accounting Staff Accounting Unit
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	7 minutes	Accounting Staff Accounting Unit
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	

11. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance
Classification:	Simple



Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc)		The client will provide		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1)	None.	1 minute	<i>Clerk CPAG</i>
2) Upon the approval of the Acceptance form, the Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk Admission and Registration Office</i>
3)	3) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
4)	4) Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
5) Proceed to enrollment area	5) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
6)	6) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk CPAG</i>
7)	7) Go to the Business Center for the	None.	2 minutes	<i>Staff Business Center Office</i>

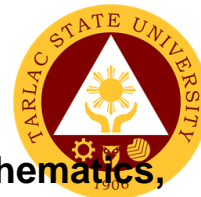


	assessment of ID and uniform			
8)	8) Scheduling of medical/ physical examination.	None	2 minutes	<i>Clerk</i> Medical Unit
TOTAL:		None.	0 day/s, 0 hour/s, 17 minutes	



College of Science

External Services



1. General Enrollment Procedures for 1st Year Students of BS Mathematics, BS Environmental Science, BS Chemistry, BS Food Technology

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission requirements (<i>Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc</i>)			The client will provide.	
Admission Slip			Admission and Registration Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc)	5) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> ARO
2)	2) Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> ARO
3)	3) Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> ARO
4) Proceed to enrollment area	4) Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> COS
5)	5) Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk</i> COS
6)	6) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	<i>Staff</i> Business Center Office
7)	7) Scheduling of medical/ physical examination.	None.	2 minutes	<i>Clerk</i> Medical Services Office
TOTAL:		None.	0 day/s, 0 hour/s, 16 Minutes	



2. General Enrollment Procedures for 1st Year Students of BS Nursing

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc)			The client will provide	
Physical/Medical Exam Result			Hospital	
Admission Slip			Admission and registration office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Incoming 1 st year Nursing Student will attend the orientation	1) Nursing department will facilitate the Orientation	None.	30 minutes	<i>Dean and BS Nursing Faculty Members COS</i>
2) Student will submit their Medical Exam Results	2) The Dean and Nursing Faculty members will receive the Medical Exam Results	None.	1 minute	<i>Dean and BS Nursing Faculty Members COS</i>
3)	3) Evaluation of the Medical Exam Results by the Dean and Nursing faculty members	None.	5 minutes	<i>Dean and BS Nursing Faculty Members COS</i>
4) Proceed to enrollment area	4)			
5) Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc)	5) Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk ARO</i>



6)	6) Verify and check the completeness of submitted documents	None.	3 minutes	Clerk ARO
7)	7) Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk ARO
8)	8) Pre-assessment / Computerized Enrollment	None.	3 minutes	Dean, Faculty and Clerk COS
9)	9) Tagging of Free Tuition (<i>EXCEPT FOR RLE PAYMENT</i> if any); Get COR	None.	2 minutes	Faculty and Clerk COS
10)	10) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
11)	11) Scheduling of medical/ physical examination.	None	2 minutes	Clerk Medical Services Office
TOTAL:		None.	0 day/s, 0 hour/s, 52 Minutes	

3. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5) Present the ID to the faculty/clerk	1) The faculty/clerk will assessed the	None.	3 minutes	Dean, Faculty and Clerk COS



assigned on the enrollment process	subjects to be enrolled (pre-assessment/ computerized enrollment)			
2) Tagging for free tuition	2) Faculty / clerk will tag the free tuition <i>(EXCEPT FOR BS NURSING RLE PAYMENT if any)</i>	None.	3 minutes	<i>Faculty and Clerk COS</i>
3)Registrar/Business Center	- The student shall proceed to the Registrar Office for the validation of ID or business center for the renewal of ID <i>(if needed)</i>	None	5 minutes	<i>Clerk ARO</i> <i>Staff Business Center</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
Proceed to Guidance and Counseling office	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	None.	10 minutes	<i>Guidance Counselor COLLEGE OF SCIENCE</i>
	3. The student will give the list of subjects to be enrolled	None	5 Minutes	<i>Clerk COS</i>
The student will proceed to the Office of the Registrar	4. For adding/ changing of subject.(if needed)	None	5 Minutes	<i>Clerk ARO</i>
	Note: <i>(COR is available for printing at the TSU Portal account of the student)</i>			



TOTAL:	Note:	0 day/s, 0 hour/s, 31 minutes	
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4. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	Clerk COS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number	None	5 minutes	Clerk COS



	2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer			
TOTAL:		None	0 day/s, 0 hour/s, 8 minutes	

5. Refund of Overpayment

**** applicable for BS Nursing and Graduate Studies only ****

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	Clerk COS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number	None	5 minutes	Clerk COS



	2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer			
TOTAL:		None	0 day/s, 0 hour/s, 8 minutes	

6. Refund of Tuition Fees

**** applicable for BS Nursing and Graduate Studies only ****

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>Clerk</i> COS



2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	7 minutes	Clerk COS
TOTAL:		None	0 day/s, 0 hour/s, 10 minutes	

7. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Acceptance Form			Admission office/ college	
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc)			The client will provide	
Entrance Exam results			Testing office	
Admission Slip			Admission and registration office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1)	None.	1 minute	Clerk COS



2) Upon the approval of the Acceptance form, the Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2) Admission staff will receive submitted document/s.	None.	1 minute	Clerk ARO
3)	3) Verify and check the completeness of submitted documents	None.	3 minutes	Clerk ARO
4)	4) Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk ARO Office
5) Proceed to enrollment area	5) Pre-assessment / Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk COS
6)	6) Tagging of Free Tuition <i>E(XCEPT FOR BS NURSING RLE PAYMENT</i> if any) ; Get COR	None.	2 minutes	Faculty, Clerk COS
7)	7) Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
8)	8) Scheduling of medical/ physical examination.	None	2 minutes	Clerk Medical Services Office
TOTAL:		None.	0 day/s, 0 hour/s, 17 minutes	



College of Teacher Education

External Services



1. Cross-Enrollees

This procedure applies to all enrollees who will take units from other colleges.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Student Portal		
Cross-Enrollee form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to Dean Office to get and fill-up the cross-enrollee form	1) Give a cross-enrollee form to applicant	None.	2 minutes	<i>Clerk</i> CTE
2)	2) Permission to cross-enroll from College Dean (Mother College)	None.	5 minutes	<i>Dean / Program Chairperson</i> CTE
3) Proceed to the College where subject offered or available	3) Checking for availability of slots and other schedule to the college where the subject is being offered	None.	10 minutes	<i>Clerk</i> Other Colleges
4)	4) Tagging of subject for free tuition if they are qualified	None.	5 minutes	<i>Clerk</i> CTE
5)	5) Printing of Certificate of Registration (C.O.R.)	None.	1 minute	<i>Clerk</i> CTE
TOTAL:		None.	0 day/s, 0 hour/s 23 minutes	



2. Enrollment Procedure for New Students

This procedure applies to all new enrollees.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Freshmen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form-137 (Original Only)			High School	
Good Moral (Original Only)			High School	
Entrance Examination Result (Original Only)			Admission and Registrar Office	
Admission Stub			Admission and Registrar Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Verification of student's college entrance test and other documents	None	5 minutes	Clerk ARO
2)	2) Entering all subject (block section) need to be enroll by students	None	5 minutes	Clerk CTE
3)	3) Assessing all subject enroll by enrollees	None	3 minutes	Clerk CTE
4)	4) Tagged the students qualify in free tuition	None	2 minutes	Clerk CTE
5)	5) Printing of Certificate of Registration (C.O.R.)	None	1 minute	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s 16 minutes	



3. Enrollment Procedure for Old Students - Requesting for Open Subjects

This procedure applies to all old students and students with scholastic delinquency, requesting for open subject and adding or changing of subjects.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transferees, Shifter, Returnees, and Second courser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College where subject offered or available	1. Give an open subject form to the students requesting for open subject	None.	2 minutes	Clerk CTE
2.	2. Collect all form for signatory by Dean or Officer in Charge.	None.	5 minutes	Clerk CTE
3.	3. Forward at Admission and Registration Office.	None.	2 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s, 9 minutes	

4. Enrollment Procedure for Old Students - Requesting for Adding of Subjects

This procedure applies to all old students and students with scholastic delinquency, requesting for open subject and adding or changing of subjects.

Office or Division:	College of Teacher Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Transferees, Shifter, Returnees, and Second courser



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College where subject offered or available	1. Giving a adding/ changing form	None.	2 minutes	Clerk CTE
2.	2. Collecting all form for signatory by Dean or Officer in Charge	None.	5 minutes	Clerk CTE Dean CTE
3.	3. Forwarded at Admission and Registration Office	None.	2 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s, 9 minutes	

5. For Transferees, Shifter, Returnees and Second Courser

This applies to all transferees, shifters and returnee students.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transferees, Shifter, Returnees, and Second courser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the complete credentials	1) Checking and verification of documents	None	5 minutes	Clerk ARO
2)	2) Encoding of Application Number, Indicated at	None	3 minutes	Clerk ARO



	College admission Test results			
3)	3) Issuance of Admission slip to the enrollee with Students number for the enrollment	None	1 minute	Clerk ARO
4)	4) Tagging of subject for free tuition if they are qualified	None	2 minutes	Clerk CTE
5)	5) Evaluating the enrollee	None	2 minutes	Guidance Counselor Testing, Evaluation and Monitoring Unit
TOTAL:		None.	0 day/s, 0 hour/s 16 minutes	

6. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Unit – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage	None.	3 minutes	Clerk CTE



	deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

4. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CTE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s, 8 minutes	

5. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Teacher Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who officially dropped the entire course
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Official Receipt (Original and Photocopy)	Cashiering Unit – Collections



Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Unit – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CTE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	7 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s, 10 minutes	



College of Teacher Education

Internal Services



1. Daily Time Record / Certificate of Service

Procedure on securing and passing of Daily Time Record (DTR) or Certificate of Service (COS) form

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent, Temporary Faculty, Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record form		Can be secured from office or business center		
Certificate of Service form		Can be secured from office or business center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Faculty will secure DTR or COS from the office	1) Clerk will give DTR or COS form to faculty	None	2 minutes	Clerk CTE
2) Faculty will fill out needed data in the form and pass it on to the clerk in charge in the office.	2) Clerk check and verify inputs data in the DTR or COS form and forward to Program Chairperson.	None	2 minutes	Clerk CTE
3) Chairpersons, Job Order Faculty will use DTR. Faculty will include attachment in passing the DTR	3) The Program Chairperson will check information in the form and inspect completeness and accuracy of data and attachment needed and for counter signature	None	5 minutes	Clerk CTE
4) Faculty with honorarium loadings will use COS form with Special Order and the summary of number of hours service.	4) The Program Chairperson will check information in the form and inspect completeness and accuracy	None	5 minutes	Clerk CTE



	of data and attachment needed and for counter signature			
5)	5) The clerk will pass the DTR or COS form to deans office for signature	None	1 minute	Clerk CTE Dean CTE
6)	6) The clerk will forward the signed DTR or COS to Admin for processing	None	5 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 0 hour/s 16 minutes	

2. For Faculty Transactions

Procedure on application for travel order of faculty

Office or Division:	College of Teacher Education (CTE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent and Temporary Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-ASU-SF-23 REV. 06 (travel order)		Can be downloaded from TSU website		
Endorsement letter		From Dean's office		
Faculty loading		Can be printed from PRISM		
Make up class form		From the office and can be downloaded from TSU site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Give details of travel to the office clerk	1) Clerk will encode the details in travel order form	None	10 minutes	Clerk CTE
2) Faculty will sign the travel order form	2) Clerk will ask for the	None	5 minutes	Clerk CTE



	signature of the faculty			
3)	3) Attach endorsement, faculty loading and make up class form if needed	None	5 to 10 minutes	Clerk CTE
4)	4) Clerk will submit the travel order documents to VPAA for recommending approval then VPAA clerk forward to VPRES/ OUP for recommending approval	None	10 minutes	Clerk CTE
5)	5) Once travel order is approved, the record office will inform CTE clerk for the pick-up of the approved documents.	None	10 minutes	Clerk CTE
6) Faculty will have a copy of the travel for records and for vehicle arrangement purposes	6) The clerk will inform the faculty for the approval of the travel and furnish a copy.	None	10 minutes	Clerk CTE
TOTAL:		None	0 day/s, 0 hour/s, 55 minutes	



3. Special Order (Honorarium)

Procedure on the preparation of special order for honorarium

Office or Division:	College of Teacher Education (CTE)			
Classification:	2 to 3 days			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent, Temporary Faculty and Part Time Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Order		Can be secured from TSU website/system		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The faculty is fully aware that the class assigned to him/her is below benchmark there will be need of SO to be prepared and approved	1) The staff will prepare the special order for faculty with honorarium a week after enrollment or once all schedule and faculty loading has been settled.	None.	1 hour	<i>Clerk</i> CTE
2)	2) If there is no conflict in the schedule of classes and faculty loading the CTE staff can now finalized the special order for honorarium.	None.	30 minutes	<i>Clerk</i> CTE
3) The faculty will sign the prepared SO	3) The prepared Special Order for faculty honorarium will be signed by the concurred faculty and signed also by the dean.	None.	5 minutes	<i>Dean</i> CTE



4)	4) The signed Special Order will be forwarded to Admin for processing	None.	30 minutes	Clerk CTE
TOTAL:		None.	0 day/s, 2 hour/s, 5 minutes	



School of Law

External/Internal Services



1. Notarial Services

The notary's main functions are to administer oaths and affirmations, take affidavits and statutory declarations, witness and authenticate the execution of certain classes of documents.

Office or Division:	School of Law			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen or G2G Government to Government			
Who may avail:	Students Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment form		Office of the Dean School of Law		
Affidavit of Loss form		Office of the Dean School of Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the assessment form to the office clerk	1. Give the assessment form to the client 1.1 Indicate the amount	None.	1 minute	<i>Clerk</i> Office of the Dean School of Law
2. Go to the Accounting Office and look for person in-charge for notarial assessment. (make sure to fill out the necessary documents)	2. Issue the assessment number	None.	1 minute	<i>Clerk</i> Accounting Office
3. Proceed to cashiering area for payment	3. Accept the payment based on the order of payment 3.1 Give the Official Receipt to the client	Affidavit of Loss – PhP 50.00 Permit to Study – PhP100.00 Commitment Form – PhP 50.00	1 day	<i>Cashier</i> Cashiering Unit
4. Return to School of Law Office of the Dean to get	4. Start processing the request.	None.	1 minute	<i>Clerk</i> Office of the Dean School of Law



<p>the requested document and present the Official Receipt to the clerk in charge.</p>	<p>4.1 Issue the necessary documents as requested by the client</p>			
<p>TOTAL:</p>		<p>It depends on the document: Affidavit of Loss – PhP 50.00 Permit to Study – PhP100.00 Commitment Form – PhP 50.00</p>	<p>1 day, 0 hour/s, 3 minutes</p>	



School of Law

External Services



1. Enrollment of Regular Students

In this process, students will be guide and advise to proceed and take the different series of enrolment process. First stage will be submission of documentary requirements for evaluation. In this stage of enrolment potential student will be evaluated if he/she in under probation or not. Second stage will be the enrolment proper where students will advise and guide what subject to get. After which, students will be given Pre-assessment form, where students can check and verify the correctness of subjects and scheduled being assessed.

Office or Division:	School of Law			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation of grades		Office of the Dean School of Law		
Application Form for enrollment		Office of the Dean School of Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements for evaluation of grades	1. Receive the required documents and check for completeness 1.1 Check if under probation or not	None.	10 minutes	<i>Representative of the Dean</i> School of Law Office of the Dean
2. Submit the necessary requirements for pre- assessment	2. Receive the complete requirement for pre- assessment 2.1 Print the pre- assessment form for payment and give to the client	None.	2 minutes	<i>Clerk</i> School of Law Office of the Dean
3. Proceed to the cashiering office for payment	3. Accept the payment based on the order of payment	PHP 1,500 per unit	5 minutes	<i>Cashier</i> Cashiering Unit



	3.1 Give the Official Receipt to the client			
TOTAL:		PhP 1,500 x no. of units	0 day/s, 0 hour/s, 17 minutes	

2. Pre – Enrollment of Incoming First Year

The main purpose of pre enrolment process is to assist students and guide them in subjects they needed to get in accordance with school and college policies. Also, in this stage of enrolment students are advice to bring their school documentary requirements. Thus, interview and essay exam will be given.

Office or Division:	School of Law			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Transcript of Records (1 original, 2 photocopy)			The enrollee will provide.	
Certificate of Good Moral Character (1 original, 2 photocopy)			Previous School	
Authenticated Birth Certificate PSA (3 photocopy)			PSA	
Identical Picture 1.77'x1.37" studio taken (2 pcs)			The enrollee will provide.	
PhilSAT Result (2 photocopy)			Philsat	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements for initial evaluation	1. Receive the required documents and check for completeness 1.1 Evaluation of Transcript of Records, Philippine Law School	None.	10 minutes	<i>Clerk</i> School of Law Office of the Dean



	Admission Test Result			
2. Submit the necessary requirements to Window 3 for evaluation of Pre- Requisites subjects.	2. Receive the complete requirement for evaluation of Pre- Requisites subjects, 18 units Social Science, 18 units English and 6 units Math	None.	10 minutes	<i>Clerk</i> Office of the Registration and Admission
3. Submit all the Requirements for entrance exam	4. Receive all the requirement a. Check for completeness b. Issue the assessment to the client for payment if all the requirement were given	None.	5 minutes	<i>Clerk</i> Testing, Evaluation and Monitoring
5. Pay the required fees to the cashiering area to secure for the entrance exam	6. Receive the payment from the client a. Issue the Official Receipt to the client	PhP 1,000.00	5 minutes	<i>Cashier</i> Cashiering Unit
7. Return to the Testing Center for the processing and releasing of Law Admission Test Permit	8. Receive the Official Receipt given by the client a. Start processing the request	None.	5 minutes	<i>Clerk</i> Testing, Evaluation and Monitoring



	b. Issue the Law Admission Test Permit			
9. Return to the Office of the Dean for Interview	10. Interview by the dean	None.	15 minutes	<i>Dean</i> School of Law Office of the Dean
TOTAL:		PHP 1,000.00	0 day/s, 0 hour/s, 50 minutes	



National Service Training Program

External Services



1. Application Form (For Choosing a Component)

This service allows the students to choose the component of their choice.

Office or Division:	National Services Training Program			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (Photocopy only)		The applicant or client will provide		
Transfer Form (Original Copy)		The Agency will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Identify the students for the component of their choice.	1)	None.	1 week	<i>Coordinators/Director</i> NSTP Office
2)	2) Submit the final list of students who are transferred to different component.	None.	3 days	<i>Lecturers/ Cadet Officers</i> NSTP Office
3)	3) Attach the list of the students to the transfer form with the signature of dean/director.	None.	2 days	<i>Director/Administrative Aide</i> NSTP Office
4) Proceed to the registration and Vice President for Academic Affairs office to sign the following forms of the said personnel for clarifications and evaluations.	4) Sign the forms.	None.	30 minutes	<i>Director URO/Vice President for Academic Affairs</i> VPACAD Office <i>Administrative Aide</i> NSTP Office
5)	5) Go to the MISO to transfer the students for their chosen component.	None.	5 minutes	<i>Administrative Aide</i> NSTP Office
TOTAL:		None.	10 days, 0 hour/s 35 minutes	



2. Enrollment Procedure

The service allows tertiary students from other school to enroll in Tarlac State University National Services Training Program.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All tertiary students enrolled from other school.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Number of the client		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Get a student number and submit required documents	1) Check the documents and make a student number of the client.	None	10 minutes	<i>Clerk</i> Testing Office
2) Proceed to the enrollment area of the college and undergo computerized enrollment to secure certificate of pre-registration or pre-assessment	2) Enroll the student to his/her chosen component.	None	10 minutes	<i>Administrative Aide</i> NSTP Office
3) Submit the necessary documents and get tagged for free tuition.	3) Check the documents and tag him/her for free tuition.	None	5 minutes	<i>Administrative Aide</i> NSTP Office
4) Pay to the cashier the necessary fees.	4)	None	5 minutes	<i>Cashiering Staff</i> Cashiering Unit
5) Get Certificate of Registration from the Registration Office.	5) Get the student number and print the certificate of registration.	None	5 minutes	<i>Staff</i> ARO
6) Go to the business center for the issuance of I.D., uniform and other items.	6)		10 minutes	<i>Staff</i> Business Center
TOTAL:		None	1 day, 5 hours, 20 minutes	



4. Procedure for Serial Number

This service allows the National Services Training Program graduates, who transferred to other school, to get their serial number.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TSU NSTP graduates.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (original)		Current school of the student		
Basic information of the client (name, address, birthday, course taken in Tarlac State University, grades in National Services Training Program 1 st sem and 2 nd sem)		The client will provide.		
Transcript of Records (Photocopy only)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit a letter from the existing school registrar requesting for a serial number.	1) Get the letter from the student	None	10 minutes	<i>Administrative Aide</i> NSTP Office
2) Submit the basic information.	2) Check the information and encode it and the serial number.	None	5 minutes	<i>Administrative Aide</i> NSTP Office
3)	3) If the information is complete it will be signed by the authority.	None	5 minutes	<i>Administrative Aide</i> NSTP Office <i>NSTP Director</i> NSTP Office
4) Get the serial number document	4) Seal the document and release to the client.	None	2 minutes	<i>Administrative Aide</i> NSTP Office
TOTAL:		None	0 day, 0 hours, 22 minutes	



National Service Training Program

Internal Services



2. Application for Proposed Seminar, Activity and Orientation

This service allows the TSU employee both non-teaching and faculty to apply for a proposed, seminar, activity and orientation.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any TSU employee both non-teaching and faculty.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (original copy)		The client / agency will provide		
Program of activities (original copy)		The client / agency will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish and sign the letter and / or attachments.	1) Evaluate the letter and/ or attachments and sign the letter. If the information is incomplete accomplish the missed requirements.	None	3 minutes	<i>Administrative Aide/Director NSTP Office</i>
	2) Approve the letter.	None	10 minutes	<i>Vice President/Directors Concerned Offices</i>
	3) Sign.	None	2 minutes	<i>Administrative Aide NSTP Office</i>
TOTAL:		None	0 day, 0 hour, 15 minutes	



Admission and Registration Office

External Services



1. Issuance of Admission Slip

The service allows students to apply for enrollment in any particular course.

Office or Division:		Admission and Registration Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Freshmen Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138 / ALS cert. of rating (Original Copy)		The applicant will provide.		
Good Moral Character (Original)		The applicant will provide.		
PSA Birth Certificate (Photocopy)		The applicant will provide.		
Medical Certificate		The applicant will provide.		
College Admission Test Result (Original)		The applicant will provide.		
2 pcs. Pictures (2x2)		The applicant will provide.		
Self-mailing stamped envelope		The applicant will provide.		
Enrollment Envelope		The applicant will provide.		
NCAE result		The applicant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the staff.	1. Receive and check submitted documents	None	5 minutes	Staff Admission Unit, ARO
2. Encode the application number indicated in the College Admission Test result to the enrolment system.	2. Review the encoded data and issue Admission slip with student number to be presented at the Enrollment area.	None	10 minutes (depending on the type of case)	Staff Admission Unit, ARO
3. Go to the enrollment area for tagging of subjects	3. Faculty advised and issued pre-registration/assessment form	None	10 minutes (depending on the type of case)	Concerned Faculty Staff



and availment of free tuition fee.	3.1 Scholarship and Endowment Office to tag other Scholarship grant			Scholarship and Endowment Office
4. Receive the Certificate of Registration	4. Release the Certificate of Registration	None	5 minutes	Concerned Faculty Staff Admission Unit, ARO
TOTAL:		None	0 Day/s, 0 hour/s, 30 minutes	

2. Issuance of Certificate of Registration / Report of Grade

The service allows retrieval or acquisition of student academic records for any purpose it may be used.

Office or Division:		Admission and Registration Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students who are officially enrolled in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student account		Can be printed online through student portal		
Student ID (for reprinting of COR / ROG)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the TSU website to access the student portal	1. TSU website will welcome the student request 1.1 Log-in student account 1.2 Print COR/ROG	None.	5 minutes	Student Staff ARO



2. Present ID to ARO staff for reprinting of COR / ROG	2. Search the student records and issue payment slip	None.	5 minutes	Staff ARO
3. Pay the required fees at the Cashier's Office by presenting the payment slip	3. Process payment of the required fees and issue official receipt	₱20.00 (for second issuance)	5 minutes (depending on the type of case)	Staff Cashiering Unit
4. Return to the ARO and present official receipt	4. Cancel the OR and release the COR / ROG	None.	5 minutes	Staff ARO
TOTAL:		₱20.00 (for second issuance)	0 Day/s, 0 hour/s, 20 minutes	

3. Request of Certificate of Transfer Credentials (CTC)

The service allows retrieval of students records for the benefit of concerned students for purposes of transferring to other schools.

Office or Division:	Admission and Registration Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are enrolled on the University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student clearance	ARO – Request Section (Window 1)
Student ID	The student will provide.
2 pcs. Documentary stamps	The student will provide.
Official Receipt	Cashiering Unit



Form 137A / Transcript of Records (if transferees)		The student will provide.		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to ARO, In-charge of Request (Window 1)	1. Receive and review all the documents submitted 1.1 Issue request form and claim stub	None.	5 minutes	<i>In-charge of Request Window 1, ARO</i>
2. Accomplish the request form	2. Submit the accomplished request form 2.1 Advise the student to go to the Cashiering Unit for the payment of required fees	None.	5 minutes	<i>In-charge of Request Window 1, ARO</i>
3. Pay the required fees	3. Issue Official Receipt	₱ 50.00 / page ₱20.00 / page for the attachment	5 minutes	<i>Staff Cashiering Unit</i>
4. Submit the OR to the ARO Staff 4.1 Receive the Certificate of Transfer Credentials 4.2 Sign in the logbook	4. ARO, In-charge of Processing Unit will process the Certificate of Transfer Credentials 4.1 Record the CTC in the logbook,	None.	5 minutes <i>(depending on the type of case)</i>	<i>In-charge of Processing ARO</i>



	cancel the OR 4.2 Release of certificate of Transfer Credential s			
TOTAL:		≥ ₱70.00 <i>(depends on the number of pages)</i>	0 day/s, 0 hour/s, ≥20 minutes	

4. Issuance of Notice of Acceptance for Foreign Students

The service allows students seeking for approval of enrollment for a particular course or program.

Office or Division:		Admission and Registration Office		
Classification:		Simple / Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Foreign Freshmen Students, Master’s & Doctoral Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Admission Test Result		ARO Staff, In-charge of Foreign Students		
Certificate of Secondary Completion		The student will provide.		
Transcript of Records / Certificate of graduation duly authenticated by the Philippine Embassy or Consulate in their country		The student will provide.		
Personal Data, Passport & Student visa		The student will provide.		
Authenticated Birth Certificate		The student will provide.		
Police Clearance		The student will provide.		
Notarized proof of adequate Financial Support and affidavit of support signed by the sponsor		The student will provide.		
Medical Certificate with laboratory test results		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the complete requirements to the ARO, In-charge of Foreign Students</p>	<p>1. In-charge of Foreign Students will receive, check and evaluate the documents 1.1 Issue notice of acceptance form if all required documents were submitted 1.2 Notice of acceptance form to be signed by the College Dean</p>	<p>None</p>	<p>5 minutes</p>	<p><i>In-charge of Foreign Students Window 3, ARO</i></p> <p><i>Dean Respective College</i></p>
<p>2. Go to Counseling, Testing & Career Center for the Admission Test</p>	<p>2. ARO, In-charge of Foreign Students receive the test result and issue admission slip with student number</p>	<p>US\$ 25</p>	<p>10 minutes (depending on the type of case)</p>	<p><i>Staff CTCC</i></p>
<p>3. Go to the Accounting Office for the assessment of fees</p>	<p>3. Assess the required fees 3.1 Advise the student to go to the Cashiering Unit for the payment of fees</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Staff Accounting Office</i></p>
<p>4. Pay the required fees</p>	<p>4. Accept payment.</p>	<p>Baccalaureate: US\$30/unit lec. US\$45/unit lab.</p> <p>Master's: US\$35/unit lec. US\$50/unit lab.</p> <p>Doctoral: US\$ 40/unit lec. US\$60/unit lab.</p>	<p>5 minutes</p>	<p><i>Staff Cashiering Unit</i></p>



		Foreign student fees – US\$200 Miscellaneous fees – US\$50 Application Fee – US\$25		
5. Submit Official Receipt at the ARO, In-charge of Foreign Students and receive Certificate of Registration	5. Release the Certificate of Registration	None.	5 minutes	<i>In-charge of Foreign Students Window 3, ARO</i>
	TOTAL:	<i>(depends on the number of units taken)</i>	0 Day/s, 0 hour/s, 30 minutes	

5. Issuance of Application form for Shifters/Returnees

The service allows students to apply for a change of course or for purposes of continuing the course.

Office or Division:		Admission and Registration Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students who are enrolled on the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		ARO Windows 7, 8, 9, 10 or Student Portal		
Copy of Grades		ARO Windows 7, 8, 9, 10 or Student Portal		
Student ID		Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR / ROG and student ID to the ARO-	1. Admission Unit Staff will check the student records in the	None.	5 minutes	<i>Staff Admission Unit, ARO</i>



Admission Unit Staff	system and issue shifting/ returnee form 1.1 Shifting / returnee form to be presented to the CTCC for interview			
2. Go to Counseling, Testing & Career Center	2. Interview and issue Counselor's Report 2.1 Client will receive the Counselor's Report to be submitted at the ARO, Admission Unit Staff	None.	10 minutes <i>(depending on the type of case)</i>	Guidance Associate, CTCC
3. Go to the College Dean	3. Sign the shifting / returnee form	None.	5 minutes <i>(depending on the type of case)</i>	Dean Respective College
4. Go back to the Admission Unit to submit the approved shifting / returnee form	4. The ARO, Admission Unit Staff will change the course in the system and issue admission slip 4.1 Admission slip is to be presented at the enrollment area	None.	10 minutes <i>(depending on the type of case)</i>	Staff Admission Unit, ARO
TOTAL:		None.	0 Day/s, 0 hour/s, 30 minutes	



6. Issuance of Official Transcript of Records of Graduates (First Copy)

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned students or for any purposes it may be used

Office or Division:		Admission and Registration Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		TSU Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		ARO, In-charge of Records		
Memo of Agreement/Distribution Letter (for CCS graduate and Graduate School only)		The student will provide.		
Authorization letter, student ID, claimant's ID (if the client is not the owner of the document)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit student clearance and other requirements	1) Receive the student clearance and other requirements	None.	5 minutes	<i>In-charge of Records ARO</i>
2) Receive the OTR and signs in the logbook	2) Release the First Copy of OTR	None.	5 minutes	<i>In-charge of Records ARO</i>
	TOTAL:	None.	0 Day/s, 0 hour/s, 10 minutes	



7. Request / Issuance of Transcript of Records (Second Issuance, Undergraduate, drop-outs) and other Academic Documents

The service allows retrieval or acquisition of documents for the benefit of the concerned students or for any purposes it may be used.

Office or Division:		Admission and Registration Office		
Classification:		Simple / Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		TSU Graduates, Undergraduates, Drop-outs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The student will provide.		
Student Clearance		ARO, In-charge of Records		
Documentary Stamps		The student will provide.		
Official Receipt		Cashiering Unit		
Form 137-A / Transcript of Records (Transferees)		The student will provide.		
Memo of Agreement / Distribution letter (for CCS graduate and Graduate School only)		The student will provide.		
Authorization letter, claimant's ID (if the client is not the owner of the document)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the ARO, In-charge of Request	1. Receive and check the requirements submitted 1.1 issue request form with claim stub and payment slip	None.	5 minutes	<i>In-charge of Request (Window 1)</i> ARO
2. Accomplish the Request form	2. Receive the accomplished Request Form 2.1 Advise the client to go to the Cashier's Office for the payment of fees	None.	2 minutes	<i>In-charge of Request (Window 1)</i> ARO



3. Pay the required fees	3. Cashiering Unit will receive the payment of fees and issue official receipt	₱50.00 / page ₱20.00 / page for the attachment	5 minutes	Staff Cashiering Unit
4. Submit to ARO, In-charge of Request the Request form and Official Receipt	4. Accept OR and request form 4.1 ARO, In-charge of Request will log the transaction number in the computer 4.2 Request form will be forwarded to the ARO, In-charge of Processing Unit 4.3 Process the document (computerized or not computerized, and not in the enrollment system)	None.	15 minutes (depending on the type of case)	<i>In-charge of Request (Window 1) ARO</i> <i>In-charge of Processing Unit ARO</i>
5. Receive the requested document and signs in the logbook	5. Record the document in the logbook, cancel OR and release the document	None.	3 minutes	<i>In-charge of Releasing (Window 2) ARO</i>
	TOTAL:	≥ ₱70.00 (depends on the number of pages)	0 Day/s, 0 hour/s, 30 minutes	



Library Management and Services Office

External/Internal Services



1. Borrowing of Information Materials

This service allows students to borrow and use books and other information materials from the Library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents book(s) for check-out at the Circulation Counter together with valid ID	1) Verifies validity of ID	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
2) Client fills out the Book Card with his/her name including date borrowed	2) Check-out the book under the borrower/ client's name in the library system. 2.1) Issue the book and inform the client of its due date.	None.	2 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
3) Client receives book	3) Files Book Card(s) in the filing box	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None.	0 day/s, 0 hour/s, 4 minutes	



2. Clearance

This service allows students and employees with no library accountabilities to secure library clearance for their benefit.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Human Resources and Management Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents properly filled out Clearance Form at the Circulation Counter	1) Verify library accountabilities of client from the library system. 1.1) If client is clear from library accountabilities, the Librarian will affix signature on the clearance form and release it to client. Proceed to step 4 1.2) If client has existing library accountabilities, Librarian informs client to settle his/her accountabilities.	None.	3 minutes	<i>Concerned Unit Head and Staff (Library Management and Services)</i>
2)	2) Settle library accountabilities at the Cashier's Office and/or Supply Office	Depending on the fines or price of book, if lost		<i>Staff Cashiering Unit Staff Supply and Property Management Unit</i>



3) Client presents Official Receipt of payment	3) Verify Official Receipt	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
4) Client receives duly signed Clearance Form and log on the Clearance Logbook	4)	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
TOTAL:		Depending on the fines or price of book, if lost	5 minutes	

3. Computer & Internet Access

The Library is equipped with computer units with internet access. Patrons may use the facilities for free.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents valid ID at the Circulation Counter/Internet Section	1) Verifies validity of ID	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
2)	2) Scans available computer number tag under the client's name in the library system and attach it to client's ID	None.	1 minute	Concerned Unit Head and Staff Library Management and Services



3)	3) Librarian assists client to the computer workstation	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
4) After using the computer unit facilities, client retrieves ID card at the Circulation Counter/ Internet Section	4) Librarian scans Computer Number Tag to check-in and return client's ID	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
TOTAL:			0 day/s, 0 hour/s, 4 minutes	

4. Referral Service

TSU students and employees who need to consult other information centers/libraries may request from the Library for issuance of referral letter.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents valid ID at the Circulation Counter and inform staff of request for referral.	1) Verifies validity of ID and provide to client the request form for Referral Letter. Advise client to fill out the form and seek Dean's signature for approval.	None.	30 Seconds	Concerned Unit Head and Staff Library Management and Services
2) Fill-out the Referral Letter Request Form and seek signature of College	2)	None.		College Deans



Dean/Adviser for approval				
3) Submit the Referral Letter Request Form duly signed to the Library Staff	3) Receives approved Referral Letter Request Form and encode information on the referral letter template, print, and affix signature.	None.	5 minutes	Concerned Unit Head and Staff Library Management and Services
4)	4) Issue the Referral Letter to the client	None.	30 Seconds	Concerned Unit Head and Staff Library Management and Services
5) Client receives referral letter and log on the Referral Issuance Log	5)		1 minute	
TOTAL:		None.	0 day/s, 0 hour/s, 7 minutes	

5. Renewal

The service allows library patrons to renew borrowed books for three times. A borrowed book may be renewed if it has not been requested by another patron.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents book(s) for renewal at the Circulation Counter	1) Scans the book or the borrower's ID in the library system for renewal. Pull-out Book Card from	None.	2 minutes	Concerned Unit Head and Staff Library Management and Services



	the file box and request the client to rewrite his/her name on the book card and indicate current date.			
2) Client fills-out Book Card with name and date of renewal	2)	None.	1 minute	
3)	3) Issue the renewed book(s) to client	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
4) Receive book(s)	4) Librarian files Book Card(s) in the filing box	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:			0 day/s, 0 hour/s, 5 minutes	

6. Returning of Information Materials

The service allows retrieval of borrowed information materials by library clients.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None.		None.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents book(s) for check-in at the Circulation Counter	1) Receives and scan book in the library system for check-in. Pull-out Book Card from the file box and	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>



	insert in the book pocket			
2)	2) If overdue, Librarian informs client of the penalty amount which must be paid at the Cashier's Office	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
3) Client pays overdue fine at the Cashier's Office	3)	P20.00 per day per book		Cashier's Office
4) Client presents Official Receipt of overdue payment to the Library Staff at the Circulation Counter	4) Verify Official Receipt and update or clear client's overdue fine in the library system	None.	2 minutes	Concerned Unit Head and Staff Library Management and Services
TOTAL:		P20.00 per day per book	0 day/s, 0 hour/s, 4 minutes	

7. Reference Service

This service helps clients' information needs by providing resources available in the library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client state query	1) Receives query from client	None.	1 minute	Concerned Unit Head and Staff Library Management and Services



2) Verify and negotiate query with staff	2) Clarify and negotiate query	None.	4 minutes	Concerned Unit Head and Staff Library Management and Services
3) Wait for to reference query to be processed	3) Analyze query and identify possible information sources using the online access (OPAC)	None.	5 minutes	Concerned Unit Head and Staff Library Management and Services
4)	4) If answer/s to query is found, present to client the information source	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
5) Receive answer to query	5) Record query and sources of information for reference purposes	None.	1 minute	Concerned Unit Head and Staff Library Management and Services
TOTAL:		None.	0 day/s, 0 hour/s, 12 minutes	



Library Management and Services Office

External Services



1. Visiting Researcher

This service aids clients' information needs by providing resources available in the library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID		The client will provide.		
Duly signed Referral Letter (Original copy) addressed to Tarlac State University Library		Head Librarian from their institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client presents referral letter at the Circulation Counter	1) Verify referral letter.	None.	2 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
2) Log name on Logbook	2) Perform reference procedure to identify needed information sources	None.	3 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
3) Client state and negotiate query	3) Analyze query and identify possible information sources using the online access (OPAC)	None.	5 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
4)	4) If answer/s to query is found, present to client the information source	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
5) Receive answer to query	5) Record query and sources of information for reference purposes	None.	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None.	0 day/s, 0 hour/s, 12 minutes	



Alumni Affairs Office

External Services



1. Requesting for Alumni ID Number/s (From year 2016 to present)

The service allows TSU graduates to request their alumni number/s for Alumni ID.

Office or Division:	Alumni Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alumni Form		Alumni Affairs Office The applicant or client can also provide through TSU website.		
Alumni ID		TSU Business Center and Auxiliary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the alumni request form <i>(Full Name, Degree finished, Date Graduated, and Contact Information)</i>	1. Receive the submitted request form.	None.	2 minutes	<i>Alumni Staff</i> Alumni Affairs Office
2.	2. Verify the Identity of Alumni thru Alumni Database. 2.1 After verification the staff will give the assigned alumni number	None.	3 minutes	<i>Alumni Staff</i> Alumni Affairs Office
3. Proceed to Business Center at 2 nd Floor 3.1 Wait for your turn	3.Check the request form 3.1 Process the Alumni ID with assigned	None.	10 minutes	<i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor



3.2 Present the alumni form	alumni number.			
TOTAL:		None.	0 day/s, 0 hour/s, 15 minutes	

2. Requesting for Alumni ID Number/s (From year 2015 to downwards)

The service allows TSU graduates to request their alumni number/s for alumni ID.

Office or Division:	Alumni Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alumni Form		Alumni Affairs Office The applicant or client can also provide through TSU website.		
Alumni ID		TSU Business Center – Photographer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the alumni request form <i>(Full Name, Degree finished, Date Graduated, and Contact Information)</i>	1. Receive the submitted request form.	None.	2 minutes	<i>Staff</i> Alumni Affairs Office
2.	2.Verify the Identity of Alumni thru Alumni Database. 2.1 After verification the staff will give the assigned	None.	3 minutes	<i>Staff</i> Alumni Affairs Office



	alumni number			
3. Proceed to Business Center at 1 st Floor for assessment of payment.	3. Assess the alumni ID payment.	None.	2 minutes	<i>Staff</i> TSU Business Center and Auxiliary 1 st Floor
4. Proceed to Cashiering window and pay.	4. Accept the payment. 4.1 Give the receipt	PhP 100.00	5 minutes	<i>Staff</i> Cashiering Office
5. Proceed to Business Center at 2 nd Floor. 5.1 Wait for your turn 5.2 Present the request form and official receipt.	5. Check the request form and official receipt. 5.1 After verification, the photographer will Process the alumni ID with assigned alumni number.	None.	10 minutes	<i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor
TOTAL:		P 100.00	1 day, 0 hour/s, 22 minutes	



Student Affairs and Services

External Services



1. Budget Hearing

The service allows Student Councils and Student Publication to establish a documented procedure on budget hearing.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Councils and Student Publication			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Plan of Action		The Student Councils and Student Publications will provide.		
Budget Plan		The Student Councils and Student Publications will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student Councils and Publications submit proposed General Plan of Action and Budget Plan to the Office of the Student Affairs and Services	1) Receive submitted document/s.	None.	5 minutes	<i>Clerk</i> SAS Office
2)	2) Schedule Budget Hearing	None.	5 minutes	<i>Clerk</i> SAS Office
3)	3) Conduct Budget Hearing	None.	1 hour	<i>Clerk,</i> <i>Dean,</i> <i>Student Council,</i> <i>And Student Publication</i> SAS Office
4)	4) If there is revision on the General Plan of Action and Budget Plan, it will be returned to the Student Council/Publication for revisions	None.	1 day	<i>Clerk</i> SAS Office
5) Review revisions	5)	None.	1 day	<i>Student Council/</i> <i>Publication</i>



6)	6) Recommend/sign for the approval of the proposed General Plan of Action and Budget Plan	None.	1 day	Clerk SAS Office
7)	7) Approve the budget plan	None	5 minutes	Dean SAS Office
8)	Submits a copy of the approved General Plan of Action and Budget Plan to Records Office, SAS, Student Council/Publication	8)	5 minutes	Student Council/ Publication
TOTAL:		None.	3 days, 1 hour/s, 20 minutes	

2. Monetary Incentives to Board/Bar Examination Placers

The service allows a documented procedure for processing Monetary Incentives to Board/Bar Examination placers.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Board/Bar Examination placers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Professional Regulation Commission Certificate		The client will provide.		
Resolution No. 62, s. 2015		The clerk of Student Affairs and Services will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The client will submit PRC Certification and	1) Receive submitted document/s	None.	1 minute	Clerk SAS Office



other supporting documents				
2)	2) Verify submitted documents.	None.	5 minutes	Clerk SAS Office
3)	3) Prepare the payroll of the client	None.	1 day	Clerk SAS Office
4)	4) Student Affairs Office processes Payroll with necessary documents attached	None.	4 days	Clerk Budget Office
5)	5) Cashiering office processes Cash Advance		2 days	Personnel Cashier
6) The client receives Incentives at the Cashier	6)			Personnel Cashier
TOTAL:		None.	6 days, 0 hour/s, 6 minutes	

3. Monetary Incentives to Graduating Students with Honors

The service allows a documented procedure for processing Monetary Incentives to Graduating Students with Honors.

Office or Division:	Student Affairs and Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduating Students with Honors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resolution No. 62, s. 2015		The clerk of Student Affairs and Services will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) Secure the list of the Honor Students at the	None.	5 minutes	Clerk SAS Office



	Admission and Registration Office			
2)	2) Prepare the payroll of honor students (amounts are indicated in the Board Resolution No. 62, s. 2015)	None.	1 day	Clerk SAS Office
3)	3) Process payroll with the necessary documents attached: Resolution No. 62, s. 2015 and List of Honor Students	None.	4 days	Clerk SAS Office
4)	4) Cashiering Office process Cash Advance	None.	2 days	Cashiering Office
5) Student receives incentives during commencement exercises	5)	None.	5 minutes	President OUP
TOTAL:		None.	7 days, 0 hour/s, 10 minutes	

4. Monetary Incentives to Students

The service allows a documented procedure for processing Monetary Incentives to Students.

Office or Division:	Student Affairs and Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	
Resolution No. 62, s. 2015	The clerk of Student Affairs and Services will provide
Invitation Letter	The student will provide.
Approved letter of the President	The student will provide



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student/s submit the following documents: Certificate, Approved letter of President, Invitation Letter	1) Receive submitted document/s	None.	5 minutes	Clerk SAS Office
2)	2) Verify submitted documents.	None.	5 minutes	Clerk SAS Office
3)	3) Prepare the payroll of the client	None.	1 day	Clerk SAS Office
4)	4) Student Affairs Office processes Payroll with necessary documents attached	None.	4 days	Clerk SAS Office
5)	5) Cashiering office processes Cash Advance	None.	2 days	Personnel Cashier
6) The client receives Incentives at the Cashier	6)	None.	5 minutes	Personnel Cashier
TOTAL:		None.	7 days, 0 hour/s, 15 minutes	

5. Approval of Student Organization Activities (On and Off Campus)

The service allows a documented procedure for approval of Student Organization Activities.

Office or Division:	Student Affairs and Services	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Activity Form (TSU-SOU-SF-06)		The student will provide.



Letter of invitation	The student will provide.			
Letter of request to attend and participate in the activity	The student will provide.			
Photocopy of Student's ID	The student will provide.			
Certificate of Registration	The student will provide.			
Medical Clearance	The student will provide.			
Notarized Parental Consent	The student will provide.			
Photocopy of parent/guardian ID with three signatures	The student will provide.			
Minutes of the Meeting	The student will provide.			
Itinerary/Programme	The student will provide.			
Certificate of Insurance	The clerk of SAS will provide			
Breakdown of Budget	The student will provide.			
Travel Order or Certification of Faculty/Personnel that will accompany the students	The student will provide.			
First Aid Kit	The student will provide.			
First Aider certificate of a student/personal who will also attend the event	The student will provide.			
Insurance of Vehicle	The student will provide.			
Certification of driver with acceptable driving record	The student will provide.			
Certification that vehicle is in good condition	The student will provide.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Student/s submit the documents stated above.	1) Receive submitted document/s	None.	5 days before the scheduled event	Clerk Student Organization Unit
2)	2) Verify submitted documents.	None.	1 day	Clerk Student Organization Unit
3)	3) Have it signed by the Section Head of Student Organization Unit and Unit Head of Student Development Services	None.	10 minutes	Clerk Student Organization Unit, Student Development Services
4)	4) Documents will be forwarded to SAS office for signing	None.	5 minutes	Clerk SAS Office



5) Submit the approved requirements to the Vice President for Academic Affairs	5)	None.	10 minutes	Dean VPAA
TOTAL:		None.	6 days, 0 hour/s, 25 minutes	

6. Releasing of Supply, Material, and Equipment Procedure

The service allows a documented procedure releasing of delivered Supply, Material and Equipment to student councils and publications.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Councils and Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Form (TSU-SAS-SF-06)		The clerk of SAS will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) The SAS staff will receive the requested items from Procurement and Supply Office of the Student Councils and Publications	None.	10 minutes	<i>Clerk</i> SAS Office
2)	2) The SAS Staff will prepare a notice of releasing the requested items	None.	10 minutes	<i>Clerk</i> SAS Office
3) The Student Councils and Publications will prepare the RIF to be submitted to	3) The SAS Staff will release the requested item/s	None.	1 day	<i>Clerk</i> SAS Office



SAS and signed by their advisers				
4)	4) The SAS Staff will record in the masterlist of issued items	None.	10 minutes	Clerk SAS Office
5) Student Councils and Publications should forward a copy to SAS records	6) The SAS Staff will file a record for documentation.	None.	10 minutes	Clerk SAS Office
TOTAL:		None.	1 day, 0 hour/s, 40 minutes	



Student Affairs and Services

Internal Services



1. Request for SAS Facility and/or Equipment Utilization

The service allows a documented procedure for the Requested SAS Facility and/or Equipment.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Offices and Students of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Form (TSU-SAS-SF-06)		The clerk of SAS will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The Students/Offices will issue Request Form from SAS Office	1) The clerk of SAS will provide Request Form	None.	5 minutes	<i>Clerk</i> SAS Office
2) The Request Form will be filled out by the Students/Offices to be signed by their head/advisers and submitted to SAS Office	2) Verify the filled out form	None.	1 day	<i>Clerk</i> SAS Office
3)	3) Approval of the Dean of SAS	None.	5 minutes	<i>Dean</i> SAS Office
TOTAL:		None.	1 day, 0 hour/s, 40 minutes	



Scholarship Unit

External Services



1. Processing of Student Scholarship Application

Scholarship Unit is to provide financial assistance to deserving students so that they can acquire quality education. To monitor the scholars / grantees performance to enable them to maintain their scholarship grants.

Office or Division:	Scholarship Unit			
Classification:	Simple (up to 3 days)			
Type of Transaction:	Internal Services			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Forms		Scholarship Unit		
2.Certification of Barangay Indigency (New Applicant)		Respective Barangays		
3.Certification of Registration		Admission Registration Office		
4.Report of Grades		TSU Student Portal		
5.Medical Certification (PWD's)		TSU Medical Office		
6.PWD ID		CSWD Office		
7.Household ID (ESGP-PAT/ES)		DSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up of the logbook by clients and getting necessary scholarship forms: <ul style="list-style-type: none"> • Personal Information Sheet or P.I.S. (<i>For new applicants & Renewals</i>) • Scholarship Forms (<i>Any chosen Scholarship Program</i>) • Submission/Attachment of 	1. Provide the Scholarship Application form and the list of required documents/attachment (<i>For new applicants & Renewals</i>); 1.1 Receive the accomplished Scholarship Application form and required documents (<i>For new applicants & Renewals</i>);	None.	2 minutes	Staff Scholarship Unit



required documents for processing	1.2 Check the accomplished Scholarship Application form/required documents;			
	1.3 Verify and validate the accomplished Scholarship Application form/required documents.			
	2. Evaluation of properly filled-up requirements for Approval	None.	2 minutes	<i>Section Head</i> Scholarship Unit
	3. Once Approved, Tagging the scholarship forms.	None.	1 minute	<i>Staff</i> Scholarship Unit
	4. Posting of results of the Approved Scholars through Official Facebook Page (TARLAC STATE UNIVERSITY-SCHOLARSHIP OFFICE)	None.	1 minute	<i>Staff</i> Scholarship Unit
TOTAL:		None.	0 day/s, 0 hour/s, 6 minutes	



Medical Services Unit

External/Internal Services



1. Consultation

Consultation is doing assessment and providing medical intervention and treatment or preventive measure to patient illness.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Students and Personnel of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Request Form (<i>TSU-MSU-SF-36</i>)		Medical Services Unit		
Consultation Form (<i>TSU-MSU-SF-01</i>)				
Walk-in Logbook (<i>TSU-MSU-SF-10</i>)				
Consultation Logbook (<i>TSU-MSU-SF-11</i>)				
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will fill up the Client Request Form (<i>TSU-MSU-SF-36</i>).	1. Nurse will Provide Client Request Form (<i>TSU-MSU-SF-36</i>).	None.	2 minutes	<i>Nurse MSU</i>
2. Patient will give the Client Request Form to Nurse on Duty.	2. Nurse will verify the Client Request Form.	None.	2 minutes	<i>Nurse MSU</i>
3. (<i>Assessment</i>)	3. Nurse on duty will provide service. 3.1 Fill up Walk-in Logbook (<i>TSU-MSU-SF-10</i>) or Consultation Form (<i>TSU-MSU-SF-01</i>). 3.2 For Consultation ask patient if medical record is existing in the clinic. 3.3 If the patient is	None.	5 minutes	<i>Physician and Nurse MSU</i>



	<p>New, provide control number</p> <p>3.4 If the patient already has a record check the control number and find the Consultation Record.</p> <p>3.5 Gather necessary data needed and assessment.</p> <p>3.6 Physician will do Physical Examination</p>			
4. (Evaluation)	<p>4. Nurse and Physician will evaluate the data of the patient to provide proper treatment.</p> <p>4.1 Physician will do Physical Examination</p>	None.	5 minutes	Physician and Nurse MSU
5. (Treatment and Intervention)	<p>5. Nurse or Physician will provide treatment or intervention for the patient.</p> <p>5.1 Give Medicine if needed</p>	None.	10 minutes	Physician and Nurse MSU
6. (Documentation)	<p>6. Document treatment or intervention that provide to the patient.</p> <p>6.1. Record on Consultation Form (TSU-MSU-SF-01) or Walk-in</p>	None.	5 minutes	Physician and Nurse MSU



	Logbook (TSU-MSU-SF-10)			
7. Patient will sign on the Form or Logbook	7. let the patient sign on the Walk-in Logbook (TSU-MSU-SF-10) or Consultation Form (TSU-MSU-SF-01). If he/she receive treatment or intervention or medicine.	None.	2 minutes	Nurse MSU
8. (Documentation)	8. Document the data from the Consultation Form into the Consultation Logbook (TSU-MSU-SF-11)	None.	5 minutes	Nurse MSU
TOTAL:		None.	0 day/s, 0 hour/s, 36 minutes	

2. Medical Certificate Issuance

Medical Certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of a medical examination of a patient and general health status of the patient.

Office or Division:	Medical Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-MSU-SF-06)		Medical Service Office		
Student Medical Certificate (TSU-MSU-SF-14)				
SMC Logbook (TSU-MSU-SF-14)				
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Patient will fill up the Client Request Form (TSU-MSU-SF-06).</p>	<p>1. Nurse will Provide Client Request Form (TSU-MSU-SF-06).</p>	<p>None</p>	<p>5 minutes</p>	<p>Nurse MSU</p>
<p>2. Patient will give the Client Request Form to Nurse on Duty.</p>	<p>2. Nurse will verify the Client Request Form.</p>	<p>None</p>	<p>5 minutes</p>	<p>Nurse MSU</p>
<p>3. Patient shall present his/her Certificate of Registration.</p>	<p>3. Nurse will review, validate and stamp the Certificate of Registration with Medical Certificate Issued and Signed.</p>	<p>None</p>	<p>2 minutes</p>	<p>Nurse MSU</p>
<p>4. Assessment</p>	<p>4. Gather data from the Patient. Gather necessary data</p> <ul style="list-style-type: none"> a. Sign and release Medical certificate by the Nurse. b. The nurse will give health teaching to the patient if necessary. c. If the patient 	<p>None</p>	<p>10 minutes</p>	<p>Nurse and Physician MSU</p>



	<p>has Medical Illness, refer to School Doctor for further evaluation</p> <p>d. The nurse will explain the validity and instruct for reproduce copy of MC.</p>			
5. The patient will Sign in the SMC Logbook (TSU-MSU-SF-14)	5. Let the patient sign on the SMC Logbook (TSU-MSU-SF-14)	None	2 minutes	Nurse MSU
6. The patient will reproduce copy of MC	<p>6. The Nurse will validate the produce copy of MC.</p> <p>6.1 The nurse will Stamp the photocopy with Certified True Copy</p>	None	1 minute	Nurse MSU
TOTAL:		None	0 day/s, 0 hour/s, 25 minutes	



Medical Services Unit

Internal Services



1. APE and Pre-Employment

Annual Physical Examination and Pre-Employment is the yearly evaluation of the general health status of Teaching and Non-Teaching personnel.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail?	Non- Teaching and Teaching Personnel's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APE Form (TSU-MSU-SF-02)		Medical Services Unit		
Visual Acuity Logbook (TSU-MSU-SF-13)				
Client Request Form (TSU-MSU-SF-04)				
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present all laboratory requirements including the X-ray film.	1. Nurse review all requirements, If the requirements of the client are incomplete advice to come back when requirement are complete.	None.	3 minutes	Nurse MSU
2. Client will fill-up Client Request Form (TSU-MSU-SF-04) if the requirements are complete.	2. Nurse attend on the client request and validate the Client Request Form (TSU-MSU-SF-04)	None.	3 minutes	Nurse MSU
3. APE form (TSU-MSU-SF-02) for the client will be prepared.	3. Nurse prepare the APE form (TSU-MSU-SF-02) for the client and attach the laboratory result on the form.	None.	1 minute	Nurse MSU



4. (ASSESSMENT)	4. Nurse gathers data from the client. 4.1 Nurse test Visual Acuity of the client.	None.	3 minutes	Nurse MSU
5. Log Visual Acuity result to Visual Acuity Logbook (TSU-MSU-SF-13) and Client signature is needed.	5. Nurse log the Visual Acuity result in the Visual Acuity Logbook (TSU-MSU-SF-13) and will be signed by the Nurse and Client.	None.	2 minutes	Nurse MSU
6. Client sign to APE form.	6. Nurse must ensure client's signature on the APE form.	None.	1 minute	Nurse MSU
7. Client PE will be performed by the physician.	7. Nurse refer the patient to the Physician. 7.1. Physician will do PE to client.	None.	10 minutes	Physician MSU
8. (Evaluation, Recommendation/Advised)	8. Physician evaluates PE of the client and Laboratory result. 8.1. Physician gives recommendation/advised base on the evaluation and findings.	None.	10 minutes	Physician MSU
9. Client APE certificate released.	9. Physician will sign the APE form. 9.1. Physician will release client APE certificate.	None.	2 minutes	Physician MSU



10. Client proceed to the HRMDO to pass APE form.	10. Nurse instruct client to pass APE form together with the Laboratory result at HRMDO. Advised client to store his/her X-Ray film for it is valid and can be use for 6 months.	None.	2 minutes	<i>Nurse MSU</i>
TOTAL:		None.	0 day/s, 0 hour/s, 37 minutes	



Dental Health Unit

External/Internal Services



1. New Patient

The service offers scheduling of new patient for dental appointment.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Parental Consent (TSU-DHU-SF-03)				
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
Certificate of Registration		TSU Registrar		
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Student shall present his/her Certificate of Registration as a basis showing the client is officially enrolled in TSU.	3. Dental Health Unit will verify	None.	1 minute	<i>Dental Clerk</i> DHU
4. Student may fill up the Personal Information Sheet (TSU-DHU-SF-01) once C.O.R. is already cleared	10. Dental clerk will check as to whether the form is properly filled up or not. Dental clerk may ask the student for correction or completion if not properly filled up.	None.	3 minutes	<i>Dental Clerk</i> DHU
7. The client may now enter the treatment room for oral check-up.	11. The Dentist conducts an oral examination or	None.	3 minutes	<i>Dentist and Dental Clerk</i> DHU



	<p>check-up to evaluate the severity of the case.</p> <ul style="list-style-type: none"> • Mild cases will be considered as routine check-up • Moderate to severe cases will be scheduled according to the urgency of the case. • Emergency cases will be given immediate dental attention. 			
8. <i>(Client oral check-up ongoing)</i>	<p>12. The Dentist will discuss the procedure that will be done for the patient.</p> <p><i>Students below 18 years of age need to have parental consent (TSU-DHU-SF-03) before having tooth extraction.</i></p>	None.	5 minutes	<i>Dentist and Dental Clerk DHU</i>
9. <i>(Client's oral check-up is done)</i>	<p>13. The Dental Clerk will finalize the date and time of the</p>	None.	1 minute	<i>Dental Clerk DHU</i>



	procedure that was discussed to be made, and the Dental Clerk shall inform the client about the next appointment.			
10. Student shall Register at the Daily Accomplishment Log (TSU-DHU-SF-14)	14. Dental Clerk shall register time and date at the Student's COR and Dental Schedule Log. (TSU-DHU-SF-13)	None.	1 minute	Dental Clerk DHU
TOTAL:		None.	0 day/s, 0 hour/s, 14 minutes	

2. Regular Patient

The service offers scheduling of regular patient for dental appointment.

Office or Division:	Dental Health Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Students, Faculty and Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit
Parental Consent (TSU-DHU-SF-03)		
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)		
Daily Accomplishment Log (TSU-DHU-SF-14)		
Certificate of Registration		TSU Registrar



PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student shall present his/her Certificate of Registration as a basis showing the client is officially enrolled in TSU.	1. Dental Health Unit will verify and shall retrieve records for review of regular client's past check-up and appointments.	None.	1 minute	<i>Dental Clerk</i> DHU
2. Student may wait for the Dental Clerk's instruction	2. Dental clerk shall review the treatment plan stated in the record from previous check ups <i>(if any)</i>	None.	1 minute	<i>Dental Clerk</i> DHU
3. The client may now enter the treatment room for oral check-up.	3. The Dentist conducts an oral examination or check-up to evaluate the severity of the case. <ul style="list-style-type: none"> • Mild cases will be considered as routine check-up • Moderate to severe cases will be scheduled according to the urgency of the case. • Emergency cases will be given immediate dental attention. 	None.	3 minutes	<i>Dentist and</i> <i>Dental Clerk</i> DHU



<p>4. <i>(Client oral check-up ongoing)</i></p>	<p>4. The Dentist will discuss the procedure that will be done for the patient.</p> <p><i>Students below 18 years of age need to have parental consent (TSU-DHU-SF-03) before having tooth extraction.</i></p>	<p>None.</p>	<p>5 minutes</p>	<p><i>Dentist and Dental Clerk</i> DHU</p>
<p>5. <i>(Client's oral check-up is done)</i></p>	<p>5. The Dental Clerk will finalize the date and time of the procedure that was discussed to be made, and the Dental Clerk shall inform the client about the next appointment.</p>	<p>None.</p>	<p>1 minute</p>	<p><i>Dental Clerk</i> DHU</p>
<p>6. Student shall Register at the Daily Accomplishment Log <i>(TSU-DHU-SF-14)</i></p>	<p>6. Dental Clerk shall register time and date at the Student's COR and Dental Schedule Log. <i>(TSU-DHU-SF-13)</i></p>	<p>None.</p>	<p>1 minute</p>	<p><i>Dental Clerk</i> DHU</p>
<p>TOTAL:</p>		<p>None.</p>	<p>0 day/s, 0 hour/s, 12 minutes</p>	



3. Pre and Post Treatment

The service offers implemented procedures prior and after dental treatment in accordance to ethical and sanitary standards.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Parental Consent (TSU-DHU-SF-03)				
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)				
Evaluation Form (TSU-DHU-SF-02)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student enters clinic for appointment	1. Dental clerk shall check the Dental Schedule Log (TSU-DHU-SF-13) and shall retrieve the patient's personal information sheet (TSU-DHU-SF-01)	None.	1 minute	Dental Clerk DHU
2. If the student is below 18, and tooth extraction shall be done, he/she must present the waiver and parental consent signed by his/her parent or guardian.	2. Dental Clerk shall verify and accept the waiver if the consent of the parent or guardian is present.	None.	1 minute	Dental Clerk DHU



3. The student may wait until the dental clerk's instruction.	3. The dental assistant may prepare the necessary instruments and equipment to be used.	None.	3 minutes	<i>Dentist and Dental Assistant DHU</i>
4. The student may now log in time in the Dental Log Book (TSU-DHU-SF-13) and MAY NOW enter the treatment room when told to do so. (with the assistance of the Dental Assistant)	4. The Dental assistant shall greet and accompany the patient to the treatment room. Dental Assistant shall also instruct the patient carefully and let him sit comfortably on the dental chair.	None.	1 minute	<i>Dentist, Dental Clerk and Dental Assistant DHU</i>
5. <i>(Patient's Oral Treatment begins)</i>	5. The Dentist begins the procedure/treatment. The dentist shall also give Postoperative Instructions (TSU-DHU-WI-09) to the patient before starting.	None.	30 minutes	<i>Dentist and Dental Assistant DHU</i>
6. <i>(Patient's Oral Treatment begins)</i>	6. Dental Assistant with the Dental Clerk must remove all the contaminated instruments and barriers after each treatment and	None.	2 minutes	<i>Dentist Dental Clerk Dental Assistant DHU</i>



	place it on the treatment tray.			
7. (Patient's Oral Treatment ends)	7. Dental Clerk and Dental Assistant shall cleanse and disinfect the treatment room.	None.	3 minutes	Dental Clerk Dental Assistant DHU
8. Patient must register at the Daily Accomplishment sheet (TSU-DHU-SF-14) and Log out time at the Dental Log Book after the procedure and patient must fill out Evaluation Form (TSU-DHU-SF-02).	8.		2 minutes	
TOTAL:		None.	0 day/s, 0 hour/s, 43 minutes	

4. Dental Treatment

The service offers scheduling of dental treatment procedures for patients.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. <i>(Patient consulting)</i>	1. Dentist shall review the patient's Personal Information Sheet <i>(TSU-DHU-SF-01)</i>	None.	3 minutes	Dentist DHU
2. <i>(Patient consulting)</i>	2. Dentist shall diagnose the case presented and patient's chief complain	None.	3 minutes	Dentist DHU
3. <i>(Patient consulting)</i>	3. The Dentist shall explain the procedures to be done to the patient.	None.	2 minutes	Dentist DHU
4. <i>(Patient consulting)</i>	4. Treatment made according to the services offered such as composite filling restoration, gum treatment, extraction, and oral examination.	None.	30 minutes	Dentist DHU
5. <i>(Patient finished consulting)</i>	5. Dental clerk shall record the patient's dental condition into the Personal Information Sheet. <i>(TSU-DHU-SF-01)</i>	None.	1 minute	Dental Clerk DHU
TOTAL:		None.	0 day/s, 0 hour/s, 39 minutes	



5. Dental Certificate

The service allows the availment of dental certificate.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (<i>TSU-DHU-SF-01</i>)		Dental Health Unit		
Request Form (<i>TSU-DHU-SF-10</i>)				
Dental Certificate (<i>TSU-DHU-SF-04</i>)				
Daily Accomplishment Log (<i>TSU-DHU-SF-14</i>)				
PATIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will fill up Request Form for Dental Certificate (<i>TSU-DHU-SF-10</i>)	1. The Dentist shall review the request together with the dental record of the requisite (<i>TSU-DHU-SF-01</i>) while making the draft of the Certificate. The dentist shall note on the draft the procedures that were done to the patient.	None.	1 minute	<i>Dentist</i> DHU
2. Student may wait for instructions.	2. The Dentist will forward the draft to the Dental Clerk who will prepare the official	None.	5 minutes	<i>Dentist and Dental Clerk</i> DHU



	document that will be certified by the Dentist.			
3. Student may wait for instructions.	3. The Dentist will review the document for correction and will certify/sign it if there's none.	None.	1 minute	<i>Dentist and Dental Clerk</i> DHU
4. Student shall register at the Daily Accomplishment Log (TSU-DHU-SF-14) when told to do so by the Dental Clerk.	4. The Dental Clerk may release the Certificate to the patient once it is already certified and once the patient already registered his name to the Daily Accomplishment Log (TSU-DHU-SF-14)	None.	30 minutes	<i>Dentist and Dental Clerk</i> DHU
TOTAL:		None.	0 day/s, 0 hour/s, 37 minutes	



Guidance and Counseling Services

External Services



1. Ecumenical Recollection/ S.A.L.T. Activity

The service will enhance students' ability to cope and manage time and stress, provide ecumenical activity catering students' personal, social, and spiritual development. It will also provide information on healthy relationships and positive boundaries and offer an activity that will help graduating students reflect on their purposes in life as individuals, re-establish their relationships with their Creator, and achieve spiritual formation.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Graduating Students		From different colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Guidance Counselors inform the client to attend the seminar.	1. Informs the College Dean for the said event. Prepares communication letters and seeks approval; invites the speakers or event facilitators, communicates the event to all graduating students, and determines all the materials needed for the activity.	None.	4 working days	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	2. Facilitates the activity and participants evaluated the	None.	1 working day	<i>Guidance Counselor / Associate Guidance Counselor</i>



	activity by answering/rating the evaluation sheets.			Guidance and Counseling Services
	3. Collects all evaluation sheets from the participants, computes the results and files all documents.	None.	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None.	5 days, 0 hour/s, 10 minutes	

2. Group Counseling

To provide opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Counseling Form		All Guidance and Counseling office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will go to the nearest Guidance and Counseling office. 1.1 The clients will fill-out the	1. Welcomes the clients, builds rapport and interviews clients to get information.	None.	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services



<p>Counseling Logbook. 1.2 Clients disclose their concerns.</p>	<p>Clients are encouraged to tell their concerns to identify their condition and needs.</p>			
	<p>2. Provides appropriate interventions to the clients according to their personal choice and decisions. Decide necessary interventions if needed: 2.1 Offers referral interventions to the clients. 2.2 Prepares letter or referral slips. 2.3 Refer the clients to other guidance counselors, personnel or external consultant 2.4 Ends counseling sessions after referral is completed.</p>	<p>None.</p>	<p>30 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>



	3. Accomplishes and files the counseling form or up-date the clients' individual inventory record.	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	4. Schedule the follow-up sessions until the clients' needs are met. Terminate the counseling sessions when completed and not needed	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None.	0 day/s, 0 hour/s, 54 minutes	

3. Homeroom Guidance / Classroom Lecture Activity

The service will provide homeroom guidance to cater students' personal, social, academic, and spiritual development, provide information on healthy relationships and positive boundaries, enhance students' ability to cope with life's struggles and re-acquaint, remind and inform students regarding SWS services/programs, and college concerns.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The Guidance Counselors inform the client to attend the homeroom guidance activity.	1. Guidance Counselors seek approval from the college Dean where the homeroom activity will be conducted	None.	1 working day	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	2. Counselors facilitate the activity and process the activity.	None.	4 hours	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	3. Guidance counselor ends the activity	None.	5 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None.	1 day, 4 hours, 5 minutes	

4. Individual Counseling

To provide opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Counseling Form		All Guidance and Counseling office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the nearest	1. Welcomes the client, builds rapport and	None.	20 minutes	Guidance Counselor / Associate Guidance Counselor



<p>Guidance and Counseling office.</p> <p>2. The client will fill-out the Counseling Logbook.</p> <p>3. Clients disclose his/her concern/s.</p>	<p>interviews client to get information. Client is encouraged to tell his/her concerns to identify his/her condition and needs.</p>			<p>Guidance and Counseling Services</p>
	<p>2. Provides appropriate interventions to the client according to his/her personal choice and decisions. Decide necessary interventions if needed:</p> <p>2.1 Offers referral interventions to the client.</p> <p>2.2 Prepares letter or referral slips.</p> <p>2.3 Refer the client to other guidance counselors, personnel or external consultants.</p> <p>2.4 Ends counseling sessions after referral is completed.</p>	<p>None.</p>	<p>30 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>



	3. Accomplishes and files the counseling form or up-date the client's individual inventory record.	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	4. Schedules the follow-up sessions until the client's needs are met. Terminate the counseling sessions when completed and not needed	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None.	0 day/s, 0 hour/s, 54 minutes	

5. Referral Counseling Service

This service provides opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the nearest Guidance and Counseling office.	1. Welcomes the referring person/s and ask necessary	None.	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services



	<p>information from the referring person/s and the referred clientele.</p> <p>1.1 Prepares duplicate copies of call slips for the College Dean and Guidance Counselors.</p> <p>1.2 Seeks approval from the college Dean and coordinate to the college to inform the concerned student/s.</p>			
2. The Client fill-out the counseling form	<p>2. Welcomes the clientele to get information. Clientele are encouraged to disclose their concerns to identify their conditions and needs.</p>	None.	20 minutes	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	<p>3. Provides appropriate interventions to the clientele towards their personal choice and decisions.</p> <p>3.1 Offers referral</p>	None.	10 minutes	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>



	<p>interventions to the clientele.</p> <p>3.2 Prepares letter or referral slips.</p> <p>3.3 Refers clientele to other guidance counselors, personnel or external consultant.</p> <p>3.4 Ends counseling sessions after the referral completed.</p>			
	<p>4. Accomplishes and files counseling forms or update the clientele individual inventory records.</p> <p>4.1 Schedules follow-up sessions until clientele are met.</p>	None.	5 minutes	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	<p>5. Ends the counseling sessions when completed and not needed by the clientele.</p>	None.	2 minutes	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	TOTAL:	None.	0 day/s, 0 hour/s, 57 minutes	



6. Seminar on Study Habits

The service provides seminars to cater students' personal, social, academic, and spiritual development, develop good study habits, provide information on healthy relationships and positive boundaries and enhance students' abilities to cope and manage time and stress.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Guidance Counselors inform the client to attend the seminar.	1. Informs the guidance director/head and the college dean, informs and invites other guidance counselors. Prepares the following: 1.1 Communication letters for the activity approval. 1.2 Attendance sheets for the participants. 1.3 Activity Evaluation forms. 1.4 Other necessary documents for the activity.	None.	Four (4) Working days	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services



	2. Facilitates the activity.	None.	4 Hours	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	3. Have evaluated the activity conducted. Collects the activity evaluation forms and other documents, computes the activity evaluation results and files all documents.	None.	5 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	4. End of the activity.	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None.	4 days, 4 hours, 7 minutes	

7. VPI / RIASEC Examination and Career Counseling

To facilitate the client movement to the appropriate educational or occupational level/ program and entry to appropriate co-curricular and extra-curricular activities.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Shifting form		College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The client will go to the nearest Guidance and Counseling office.</p>	<p>1. Welcomes the Client, gathers information, and informs client about the process/test.</p>	<p>None.</p>	<p>10 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	<p>2. Client submits all requirements needed and answers the Vocational Preference Inventory Career Test. 2.1 Scores client's VPI test results and identify his/her VPI career profile.</p>	<p>None.</p>	<p>30 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	<p>3. Review / check all client's requirements and attaches additional documents needed by the clients and the other offices. 3.1 Discusses with the client's his/her career profile results and identify</p>	<p>None.</p>	<p>10 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>



	interest matched to his/her desired course.			
	4. Client received his/her needed documents and reports to his/her desired college and course.	None.	10 minutes	<i>Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services</i>
TOTAL:		None.	0 day/s, 1 hour, 0 minute/s	



Career Education and Job Placement Services

External Services



1. Campus Recruitment Activity/ Career Development Sessions/Career Fair/Company Campus Roadshows/Services Caravan

The activities pertain to career development seminars/ workshops/ trainings such as mock job interviews, professional examination preparation and direction, and graduate school-know-how and other activities such as career fair, campus recruitment activity and campus company roadshow which are initiated or facilitated by the Career Education and Job Placement Services Unit.

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies G2C – Government to Government			
Who may avail:	Accredited Companies/Indutries and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (address to Dr. Myrna Q. Mallari, University President) (1 signed letter/scanned copy)		Company		
2. Campus Roadshow/Campus Recruitment/ Career Fair Registration Form (TSU-CJS-SF-10)		2 nd Floor Room 208 Student Center Building, Tarlac State University Villa Lucinda Campus, Brgy. Binauganan, Tarlac City, Tarlac Or via Email: jobplacement@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the Letter of Intent together with the other requirements to the office or as follow.	1. The office will receive and will scan the letter of intent. 1.1 The request will be forwarded to the Records Office of the university.	None.	20 minutes	<i>Career Specialist/ Section Head</i> CEJPS Office
2.	2. The Records Office will secure the original copy and afterwards	None.	5-10 minutes	<i>Clerk</i> Records and Archives Unit



	endorse the request to the Office of the President.			
3.	3. The Office of the President will review and afterwards endorse the request to the Vice President of Academic Affairs Office	None.	3-5 hours	<i>President/ Clerk Office of the University President</i>
4.	4. The Vice President of Academic Affairs and Services Office will assess and afterwards endorse the request to the Dean of Student Affairs and Services Office.	None.	5-7 hours	<i>Vice President/ Clerk/ Staff Office of the Vice President for Academic Affairs</i>
5.	5. The Dean of Student Affairs and Services will recommend and afterwards endorse the request to the Career Education and Job Placement Services Office	None.	10-15 minutes	<i>Dean/ Clerk Office of the Student Affairs and Services</i>
6.	6. The Career Education and Job Placement Services Office will take charge on the recommendatio	None.	20 minutes	<i>Career Specialist/ Section Head CEJPS Office</i>



	n of the endorsement. If approved, the office will facilitate the request and if not, a regret letter will be issued.			
TOTAL:		None.	1 day, 5 hours, 5 minutes	

2. Company Accreditation

The Company Accreditation is for New Industry/Company who would like to establish linkages with the university for their job posting in the university bulletin boards, official CEJPS Facebook page and TSU official website and request for graduate listings whenever needed.

Office or Division:	Career Education and Job Placement Services		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business Entity/ies		
Who may avail:	Business Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent addressed to University President (1 signed letter/scanned copy)	Company		
BIR Certificate of Registration (BIR Form 2303) (1 photocopy/scanned copy)	BIR, HR (Company)		
Company SEC/DTI Registration (1 photocopy/scanned copy)	SEC, DTI, HR (Company)		
PhilJobNet Registration Certificate (1 photocopy)	PhilJobNet Website, HR (Company)		
Company/Institution Profile (1 filled-out form/scanned copy)	HR (Company)		
Company accreditation request (TSU-CJS-SF-01) (1 filled-out form/scanned copy)	2 nd Floor Room 208 Student Center Building, Tarlac State University Villa Lucinda Campus, Brgy. Binauganan, Tarlac City, Tarlac		



Company Accreditation Terms of reference (1 filled-out form/scanned copy)		Or via Email:		
Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03) (1 filled-out form/scanned copy)		jobplacement@tsu.edu.ph		
Company Logo (1 scanned copy/png)		HR (Company)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. The client will submit the Letter of Intent together with the other requirements to the office or as follow.	5. The office will receive and will scan the letter of intent. This is also to check the completeness and authenticity of submitted requirements. 5.1 Otherwise, the company will revise and resubmit. 5.2 If complete, the request will be forwarded to the Records Office of the university.	None.	20 minutes	<i>Career Specialist/Section Head</i> CEJPS Office
6.	16. The Records Office will secure the original copy and afterwards endorse the request to the Office of the President.	None	5-10 minutes	<i>Clerk</i> Records and Archives Unit



3.	17. The Office of the President will review and afterwards endorse the request to the Vice President of Academic Affairs Office	None	3-5 hours	<i>President/ Clerk</i> Office of the University President
4.	18. The Vice President of Academic Affairs and Services Office will assess and afterwards endorse the request to the Dean of Student Affairs and Services Office.	None.	5-7 hours	<i>Vice President/ Staff/ Clerk</i> Office of the Vice President for Academic Affairs
5.	19. The Dean of Student Affairs and Services will recommend and afterwards endorse the request to the Career Education and Job Placement Services Office	None.	10-15 minutes	<i>Dean/ Clerk</i> Office of the Student Affairs and Services
6.	20. The Career Education and Job Placement Services Office will take charge on the recommendation of the endorsement. If approved,	None.	20 minutes	<i>Career Specialist/ Section Head</i> CEJPS Office



	the office will facilitate the request and if not, a regret letter will be issued.			
TOTAL:		None.	1 day, 5 hours, 5 minutes	

3. Graduate Listing

The Graduate Listing pertains to the list of graduates requested by the Accredited Industry/Company who establish linkages with the university. If not, complete the accreditation procedure.

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Accredited Companies/Indutries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (address to Dr. Myrna Q. Mallari, University President) (1 signed letter/scanned copy)		Company		
2. Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03) (1 filled-out form/scanned copy)		2 nd Floor Room 208 Student Center Building, Tarlac State University Villa Lucinda Campus, Brgy. Binauganan, Tarlac City, Tarlac Or via Email: jobplacement@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the Letter of Intent together with the other requirements to the office or as follow.	1. The office will receive and will scan the letter of intent. 1.1 The request will be forwarded	None.	20 minutes	<i>Career Specialist/Section Head</i> CEJPS Office



	to the Records Office of the university.			
2.	2. The Records Office will secure the original copy and afterwards endorse the request to the Office of the President.	None.	5-10 minutes	<i>Clerk</i> Records and Archives Unit
	3. The Office of the President will review and afterwards endorse the request to the Vice President of Academic Affairs Office	None.	3-5 hours	<i>President/ Clerk</i> Office of the University President
	4. The Vice President of Academic Affairs and Services Office will assess and afterwards endorse the request to the Dean of Student Affairs and Services Office.	None.	5-7 hours	<i>Vice President/ Staff/ Clerk</i> Office of the Vice President for Academic Affairs
	5. The Dean of Student Affairs and Services will recommend and afterwards endorse the request to the	None.	10-15 minutes	<i>Dean/ Clerk</i> Office of the Student Affairs and Services



	Career Education and Job Placement Services Office			
	6. The Career Education and Job Placement Services Office will take charge on the recommendation of the endorsement. If approved, the office will facilitate the request and if not, a regret letter will be issued.	None.	20 minutes	<i>Career Specialist/ Section Head CEJPS Office</i>
TOTAL:		None.	1 day, 5 hours, 5 minutes	

3. Job Posting

The Job Posting pertains to the Job Ads posting of the Accredited Industry/Company in the university bulletin boards and office official *facebook* page. If not, complete the accreditation procedure.

Office or Division:	Career Education and Job Placement Services	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entity/ies	
Who may avail:	Accredited Companies/Indutries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent (address to Dr. Myrna Q. Mallari, University President) (1 signed letter/scanned copy)		HR (Company)
2. Company Job Ads Poster/s (1 hard copy/scanned copy)		HR (Company)



3. Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03) (1 filled-out form/scanned copy)		2 nd Floor Room 208 Student Center Building, State University Villa Lucinda Campus, Brgy. Binauganan, Tarlac City, Tarlac Or via Email: jobplacement@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the Letter of Intent together with the other requirements to the office or as follow.	1. The office will receive and will scan the letter of intent. 1.1 The request will be forwarded to the Records Office of the university.	None.	20 minutes	<i>Career Specialist/Section Head</i> CEJPS Office
2.	2. The Records Office will secure the original copy and afterwards endorse the request to the Office of the President.	None.	10 minutes	<i>Clerk</i> Records and Archives Unit
3.	3. The Office of the President will review and afterwards endorse the request to the Vice President of Academic Affairs Office	None.	5 hours	<i>President/ Clerk</i> President's Office
4.	4. The Vice President of Academic Affairs and Services Office will assess and afterwards endorse the request to the	None.	7 hours	<i>Vice President/ Staff/ Clerk</i> Office of the Vice President for Academic Affairs



	Dean of Student Affairs and Services Office.			
5.	5. The Dean of Student Affairs and Services will recommend and afterwards endorse the request to the Career Education and Job Placement Services Office	None.	15 minutes	<i>Dean/ Clerk Office of the Student Affairs and Services</i>
6.	6. The Career Education and Job Placement Services Office will take charge on the recommendation of the endorsement. If approved, the office will facilitate the request and if not, a regret letter will be issued.	None.	20 minutes	<i>Career Specialist/ Section Head CEJPS Office</i>
TOTAL:		None.	1 day, 5 hours, 5 minutes	



6. Referral of Walk-In Students and Graduates of University

The referral of walk-in student and graduates of the university pertains in referring the student or graduate to the accredited company who has job vacancy associated with the course he/she graduated.

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and graduates of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The graduate or current student will submit their updated resume to the office and will sign to the logbook.	1. The Office will refer the graduate or student to employers who have job vacancies that fits her/his qualification. 1.1 Follow up job vacancy.	None.	20 minutes	<i>Career Specialist/Section Head CEJPS Office</i>
TOTAL:		None.	0 day/s, 0 hour/s, 20 minutes	



Sports Development and Management Unit

External Services



1. Monetary Incentives

Right of Student Athletes to their monthly Monetary Incentives for representing the school in different major competitions.

Office or Division:	Sports Development and Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter for try-outs		Prepared by Coaches		
Obligation Request		Sports Development and Management Unit		
Payroll				
Voucher with supporting documents				
Feedback Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit letter for SCUAA Athletes for try-outs.	1) Check the given letter.	None.	8 to 15 minutes	Staff SDMU
	2) Prepare obligation request, payroll of the student/s', monetary incentives (amounts are indicated in the Board Resolution No. 62, s. 2015) <i>Note:</i> Coaches will be notified by the SDMU once payroll is ready; Student-Athletes shall wait for further announcement until allowance is ready to be claimed at the Cashiering Unit.	None.	1 working day	Staff SDMU



	3) Process payroll voucher with supporting documents attached. Have it signed by the SDMU Head, Budget Officer, and Vice President for Academic Affairs, Accounting Director, and Vice President for Administration and Finance, Cashiering Office Director	None.	2 to 5 working days	<i>Staff</i> SDMU <i>Staff</i> Budget Management Unit <i>Staff</i> VPAA <i>Accounting Staff</i> Accounting Unit <i>Staff</i> VPAF <i>Staff</i> Cashiering Unit
	4) Conduct monitoring of implementation of approved recommendations and submit report to the University President	None.	1 working day	<i>Staff</i> SDMU <i>Staff</i> Cashiering Unit
5) Claim allowance at the Cashiering Unit once informed by SDMU.	5)	None.	5 minutes	<i>Staff</i> Cashiering Unit
TOTAL:		None.	7 days, 0 hour/s, 20 minutes	



Student Discipline Unit

External Services



1. Filing of Complaints and Investigation

Filing of complaints and investigation for student vs. student case
(Defendant Admitting to the Allegations).

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Xerox Copy)		Student Discipline Unit		
1 Copy Letter of Response (Xerox Copy)		Student Discipline Unit		
2 to 3 Copies Documented Evidences (Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Use only the forms provided by SDU. Include any documented evidences if there is any.*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter	None.	1 to 1 ½ hours	Staff/Officers Student Discipline Unit
2. Wait for the notification from SDU regarding the progress of the case and the schedule of the hearing.	2. Coordinate with different officers (MISO, CSU, Guidance Office) to trace the whereabouts of the respondent	None.	Within 10 working Days upon receipt of the complaint	Staff/Officers Student Discipline Unit



	<p>2.1 Issuance of notice to the defendant regarding the complaint**</p> <p>2.2 Defendant will reply to the letter of complaint filed against him/her***</p>			
<p>3. Attend the scheduled hearing once notified by the SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)</p>	<p>3. SDU will schedule a hearing between the defendant and complainant</p>	<p>None.</p>	<p>Within 5 Working days upon receiving the defendant's response</p>	<p><i>Staff/Officers</i> Student Discipline Unit</p>
<p>4. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)</p>	<p>4. When defendant admits the allegations, notice to both parties will be given. Defendant will be invited in the office of SDU for the sanctions of his/her act.</p>	<p>None.</p>	<p>Within 5 Working Days</p>	<p><i>Staff/Officers</i> Student Discipline Unit</p>
TOTAL:		<p>None.</p>	<p>20 Days, 1 hour, 30 minutes</p>	



*SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.

** SDU can conduct preliminary interview to defendant on or before filling his or her answer.

*** Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (based from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 48. See attached file)

2. Filing of Complaints and Investigation

Filing of complaints and investigation for student vs. student case (Defendant Denies the Allegations).

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Xerox Copy)		Student Discipline Unit		
1 Copy Letter of Response (Xerox Copy)		Student Discipline Unit		
2 to 3 Copies Documented Evidences (Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant will wait for the notifications coming from SDU regarding the development of the case	1. If defendant denies the allegations and SDU, however finds probable guilt, the discipline committee will convene. 1.1 Investigation	None.	Within 10 Working Days Within 5 Working Days from the last	<i>Discipline Committee</i> <i>President SSC</i> <i>Student Discipline Officer</i> <i>Dean Student Affairs and Services</i> <i>Vice President</i>



	<p>will be conducted by the committee</p> <p>1.2 Decision will be rendered</p>		meeting of discipline committee	<p>Academic Affairs</p> <p>Respective Offices</p>
<p>2. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)</p>	<p>2. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, it will dismiss the case. But if not, Written notice to both parties regarding the resolution of the case will be served. The defendant if found guilty will report to SDU's office from the receipt of the decision.</p>	None.	<p>Within 5 Working days upon receipt of the notification</p>	<p><i>Discipline Committee</i></p> <p><i>President SSC</i></p> <p><i>Student Discipline Officer</i></p> <p><i>Dean Student Affairs and Services</i></p> <p><i>Vice President Academic Affairs</i></p> <p>Respective Offices</p>
TOTAL:		None.	20 Days, 0 hour/s, 0 minute/s	

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (*based from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 48. See attached file*)



3. Filing of Complaints and Investigation

Filing of complaints and investigations for student vs. faculty or university personnel.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex (beyond 3 days to 7 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Xerox Copy)		Student Discipline Unit		
1 Copy Letter of Response (Xerox Copy)		Student Discipline Unit		
2 to 3 Copies Documented Evidences Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Use only the forms provided by SDU. Include any documented evidences if there is any.*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter)*	None.	1 to 1 ½ hours	<i>Staff/Officers</i> Student Discipline Unit
2. Wait for the notice coming from the SDU regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board	2. SDU will forward the complaint to VPAA if the defendant is faculty or to VPAF if the defendant is a university personnel. The investigation	None.	Within 5 working days upon receipt of the complaint	<i>Grievance Board</i> VPAA or VPAF



	will be then handled by the Grievance Board			
TOTAL:		None.	5 days, 1 hour, 30 minutes	

*SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.

4. Procedure for Appeal

Procedure for appealing to the decision of the disciplinary case.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Letter of Appeal (Original or Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form.	1. SDU will forward the appeal base from whom decision will be appealed by the defendant or the complainant: 1.1 SDU's decision is appealable to the Dean of SAS within 15 days from notice.	None.	15 Days from Notice	<i>Staff</i> Student Discipline Unit <i>Staff</i> VPAA <i>Staff</i> SAS <i>Staff</i> President's Office



	<p>1.2 SAS's decision is appealable to the VPAA within 15 days from notice.</p> <p>1.3 VPAA's decision is appealable to the President within 15 days from notice.</p> <p>1.4 President's decision is appealable to the TSU-BOR within 15 days from notice.</p>			
TOTAL:		None.	15 days, 0 hour/s, 0 minute/s	



Student Organization Unit

External Services



1. Approval of Recognition of Student Organization

Procedures for the Renewal of accreditation of Student Organization and For New Student Organization

Office or Division:	Student Organization Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Group of 15 to 25 enrolled Students of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for student organizations (1)		Student Organization Unit/Student Development Services		
Statement of involvement/commitment/acceptance of the President/Adviser of Student Organization (1)		Student Organization Unit/Student Development Services		
Information Sheet of Student Organization Officers (X number of officers)		Student Organization Unit/Student Development Services		
Directory of Members (1)		Student Organization Unit/Student Development Services		
Directory of Offices (1)		Student Organization Unit/Student Development Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the forms for application for renewal/new student organizations and submit to the office of the Student Organization Unit (Room 202, TSU Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Besides the form, the organization must also submit their constitution	1. Student Organizations Unit will review the application of the student organization before it will be approved and registered as accredited organizations	None.	8 Working Days	Staff Student Organization Unit



and by law, copy of their logo and general plan of action for the current academic year				
TOTAL:		None.	8 Days, 0 hour/s, 0 minute/s	

Note:

New Organization applicants will undergo one (1) month probation before securing the approval of the organization. During probation, they must conduct activity/s that will be documented and subject for review by Student Organization Unit.

2. Approval of Student Organization Activities

Approval of Activities of Recognized Student Organizations Within the Campus

Office or Division:	Student Organization Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Accredited/Recognized Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter to request the conduct of activity* (3)		The student will provide.		
Parental Consent** (x number of participants)		The student will provide.		
Medical Certificate*** (x number of participants)		Medical Service Unit		
Photocopy of RFID (x number of participants)		The student will provide.		
Photocopy of Parents/Guardians ID with 3 signature (x number of participants)		The student will provide.		
Certificate of Registration (x number of participants)		Admission and Registration Office		
Accomplished Activity Form (1)		Student Organization Unit/Student Development Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all the required requirements at Student Organization Unit (Room 202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	1. Requirements will be review and check before signing. 1.1 Forward the documents to SAS Office	None.	1 to 1 ½ Hours	Staff Student Organization Unit
TOTAL:		None.	0 day/s, 1 hour, 30 minutes	

*The signatories of the letter are of the following order:

1. Student Org. President and Adviser,
2. Recommending Approval: College Dean (if it is a college-based organization)
3. SOU Unit Head, Dean of SAS,
4. Approved: VPAA.

Additional signatories maybe required if the activity involves the following:

- Funds – Budget Office Head
- Facilities – VP Administration and Finance

** Parental consent should be notarized if the activity will be conducted overnight

***Medical Certificate are not required if there is no strenuous physical activity in the event

Note:

Approval of the activity, as far as practicable, shall be one week before the scheduled date. Failure to comply with this policy will require the student organization to submit a letter of explanation to SOU. All indicated time must be properly observed unless certain uncontrollable factors and reasonable justifications are existent like but not limited to force majeure, calamities, suspension of classes/offices, signatories on Official Business, Official Travel or On Leave without any legal substitutes.



3. Approval of Student Organization Activities

Approval of Activities of Recognized Student Organizations Off the Campus

Office or Division:	Student Organization Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Accredited/Recognized Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation* (3)		From the activity organizer		
Letter to request the conduct/participate of activity** (3)		The student will provide.		
Notarized Parental Consent (X number of students)		The student will provide.		
Medical Certificate (X number of students)		Medical Service Unit		
Photocopy of RFID		The student will provide.		
Photocopy of Parents/Guardian ID with 3 Signature (X number of students)		The student will provide.		
Certificate of Registration (X number of students)		Registrar Officer		
Minutes of Meeting with Parents (1)		The Students Will Provide		
Itinerary/Programme (1)		Organizer of the Activity		
Certificate of Insurance (1)		Student Affairs and Services		
Breakdown of Budget (1)		The Students Will Provide		
Travel Order or Certification of Faculty/Personnel that will Accompany the students (1:30)*** (1)		The Students Will Provide		
First Aid Kit		The Students Will Provide		
First Aider Certification of the personnel or student that will accompany the student (1:30) (x number of first aider)		Red Cross or any credited organization that conduct training for first aid.		
Insurance of the Vehicle**** (1)		Driver		
Certification that vehicle is in good condition (1)		Driver		
Certification of driver with acceptable driving record (1)		Driver		
Accomplished Activity Form (1)		Student Organization Unit/Student Development Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required requirements at	1. Requirements will be review	None.	1 to 1 ½ Hours	Staff Student Organization Unit



Student Organization Unit <i>(Room 202, TSU Student Center, Lucinda Extension Campus, Tarlac City)</i>	and check before signing. 1.1 Forward the documents to SAS Office			
TOTAL:		None.	0 day/s, 1 hour, 30 minutes	

*Must have an attached endorsement from the Office of the University President with CHED Memorandum

**The signatories of the letter are the following:

1. Student Organization President and Adviser
2. Recommending Approval: College Dean (if it is a college-based organization)
3. SOU Unit Head, Dean of SAS
4. Approved: VPAA

Additional signatories maybe required if the activity involves the following:

- Funds: Head of Budget Office
- Facilities: VP for Administration and Finance

***Ratio of faculty to student is 1:30

****If the organization will utilized TSU Transport Vehicle, this is not required

Note:

Approval of the activity, as far as practicable, shall be one week before the scheduled date. Failure to comply with this policy will require the student organization to submit a letter of explanation to SOU.

Request to conduct or participate in the event must reached the office of the VPAA at least 3 days prior to the scheduled date.

All indicated time must be properly observed unless certain uncontrollable factors and reasonable justifications are existent like but not limited to force majeure, calamities, suspension of classes/offices, signatories on Official Business, Official Travel or On Leave without any legal substitutes.



SDS clerk/staff will have to check first all the necessary attachment and documents for the activity before the head of SOU will affix his/her signature.

4. Approval of Budget Plan and General Plan of Action (GPOA)

Procedure of Approval of the Finances and Activities of Student Organizations/Student Councils

Office or Division:	Student Organization Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Accredited/Recognized Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Plan of Action (3)		The Students Will Provide		
Budget Breakdown (3)		The Students Will Provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule of hearing at the office of SAS	1. Approved the hearing schedule	None	1 minute	Staff Student Organization Unit
2. Attend the budget hearing	2. Evaluate the budget plan and activities of the organization for revision	None	30 mins. To 1 hour	Staff Student Organization Unit
3. Revised the budget plan and GPOA base from changes made during the hearing	3. Sign and Approved the Budget plan and GPOA and forward it to SAS.	None	1 Day	Staff Student Organization Unit
TOTAL:		None.	1 day, 2 hours, 0 minute/s	



Student Publication Unit

External Services



1. Procedure for the Approval of Activities of Student Publication and College Publications

Approval of activities pertain to the event that include in the approve PPMP of the Publication and the activity letter must signed by the Editorial board and Staff

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ensure that activities are included in the approved PPMP of the Student Publication/College Publications	1. Check the Approved GPOA if the activity is included	None.	1 day	Staff/Student Publication/College Publications
2. Submit the complete requirements and documents. Pursue letter must be signed by both the Editor- In-chief and their adviser.	1. The requirements will be checked by the Student Publication Unit.	None.	1 day	Staff/Student Publication/College Publications
2. Proceed to Student Development Services Unit for signing of Letters.	3. Documents will be signed by the Head of SDU	None.	5 minutes	Staff/Student Publication/College Publications
4. Proceed to Dean of SAS for the signing of letters	3. Documents will be signed by the Dean of Student Affairs and Services	None.	5 minutes	Staff/Student Publication/College Publications



4. Proceed to VPAA for the final approval of the activity and the go to Records and Archives Unit for compiling of the approved letter	5. Compiled the Approve activity letter	None.	None	Staff/Student Publication/College Publications Staff/Clerk RAU
TOTAL:		None.	2 days, 0 hour/s, 15 minutes	

2. Publication's Intent to Operate

Intent to operate is pertain to intent to operate or renewal of their Publication's by accomplishing the necessary requirements need.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Address to (Section Head of the SPU)		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During the mid-year period (June-July) of the academic calendar, Student Publication/College Publications will submit a letter addressed to SPU asking to operate for upcoming academic year.	1. Check the request letter of the Student Publication/College Publications	None.	1 week	Staff Office of the Student Publication Editorial Board Staff College Publication



2) The head of SPU will meet the Publication for interview and deliberation	2. Meet and interview the Staff of every College Publications and Student Publication	None.	1 hour	Staff Student Publication <i>Editorial Board Staff</i> College Publication
3. If the publication has completed and submitted all their accomplishment reports, SPU will give them Certification to operate and official status that their publication must be active for one academic year	3) Check and evaluate their accomplishment reports.	None.	3 days	Staff Student Publication <i>Editorial Board Staff</i> College Publications
TOTAL:		None.	10 days, 1hour, 0 minute/s	

3. Reading of Student and College Publications' Budget and General Plan of Action

The Budget and General Plan of Action pertains to the budget breakdown and activities of the Student Publication/College Publications for every semester.

Office or Division:	Student Publication Unit – Student Affairs Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	TSU Students
CHECKLIST OF REQUIREMENTS	
Liquidation of the Previous Accomplishment Report	WHERE TO SECURE Student Publication/College Publications



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
21. Make sure all finances from the previous semester or academic year is already liquidated before acquiring the certificate of liquidation from SAS.	1. Compile and record the documents.	None.	Depends upon the publication	Staff Student Publication Unit Staff Office of the Student Affairs and Services
22. Request for a schedule for the reading at SPU. Bring a copy proposed budget plan and general plan of action	2. Set for the requested schedule	None.	5 minutes	Staff Student Publication Editorial Board Staff College Publications
3. Attend the budget reading	3. Check and monitor the proposed budget and general plan of action of the Student Publication/College Publications	None.	30 minutes to 1 hour	Staff Student Publication Unit Staff Office of the Student Affairs and Services
4. Revise the budget plan accordingly based on the changes made on the budget hearing	4.	None.	Depends upon the publication	Staff Student Publication Editorial Board Staff College Publications
5. Submit the revised budget plan at Student Publication	5. Check and sign the revised budget plan	None.	5 minutes	Staff Student Publication
6. Submit a copy of the signed documents to SAS, SPU and Records Unit	6. Compile the approved budget plan and GPOA	None.	Depends upon the publication	Staff Student Publication Editorial Board Staff College Publications



TOTAL:	None.	1 day, 0 hour/s, 40 minutes	
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4. Signing of Resolution

Signing of the resolution pertains to their activities and other agenda that must signed by the Editorial board and Staff.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The resolution prepared by the student or college publication must be signed by the editorial board and staff with a minimum of five (5) signatories from them plus their adviser. Three (3) copies of resolution must be secured by the student/college publication.	1. Check and sign the resolution of the student/college publication.	None.	Depends upon the publication	<i>Staff</i> Student Publication <i>Editorial Board Staff</i> College Publications
2. The resolution will be signed by the head of Student		None.	5 minutes	<i>Staff</i> Student Publication Unit



<p>Publication unit provided that the approved GPOA budget plan must be attached to the resolution</p>				<p><i>Staff</i> Office of the Student Affairs and Services</p>
<p>3. The resolution will be signed by the head of Student Development Services provided that the approved GPOA budget plan must be attached to the resolution</p>		<p>None.</p>	<p>5minutes</p>	<p><i>Unit Head</i> Office of the Student Development</p>
<p>4. The resolution will be signed by the dean of SAS provided that the approved GPOA budget plan must be attached to the</p>	<p>4. Assess and sign the resolution of the student/college publication.</p>	<p>None.</p>	<p>5 minutes</p>	<p><i>Dean</i> Office of the Student Affairs and Services</p>
<p>5. resolution. One copy will be kept by SAS and the other copy to SPU</p>				
<p>TOTAL:</p>		<p>None.</p>	<p>0 day/s, 0 hour/s, 15 minutes</p>	



5.Submission of Accomplishment Report

Accomplishment Reports pertain to submission of their documentation of their all activities that they conducted in the whole semester One copy of the accomplishment report will be

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report of the whole semester		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Two weeks before the end of the semester, publication will submit their accomplishment report to SPU. Included in the accomplishment report is the documentation of their various activities.	1. SPU will review the submitted accomplishment report, for validation of their accomplished activities.	None.	1 week	Staff SPU Editorial Board Staff College Publications
TOTAL:		None.	7 days, 0 hour/s, 0 minute/s	



6. Printing and Circulation of the Student and College Publication Issues

Printing and Circulation of the newspaper, magazine or folio must be included in the PPMP of each Publication and approved GPOA.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Printing of magazine, newspaper or folio must have included in the PPMP of each Publication and approved general plan of action for the whole academic year.	1.	None	Depends on client.	Staff SPU Editorial Board Staff College Publications
2. News article, column, comics/cartoons, as well as the layout shall be checked by the editors before creating the dummy newspaper/, magazine or folio	2.	None	1 week	Staff SPU Editorial Board Staff College Publications
3. Dummy copy of their issues will be submitted to Student Publication Unit.	3. Final Proofreading and correction.	None	2 days	Staff SPU Editorial Board Staff College Publications
4. A resolution must be submitted by the publication for the printing /circulation of their newspaper/ magazine /folio to the	4. Compile the documents.	None	1 day	Staff SPU Editorial Board Staff College Publications



Student Publication Unit				
4. Submission of the soft copy of the final version of the newspaper/magazine, or folio to selected printing company for printing	5. Check and assess	None	1 week	<p>Staff SPU</p> <p><i>Editorial Board Staff College Publications</i></p>
5. Secure the following copy of documents to be submitted to the Student Publication Unit: Contract from the printing house, permit/license to Operate Photocopy of ID of the owner of the printing house	6. Check and assess the documents and compiled.	None	2 days	<p>Staff SPU</p> <p><i>Editorial Board Staff College Publications</i></p>
6. Once the printed copies of the newspaper/magazine, and folio delivered, it will be inspected first at the Student Publication Unit	7. Inspect and assess the printed copies newspaper/magazine or folio.	None	1 day	<p>Staff SPU</p> <p><i>Student Publication Editorial Boar Staff College Publications</i></p>
7. After the inspection can now disseminate their newspaper/magazine or folio within the campus which includes the offices and other strategic areas. Three (3) copies will be given to the Student Publication Unit and ten (10) copies will be stored for	8. Monitor the circulation of newsletter/magazine or folio.	None	Depends upon the publication	<p>Staff SPU</p> <p><i>Student Publication Editorial Boar Staff College Publications</i></p>



archives of Student Publication and College student Publication				
TOTAL:		None.	17 days/ 0 hours/ 0 minutes	



Office of Culture and the Arts

External Services



1. Request for any Culture and the Arts Services

The service allows to request services from the office.

Office or Division:	Office of Culture and the Arts			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of Culture and the Arts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form or by email to the Office of the University President	1. Receive request letter 1.1 Ensure completion of details.	None.	3 minutes	<i>Clerk</i> OUP
2.	2. The request letter will be endorsed to the concerned Vice President.	None.	1-2 days	<i>Clerk</i> OUP <i>University President</i> OUP
3.	3. The request letter will be endorsed to the Dean of Student Affairs and Services Office.	None.	1-2 days	<i>Clerk</i> Concerned Vice President's Office <i>Vice President</i> Concerned Vice President's Office
4.	4. The request letter will be endorsed to the Head of the Office of Culture and the Arts.	None.	1-2 days	<i>Clerk</i> SAS Office <i>Dean</i> SAS Office
5. The requestor will be asked to discuss the	5. IC will coordinate the details of the request, prepare	None.	1 day	<i>In-charge of the Group</i> OCA



<p>details of the request to the HO and if the group requested is available, Performance Request form will be filled out by the requestor. If the group is not available, adjustment can be made and if problem is solved, the requestor will be asked to fill up the PR form</p>	<p>the group and fill up Performance Activity form and Excuse Letter of the group.</p>			
<p>6.</p>	<p>6. The Group In Charge accompany the performers to the venue and execute and present the requested service.</p>	<p>None.</p>	<p>3 days</p>	<p><i>In-charge of the Group</i> OCA</p>
<p>7.</p>	<p>7. Evaluation form will be given randomly to people who witnessed the activity of the group. Said forms together with a written report of the activity will be submitted to the HO not later than 3 days after the activity.</p>	<p>None.</p>	<p>2 days</p>	<p><i>In-charge of the Group</i> OCA</p>
<p>TOTAL:</p>		<p>None.</p>	<p>12 days, 0 hour/s, 6 minutes</p>	



Research Services Unit

External Services



1. Anti-Plagiarism Scan

The service will help maintain and improved the quality of researches that the university produces.

Office or Division:	Research Services Unit - University Research Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Undergraduate and Graduate Students Non-TSU Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-45 (1 copy)		University Research Office /TSU Website		
Receipt of payment (1 copy)		The applicant/client will provide		
Soft copy of the document to be subjected in plagiarism scan (1 copy)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the University Cashiers Office	1. Accept the payment and issue official receipt	Php 200 for TSU students Php 1,500 for non-TSU clients	10 minutes	<i>Staff</i> Cashiering Unit
2. Submit all the required documents to the University Research Office	2. Receive and checks the completeness of the submitted documents	None	10 Minutes	<i>Unit Head</i> Research Services Unit
	2.1 Run the submitted soft copy of the research paper to TURNITIN software	None	30 minutes	<i>Unit Head</i> Research Services Unit
	2.2 Releasing of the result of the	None	10 Minutes	<i>Unit Head</i> Research Services Unit



	TURNITIN Scan			
	<p>2.3 Prepare and issue certificate of compliance for those who passed the plagiarism scan in the first run.</p> <p>* those who will not pass the scan will be encouraged to revise their research paper and subject again to TURNITIN scan.</p>	None	20 minutes	Unit Head Research Services Unit
	TOTAL:	<p>PhP 200 for TSU students</p> <p>PhP 1,500 for non-TSU clients</p>	0 day/s, 1 hour, 20 minutes	



Research Services Unit

Internal Services



1. Processing of Funding Request for College Research Colloquium

The conduct of research colloquia by the different colleges of the university provides an integral avenue for faculty researchers to present their research ideas and proposals. The University Research Office support this activity by processing the funding request of colleges who will organized and conduct their respective college colloquium.

Office or Division:	Research Services Unit - University Research Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU's Department Research Chairpersons TSU Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-19 (1 copy)		University Research Office/TSU Website		
TSU-URO-SF-51 (1 copy)		University Research Office/TSU Website		
List of participants in the colloquium (1 copy)		The applicant/client will provide		
Program of the Research Colloquium (1 copy)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the University Research Office	1. Receive and checks the completeness of the submitted documents	None	10 minutes	<i>Clerk</i> URO
	1.1 Attach Approval of Funding Form	None	10 minutes	<i>Clerk</i> URO
	1.2 Evaluate the funding request as to the correctness of the attached documents or evidences. Once the request passed the evaluation, it will be	None	30 minutes	<i>Director</i> URO



	approved by the URO Director			
	1.3 Review the requested amount as to the availability of funds. Once fund is available, the accounting office will approve the request.	None	1 day	<i>Chief Finance Officer</i> Finance Office
	1.4 Review and evaluates the request by VPRES and VPAF for further approval and by the University President for final approval	None	1 day	<i>Vice President</i> Research and Extension Services (VPRES) <i>Vice President</i> Administration and Finance (VPAF) University President
	1.5 Notification of the applicant/client regarding the approval of his/her request	None	30 minutes	<i>Clerk</i> URO
	TOTAL:	None.	2 days, 1 hour, 20 minutes	



2. Processing of Research Proposal

The service can be availed by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund researches implemented by faculty and non-teaching personnel.

Office or Division:	Research Services Unit - University Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-01 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-03 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-24 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-24 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-07 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-06 (for ABLESS Researches) (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-02 (for STEM Researches) (1 copy)		University Research Office /TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the University Research Office	1. Receive and checks the completeness of the submitted documents	None	10 minutes	Secretary URO
	1.1 Technical evaluation of the research proposal	None	20 days	University Research Evaluation Committee
	1.2 Prepare and issue notification slip for faculty whose research are approved by UREC.	None	10 Minutes	Secretary UREC
TOTAL:		None.	20 days, 0 hour/s, 20 minutes	



3. Processing of Request for Research Output Incentives

The service can be availed by TSU faculty and non-teaching personnel whose researches were published and cited in Scopus, ISI, Thompson Reuters and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output in regional, national, and international conferences including awards from conferences are eligible for the grant of research output incentives.

Office or Division:	Research Services Unit - University Research Office
Classification:	Complex Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>*For terminal incentive</p> <p>a. TSU-URO-SF-04 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>c. Original and Revised Paper (3 copies)</p> <p>d. TSU-URO-SF-24 (Revision Report Form) (3 copies)</p> <p>**For publication incentive</p> <p>a. TSU-URO-SF-04 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>b. Journal article including cover page (3 copies)</p> <p>c. Copyright page (3 copies)</p> <p>d. Editorial board and table of contents of the journal (3 copies)</p> <p>*** For citation incentive,</p> <p>a. TSU-URO-SF-04 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>c. Copy of the citing article (3 copies)</p> <p>**** For presentation incentive</p> <p>a. TSU-URO-SF-04 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>b. Copy of the paper (3 copies)</p> <p>c. Invitation to the presentation (3 copies)</p>	<p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p>



<p>d. Program of the conference (3 copies) e. Certificate of Appearance (3 copies) f. Certificate of participation (3 copies) g. Travel order (If applicable) (3 copies)</p> <p>***** For winners in a research competition/oral presentation a. TSU-URO-SF-04 (3 copies) b. TSU-URO-SF-51 (3 copies) c. Copy of the paper (3 copies) d. Invitation to the presentation (3 copies) e. Program of the conference (3 copies) f. Certificate of appearance (3 copies) g. Certificate of recognition (3 copies)</p>		<p>The applicant/client will provide The applicant/client will provide The applicant/client will provide The applicant/client will provide</p> <p>University Research Office/TSU Website University Research Office/TSU Website The applicant/client will provide The applicant/client will provide The applicant/client will provide The applicant/client will provide The applicant/client will provide The applicant/client will provide</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SF-04 including required documents:	1. Receive and checks the completeness of the submitted documents	None	10 minutes	Clerk URO
	2. Attach Approval of Funding Form	None	10 minutes	Clerk URO
	2.1 Evaluate the request for incentive as to the correctness and reliability of the attached documents or evidences. Once the request passed the evaluation, it will be approved by URO Director	None	30 minutes	Director URO
	2.2 Review the requested amount of incentive as to	None	1 day	Chief Finance Officer Finance Office



	the availability of funds. Once fund is available, the accounting office will approve the request.			
	2.3 Review and evaluates the incentive by VPRES and VPAF for further approval and by the University President for final approval	None	3 days	<i>Vice President Research and Extension Services (VPRES)</i> <i>Vice President Administration and Finance (VPAF)</i> <i>University President OUP</i>
	2.4 Prepare the voucher for the incentive	None	30 minutes	<i>Clerk URO</i>
	2.5 Forward the prepared voucher to the Budget Office for processing	None	30 minutes	<i>Clerk URO</i>
	2.6 Send Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office	None	30 minutes	<i>Clerk URO</i>
TOTAL:		None.	4 days, 2 hours, 20 minutes	



4. Processing of Funding Request for Research Paper Presentation

To increase the research presentation output of TSU, the university shoulders the registration fee of researchers that will present their researches to international, national, and regional conference/fora. The University Research Office caters the funding request of faculty researchers for research presentation by processing the request until its approval.

Office or Division:	Research Services Unit - University Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-42 (3 copies)		University Research Office/TSU Website		
TSU-URO-SF-51 (3 copies)		University Research Office/TSU Website		
Full Copy of the Paper (3 copies)		The applicant/client will provide		
Invitation to the presentation or Acceptance letter (3 copies)		The applicant/client will provide		
Approval sheet of thesis dissertation (Only applicable for researches emanating from thesis or dissertation) (3 copies)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the University Research Office.	1. Receive and checks the completeness of the submitted documents	None.	10 minutes	Clerk URO
	1.1 Attach Approval of Funding Form	None.	10 minutes	Clerk URO
	1.2 Evaluate the research whether it is already	None.	30 minutes	Director URO



	<p>presented in the University's In-House Review. Also, the URO Director will check the correctness and verify the attached documents or evidences. Once the request passed the evaluation, it will be approved by the URO Director</p>			
	<p>1.3 Review the requested amount as to the availability of funds. Once fund is available, the Accounting Office will approve the request.</p>	<p>None.</p>	<p>1 day</p>	<p><i>Chief Finance Officer</i> Finance Office</p>
	<p>1.4 Review and evaluates the request by VPRES and VPAF for further approval and</p>	<p>None.</p>	<p>3 days</p>	<p><i>Vice President</i> Vice President for Research and Extension Services (VPRES) <i>Vice President</i></p>



	by the University President for final approval			Vice President for Administration and Finance (VPAF) <i>University President OUP</i>
	1.5 Notification of the applicant/client regarding the approval of his/her request	None.	30 minutes	<i>Clerk URO</i>
TOTAL:		None.	4 days, 1 hour, 20 minutes	

5. Processing of Funding Request for Research Publication Fee

To increase the research publication output of TSU, the university shoulders the publication fee of researches that will be published in Scopus, ISI, Thompson Reuters and other referred journals. The University Research Office caters the funding request of faculty researchers for publication fee by processing the request until its approval.

Office or Division:	Research Services Unit - University Research Office	
Classification:	Highly Technical (7 days to 20 days)	
Type of Transaction:	G2G - Government to Government	
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
TSU-URO-SF-41 (3 copies)		University Research Office/TSU Website
TSU-URO-SF-51 (3 copies)		University Research Office/TSU Website
Copy of Full Paper (3 copies)		The applicant/client will provide
Editorial Board of the Journal (3 copies)		The applicant/client will provide
Table of Contents of the Journal which will prove that the research is included in that journal issue (3 copies)		The applicant/client will provide
Cover of the Publishing Journal (3 copies)		The applicant/client will provide



Acceptance letter from the publishing journal (3 copies)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the University Research Office.	1. Receive and checks the completeness of the submitted documents	None.	10 minutes	<i>Clerk</i> URO
	1.1 Attach Approval of Funding Form	None.	10 minutes	<i>Clerk</i> URO
	1.2 Evaluate the research whether it is already presented in the University's In-House Review. Also, the URO Director will check the correctness and verify the attached documents or evidences. Once the request passed the evaluation, it will be approved by the URO Director	None.	30 minutes	<i>Director</i> URO
	1.3 Review the requested amount as to the availability of funds. Once	None.	1 day	<i>Chief Finance Officer</i> Finance Office



	fund is available, the accounting office will approve the request.			
	1.4 Review and evaluates the request by VPRES and VPAF for further approval and by the University President for final approval	None.	3 days	<i>Vice President</i> Vice President for Research and Extension Services (VPRES) <i>Vice President</i> Vice President for Administration and Finance (VPAF) <i>University President</i> OUP
	1.5 Notification of the applicant/client regarding the approval of his/her request	None.	30 minutes	<i>Clerk</i> URO
	TOTAL:	None.	4 days, 1 hour, 20 minutes	



University Research Statistical Center Internal Services



1. Processing of Request for Statistician Appointment

The service can be availed by students and faculty researchers who needs assistance on the statistics portion of the conduct of research.

Office or Division:	University Research Statistical Center			
Classification:	Simple (3 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students TSU Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-39 along with the hardcopy of the study's relevant chapters and/or data sets		University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SF-39 (Appointment Form) along with the relevant documents	1. Receive and checks the completeness of the submitted documents	None.	5 minutes	<i>Personnel</i> URSC
	1.1 Look for available and appropriate statistician and submit the documents provided by the client	None.	1 day	<i>Personnel</i> URSC
	1.2 Schedule the meeting of the statistician and client	None.	10 Minutes	<i>Personnel</i> URSC
	1.3 Assess the study and decide if it shall require Long-term Collaboration/Extended Consultancy and Short-term Consultancy	None.	30 minutes	<i>Statistician</i> URSC
TOTAL:		None.	1 day, 0 hour/s, 45 minutes	



Analytical Testing Laboratory and Natural Products Research Center

External/Internal Services



1. Water Analysis and Other Laboratory Services

Physico-Chemical and Microbiological Analysis of Drinking Water and Wastewater Samples.

Office or Division:	Analytical Testing Laboratory and Natural Products Research Center			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Undergraduate Students (Internal Clients) TSU Faculty Researchers (Type A Clients) External clients with water samples (Type A Clients) TSU Graduate Students (Type B Clients) Non-TSU Students (High School and College, Type C Clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the University President (For Type C Clients only)		The client will provide.		
Letter of Request addressed to the Vice President for Research and Extension Services (For Internal Clients only)		The client will provide.		
Printed journal/research paper explicitly indicating the method and conditions-to-be-used (for Use of Equipment Requests)		The client will provide.		
Request for Analysis (TSU-PCL-SF-33, for All)		TSU-ATL-NPRC Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Internal Clients: Submit the request to access the Physico-Chemical laboratory to the VPRES.</p> <p>For Type C Clients: Submission of request letter to OUP.</p>	<p>1. Review the request and execute appropriate actions (Approval or Disapproval of request).</p> <p>If approved: Endorse the request to the Director of URO, then to the TSU-ATL-NPRC.</p>	None.	3 days	<p><i>President</i> OUP</p> <p><i>Vice President</i> VPRES</p> <p><i>Director</i> URO</p> <p><i>Unit Head</i> ATL-NPRC</p>



<p><i>Note: Request letters MUST explicitly state the total number of samples-to-be-analyzed, the sample commodity, the parameters requested, and the contact information of the requesting client(s).</i></p> <p>For Type A & B Clients: Proceed to step 2</p>	<p>If disapproved: Endorse the request to the TSU-ATL-NPRC for notice of disapproval of request.</p>			
<p>2. File the Request for Analysis (RFA, TSU-PCL-SF-33) and assessment of the total fees for the requested analysis – TSU-ATL-NPRC Laboratory</p>	<p>2. Have an initial meeting with the client(s) and discuss other necessary requirements for the analysis requested and proper sampling and transportation procedures.</p> <p>2.1 Review the RFA, assign necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For Type A-C clients)</p>	<p>None.</p> <p>None.</p>	<p>4-6 hours</p>	<p><i>Unit Head TSU-ATL-NPRC or Concerned Personnel TSU-ATL-NPRC</i></p> <p><i>In-charge of Assessment Accounting Unit</i></p>



	2.2 Assess the requested laboratory services	Number of Samples x Fees for each Service <i>* Table of fees attached.</i>			
3	Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt – University Cashier	3. Accept, review, and archive the photocopy of the receipt.	None.	15-30 minutes	Unit Head TSU-ATL-NPRC or Concerned Personnel TSU-ATL-NPRC
4	Deliver the samples to the TSU-ATL-NPRC with proper sample descriptions and labels. Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures must also be followed. Physico-chem samples must be placed in a clean container (preferably glass amber bottle or plastic container,	4. Receive and review the samples. Conduct the requested services and summarize the results recorded. 4.1 Assign necessary sample # for each sample. 4.2 Endorse the sample to the concerned laboratory personnel. 4.3 Conduct the laboratory analysis for various parameters and render requested laboratory service(s).	None.	15 days	Unit Head TSU-ATL-NPRC Concerned Personnel TSU-ATL-NPRC Director URO



<p>≥1000mL) and are securely capped.</p> <p>Microbiological samples must be placed in a sterilized-sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.</p>	<p>4.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.</p> <p>4.5 Recheck and encode the results in the LIMS.</p> <p>4.6 Print and sign the results of the analyses.</p>			
<p>5 Get the signed results of the analysis from the TSU-ATL-NPRC. Recover the excess samples and sign necessary documents.</p>	<p>5. Release the result to the client(s).</p> <p>5.1 Return excess samples to the client(s).</p> <p>5.2 Explain to the client the implications of the results and make necessary recommendations.</p>	None.	1 day	<p><i>Unit Head</i> TSU-ATL-NPRC or <i>Concerned Personnel</i> TSU-ATL-NPRC</p> <p><i>Director</i> URO</p>
<p>TOTAL:</p>		<p>Total amount of fees to be paid will depend on the number of samples and amount of service availed.</p> <p><i>* Table of fees attached.</i></p>	<p>19 days, 6 hour/s, 30 minute/s</p>	



TSU-ATL-NPRC

Schedule of Analysis and Services Fees

(Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C CLIENTS
PHYSICO-CHEMICAL			
Sample Preparation	₱ 225.00	₱ 202.50	₱ 191.25
Color (Apparent)	₱ 150.00	₱ 135.00	₱ 127.50
Color (True)	₱ 200.00	₱ 180.00	₱ 170.00
Turbidity	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Conductivity	₱ 150.00	₱ 135.00	₱ 127.50
Total Suspended Solids (TSS)	₱ 450.00	₱ 405.00	₱ 382.50
Total Dissolved Solids (TDS, Gravimetric)	₱ 500.00	₱ 450.00	₱ 425.00
Total Dissolved Solids (TDS, Electrometric)	₱ 100.00	₱ 90.00	₱ 85.00
Total Solids	₱ 450.00	₱ 405.00	₱ 382.50
Total Hardness	₱ 500.00	₱ 450.00	₱ 425.00
Calcium Hardness	₱ 400.00	₱ 360.00	₱ 340.00
Chloride	₱ 600.00	₱ 540.00	₱ 510.00
Odor	₱ 100.00	₱ 90.00	₱ 85.00
Chlorosity	₱ 300.00	₱ 270.00	₱ 255.00
Salinity	₱ 300.00	₱ 270.00	₱ 255.00



Total Alkalinity	₱ 400.00	₱ 360.00	₱ 340.00
P-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
M-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
Hydroxides	₱ 250.00	₱ 225.00	₱ 212.50
Carbonates	₱ 250.00	₱ 225.00	₱ 212.50
Bicarbonates	₱ 250.00	₱ 225.00	₱ 212.50
Total CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Free CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Chloride	₱ 400.00	₱ 360.00	₱ 340.00
Sulfate	₱ 600.00	₱ 540.00	₱ 510.00
Residual Chlorine	₱ 800.00	₱ 720.00	₱ 680.00
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00
P-Acidity	₱ 250.00	₱ 225.00	₱ 212.50
M-Acidity	₱ 250.00	₱ 225.00	₱ 212.50
Nitrite	₱ 300.00	₱ 270.00	₱ 255.00
Phosphorus	₱ 350.00	₱ 315.00	₱ 297.50
Phosphate	₱ 500.00	₱ 450.00	₱ 425.00
Total Phosphorus	₱ 600.00	₱ 540.00	₱ 510.00
Chromium hexavalent	₱ 500.00	₱ 450.00	₱ 425.00
Silica (Heteropolyblue)	₱ 450.00	₱ 405.00	₱ 382.50
Silica (molybdate-reactive)	₱ 500.00	₱ 450.00	₱ 425.00
Wastewater-COD	₱ 950.00	₱ 855.00	₱ 807.50
Dissolved Oxygen	₱ 200.00	₱ 180.00	₱ 170.00
Oil and Grease	₱ 1,000.00	₱ 900.00	₱ 850.00
Surfactants-MBAS	₱ 1,000.00	₱ 900.00	₱ 850.00
Settleable Solids	₱ 300.00	₱ 270.00	₱ 255.00
Microbiological			



<i>E. coli</i>	₱ 500.00	₱ 450.00	₱ 425.00
Total Coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Fecal coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Total Plate Count	₱ 500.00	₱ 450.00	₱ 425.00
<i>Staphylococcus aureus</i>	₱ 360.00	₱ 324.00	₱ 306.00
<i>Salmonella</i>	₱ 480.00	₱ 432.00	₱ 408.00
Yeast/mold count	₱ 300.00	₱ 270.00	₱ 255.00
Standard Aerobic Plate Count or Viable Total Count	₱ 240.00	₱ 216.00	₱ 204.00
Water Potability	₱ 700.00	₱ 630.00	₱ 595.00
Sample Preparation	₱ 225.00	₱ 202.50	₱ 191.25
Sterilized bottle	₱ 65.00	₱ 58.50	₱ 55.25
Use of Equipment			
Rotary Evaporator Extraction (per mL)	₱ 1.00	₱ 0.90	₱ 0.85
Incubator (per hour)	₱ 5.00	₱ 4.50	₱ 4.25
Autoclave (per hour)	₱ 60.00	₱ 54.00	₱ 51.00
Furnace (per hour)	₱ 150.00	₱ 135.00	₱ 127.50
Oven (per hour)	₱ 24.00	₱ 21.60	₱ 20.40
Laminar Flow Hood (per hour)	₱ 20.00	₱ 18.00	₱ 17.00



University Extension Services Office

External/Internal Services



1. Receiving of Extension Service Request and Other Correspondence

This covers the receiving of completed extension service request form and /or letter of request from the extension beneficiaries and partner- agencies. This procedure also applies to the receiving of communications from other offices, endorsement letters and office orders transmitted to UESO by other offices within and outside TSU.

Office or Division:	University Extension Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Government Agencies, Private Companies, MSMEs, Cooperative, LGUs, PWDs, Schools, Professionals, Out of School Youth, Etc...			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extension Service Request Form TSU-ESO-SF-01 (<i>in lieu of Request Letter</i>)		Downloadable from TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form or Letter of Request Clients may send requests thru email: extension@tsu.edu.ph	1. Receiving of Request from Client.	None.	1-2 minutes	Clerk or Staff UESO
	1.1 Acknowledging the receipt of Request through email	None.	5 minutes	Clerk or Staff UESO
	1.2 Downloading of Request	None.	5-15 minutes	Clerk or Staff UESO
	1.3 Printing of Request	None.	5 minutes	Clerk or Staff UESO
	1.4 Stamping of Request (Includes Printed by: and Date of Receipt)	None.	5-10 minutes	Clerk or Staff UESO



	1.5 Logging of Request in the Incoming Logbook	None.	5 minutes	Clerk or Staff UESO
	1.6 Submit to Records Management Unit for formal Endorsement to Office of the President	None.	1 day	Clerk or Staff UESO
2. Walk-in Client Submit to UESO Address: 2 nd Floor, TSU-RED Center, Villa Lucinda Extension Campus, Tarlac City	2. Acknowledging the receipt of Request	None.	5-10 minutes	Clerk or Staff UESO
	2.1 Stamping of Request <i>(Includes Received by: and Date receipt)</i>	None.	5-10 minutes	Clerk or Staff UESO
	2.2 Issuance of Action Slip <i>(to inform on result of request)</i>	None.	10 minutes	Clerk or Staff UESO
	2.3 Logging of Request	None.	5 minutes	Clerk or Staff UESO
	2.4 Submission of request to the respective recipients:	None.	1 day	Clerk or Staff UESO
	2.5 To walk-in clients who already had their formal letter – The document will be forwarded to Records Management Unit for			



	<p>formal endorsement to Office of the President</p> <p>2.6 To walk-in clients who filled-up the UESO standard request form – The document will be endorsed directly to the concerned PEC/College Dean.</p>			
3. To secure/receive the result of request	3. Notifying the client on the result of request	None	1 day	Clerk or Staff UESO
TOTAL:		None.	2 days, 1 hour, 17 minutes	

2. Request for Extension Documents, Facility and Equipment

This procedure applies on the receiving and serving the request for extension documents, facility and equipment by faculty, personnel and students of TSU and other external parties.

Office or Division:	University Extension Services Office			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Program Extension Chairpersons, Faculty, Personnel and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF 18)		Downloadable from TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of Filled Up Request Form	1. Acknowledging the receipt of Request Form (signed by requesting Person and noted by Dean/Director) through Stamping of Request Form (Includes Received by: and Date Receipt)	None	5-10 minutes	Clerk/Staff UESO
	2. Approval of request	None	1 hour	Director UESO
	3. Notify the requesting person for the result of the request	None	1 day	Clerk or Staff UESO
2. To secure/receive the result of request	4. Serving of Request upon approval	None	1-3 days	Clerk or Staff UESO
TOTAL:		None.	4 days, 1 hour, 10 minutes	

3. Service Inquiry and Consultation for Walk-in Clients

This process covers the receiving of walk-in extension beneficiaries who seek to inquire about the services offered by UESO and those who would like to seek for technical advises from the office concerning their products, business operation, facility improvement, trainings, legislations among others.

Office or Division:	University Extension Services Office
Classification:	Simple (up to 3 days)
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies



	G2G - Government to Government			
Who may avail:	MSMEs, Cooperative, Barangay Officials, Professionals, Out of School Youth, Etc...			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extension Service Request Form TSU-ESO-SF-01(in lieu of Letter)		Downloadable from TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the University Extension Services Office (<i>UESO</i>)	1. Logging of Visitors Information	None	5 minutes	<i>Clerk or Staff UESO</i>
2. Fill Up the Extension Service Request Form (<i>TSU-ESO-SF-01</i>)	2. Endorse the client to Program Head/Director for technical consultancy	None	5 minutes	<i>Staff UESO</i>
3. Consultation to service provider	3. Provide/Deliver technical consultancy services and provide copy of consultation report	None	1-4 hours	<i>Program Head or Director UESO</i>
4. Evaluation of the Service provision	4. Provide the client of customer satisfaction survey form	None	1-4 hours	<i>Clerk or Staff UESO</i>
TOTAL:		None.	0 day/s, 8 hours, 10 minutes	



University Extension Services Office

Internal Services



1. Processing of Extension Proposal with Funding Request

This procedure applies for the extension project proposals submitted by various colleges with funding request. It covers from receiving of the proposals to the issuance of the special orders to the project proponents.

Office or Division:	University Extension Services Office			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU-ESO Program Extension Chairpersons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/Letter		TSU-ESO-SF-01 Downloadable from TSU website		
Service Contract/MOA signed by the Beneficiary				
Module (for Trainings/Seminars)		Downloadable Template from TSU website Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Extension Proposal with complete Attachments	1. Receiving and Stamping of Extension Proposal	None.	5-10 minutes	<i>Clerk/Staff</i> UESO
	1.1 Evaluation of Proposal	None.	2 days	<i>Program Head</i> UESO
	1.2 Endorsement to Accounting Office	None.	1 day	<i>Director</i> UESO
	1.3 Fund/Budget Approval of Accounting Office	None.	2 days	<i>Finance Officer</i> Finance Office
	1.4 Recommending Approval of VP RES	None.	1 day	<i>Vice President</i> RES
	1.5 Approval of the Proposal	None.	1 day	<i>President</i> Office of University President
	1.6 Preparation of Special Order	None.	1 day	<i>Program Head</i> UESO
2. To secure/receive the copy of Approved Proposal and Special Order	1.7 Issuance of Special Order to commence extension delivery	None.	1 day	<i>Program Head</i> UESO
TOTAL:		None.	9 days, 0 hour/s, 10 minutes	



2. Processing of Extension Proposal Without Funding Request

This procedure applies for the extension project proposals submitted by various colleges without funding request from the university. It covers from receiving of the proposals to the issuance of the special orders to the project proponents.

Office or Division:	University Extension Services Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU-ESO Program Extension Chairpersons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/Letter		TSU-ESO-SF-01 Downloadable from TSU website		
Service Contract/MOA signed by the Beneficiary		Downloadable Template from TSU website Faculty Portal		
Module (for Trainings/Seminars)		Downloadable Template from TSU website Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Extension Proposal with complete Attachments	1. Receiving and Stamping of Extension Proposal	None.	5-10 minutes	<i>Clerk or Staff</i> UESO
	1.1 Evaluation of Proposal	None.	2 days	<i>Program Head or Technical Staff</i> UESO
	1.2 Endorsement to VP RES	None.	1 day	<i>Director</i> UESO
	1.3 Approval of the Proposal	None.	1 day	<i>Vice President</i> RES
	1.4 Preparation of Special Order	None.	1 day	<i>Program Head</i> UESO
2. To secure/receive the copy of Approved Proposal and Special Order	2. Issuance of Special Order to commence extension delivery	None.	1 day	<i>Program Head</i> UESO
TOTAL:		None.	6 days, 0 hour/s, 10 minutes	



Research Ethics Review Committee

External/Internal Services



1. Application for Ethics Review

This applies to initial study protocol submissions by faculty, staff, and students of Tarlac State University received by the TSURERC. This process begins with the receipt of study documents for initial review, determination of completeness of submission, and ends with the determination of type of review or action.

Office or Division:	Research Ethics Review Committee
Classification:	Highly Technical (7 days to 20 days)
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	TSU Faculty and Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application Form (TSU-ERC-SF-07) Cover Letter (Request Letter to the Chairperson) Certificate of Endorsement Letter (TSU-ERC-SF-012) Research Protocol (the protocol must include the title, objectives of the study, significance of the study, literature review, methodology and procedures, description of the study population, exclusion/inclusion criteria, data analysis plan, and ethical considerations) Informed Consent Document (TSU-ERC-SF-42) English and Filipino version Informed Assent Form (TSU-ERC-SF-48) English and Filipino version for studies involving minors and relevant populations deemed incompetent to sign an informed consent form. Study Tools (These include survey questionnaires, interview guide, case report form, posters/advertisements for recruitment, etc.) Curriculum Vitae of the Researcher/s Adviser's Curriculum Vitae (for students)	Research Ethics Review Committee/ Downloadable at the TSU Website



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of study documents for initial review and determination of completeness of submission	1. The principal Investigator submits research proposal to the TSURERC Secretariat for review and approval of Initial Review Application	None	10-15 minutes	Secretariat RERC
2.	2. The TSURERC Secretariat shall inform the Principal Investigator on the completeness of the submitted documents.	None		Secretariat RERC
3.	3. The TSURERC Secretariat will stamp, sign and date of receipt on the cover letter confirming receipt of the documents. A photocopy of the completed document shall be given to the applicants for their records.	None		Secretariat RERC
4.	4. Incomplete or incorrect submissions will not be accepted and will be returned.	None		Secretariat RERC



5.	5. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package.	None		Secretariat RERC
6.	6. Checking is done as per checklist for submissions for initial review.	None		Secretariat RERC
7.	7. Assessment and Categorization of the Study Protocol Type of Review by the Chair:	None	10-20 minutes	Chairperson RERC
	1. Expedited			
	2. Full Review			
	3. Exemption from Review			
8.	8. Review the Protocol by the Primary Reviewer.		Expedited - 5 Days	Primary Reviewer RERC
			Full Board - 14 Days	All members RERC
			Exempted - 1 Day	Chairperson RERC
9.	9. Draft the ethical clearance whether the study is full board/ expedited/ exemption from the review protocol based	None	5 minutes	Chairperson and Secretariat RERC



	<p>on returned reviews and duly signed by the Chairperson.</p>			
<p>TOTAL:</p>		<p>None.</p>	<p>For Expedited Review: 5 days, 0 hour/s, 45 minutes</p> <p>For Full Board Review: 20 days, 0 hour/s, 45 minutes</p> <p>For Exempted from Review: 1 day, 0 hour/s, 45 minutes</p>	



2. Process on the Resubmitted Protocols

This process only applies to resubmissions of protocol by faculty, staff, and students of Tarlac State University received by the TSURERC. The process begins with the receipt of study documents for resubmission review, determination of completeness, and ends with the determination of type of review or action.

Office or Division:	Research Ethics Review Committee			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Faculty and Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (TSU-ERC-SF-07) Revised Research Protocol Revised Informed Consent Document (TSU-ERC-SF-42) English and Filipino version Revised Informed Assent Form (TSU-ERC-SF-48) English and Filipino version <i>*if applicable</i> Review of Resubmitted Protocol (TSU-ERC-SF-40)		Research Ethics Review Committee/ Downloadable at the TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resubmission of Revised Protocols	1. The principal Investigator shall resubmit research proposal to the TSURERC Secretariat.	None	10 – 15 minutes	Secretariat RERC
2.	2. The TSURERC Secretariat shall inform the Principal Investigator on the completeness of the submitted documents			



3.	3. Incomplete or incorrect submissions will not be accepted and will be returned.			
4.	4. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package.			
5.	5. Checking is done as per checklist for submissions for initial review.			
6.	6. Review the Protocol by the Primary Reviewer.	None	Expedited - 7 Days Full Board - 14 Days	<i>Primary Reviewer/s and all members RERC</i>
7.	7. Draft the Ethical Clearance forwarded from full board/ expedited protocol based on returned reviews and duly signed by the Chairperson.	None	5 minutes	<i>Chairperson and Secretariat RERC</i>
TOTAL:		None.	For Expedited Review:	



		7 days, 0 hour/s, 20 minutes	
		For Full Board Review: 14 days, 0 hour/s, 20 minutes	

3. Process on the Final Review of Protocol

The review of final report ensures continuous protection of participants and compliance with initially approved protocol.

Office or Division:	Research Ethics Review Committee			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Faculty and Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (TSU-ERC-SF-07) Final Report Form (TSU-ERC-SF-30) Completed Research Study Final Manuscript (for students) Signed Informed Consent Document English and Filipino version Signed Informed Assent English and Filipino version		Research Ethics Review Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Final Report	1. The principal Investigator shall submit a final report with attached final research paper and other documents	None	10 – 15 minutes	<i>Secretariat</i> RERC



2.	2. The TSURERC Secretariat shall inform the Principal Investigator whether the documents are complete or incomplete.			
3.	3. The TSURERC Secretariat will stamp, sign and date of receipt of the final report.			
4.	4. Incomplete or incorrect submissions will not be accepted and will be returned.			
5.	5. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package. Checking is done as per checklist for submissions for initial review.			
6.	6. Review the Protocol by the Primary Reviewer.	None	7 Days	<i>Primary Reviewer/s</i> RERC
7.	7. Draft the Final Report Approval letter forwarded from	None	5 minutes	<i>Chairperson and Secretariat</i> RERC



	full board/ expedited review based on returned reviews and duly signed by the Chairperson.			
TOTAL:		None.	7 days, 0 hour/s, 20 minutes	



Research, Accreditation and Records Unit

Internal Services



1. Document Request Service

Record provider for accreditation under support to students.

Office or Division:	Research, Accreditation and Records Unit			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Colleges and Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form TSU-RAR-SF-01 (1 copy)		Research, Accreditation and Records Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The requester will secure DRF (Document Request Form) from the RAR office.	1) The RAR staff will issue Document Request Form (DRF) to the requestor	None.	1 minute	<i>Staff</i> RAR Unit
2) The requester will submit the accomplished DRF to the RAR staff	2) The RAR staff will received the DRF from the requester and record the document in the incoming Documents Monitoring Logbook (DML)	None.	2 minutes	<i>Staff</i> RAR Unit
3)	3) The unit head will assess the list of the requested records to determine their availability and confidentiality.	None.	1 day	<i>Unit Head</i> RAR Unit
4) The requester will ask approval from Data Privacy Officer if the available documents and records are sensitive and confidential	4) After assessment of the requested documents as to confidentiality and sensitivity, the RAR unit head will advise the	None.	10 minutes	<i>Unit Head</i> RAR Unit <i>Data Privacy Officer</i> TSU



	requester to seek approval of the Data Privacy Officer			
5) The requester will return the approved DRF to RAR Unit	5) The technical staff and unit head will prepare the available documents listed on the approved DRF	None.	3 to 5 days	Staff RAR Unit Unit Head RAR Unit
6) The requester will pick up the requested records after receiving notification from the RAR office	6) The prepared records will be released after logging them at the Document Monitoring Logbook (DML)	None.	15 minutes	Staff RAR Unit Unit Head RAR Unit
7) The requester is responsible for the photocopying of the records, the records should be returned to RAR office after 1-2 working days	7) To ensure the completeness and good condition of the borrowed documents and records, the RAR staff will inspect the returned documents and records and have the requester sign the Document Monitoring Logbook (DML)	None.	1 to 2 working days	Staff RAR Unit
8)	8) The RAR staff will inspect the returned records and have the requester sign the Document Monitoring Logbook (DML)	None.	15 minutes	Staff RAR Unit Unit Head RAR Unit
TOTAL:		None.	8 days, 0 hour/s, 43 minutes	



Quality Assurance Office

External/Internal Services



1. Facilitation on the Conduct of the CHED Certification and Assessment particularly the RQAT, COD/COE, and ISA

The Quality Assurance Office facilitates in the conduct of the CHED certification and assessment in coordination with the VP Academic Affairs Office, the VP Planning and Quality Assurance Office, the VP Research and Extension Office and the various colleges in the university with potential to become an avenue and candidates for Center of Development, Center of Excellence, as well as ensuring quality and excellence through the Certificate of Program Compliance for every program offered in the university.

Office or Division:	Quality Assurance Office (Government/CHED-Related Accreditation Unit)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	College Deans Department Chairpersons Faculty Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Revised Policies and Standards on the Center of Excellence Project		CHED Website and CHED Memorandum Order		
Copy of Revised Policies and Standards on the Center of Development Project		CHED Website and CHED Memorandum Order		
Checklist of CHED Requirement for COPC Accreditation		CHED Website and CHED Memorandum Order		
Outcomes-Based Syllabus of the Program		TSU Colleges and Department Chairperson		
Application Form for COD		CHED Website and Memorandum Order		
Application Form for COE		CHED Website and Memorandum Order		
Guidelines on the Issuance of Certificate of Program Compliance		CHED Memorandum Order series 2018		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The University through the VP Academic Affairs and the Quality Assurance Office sends letter of request to CHED with the intention to apply for	1) The university sends a letter of intent to CHED Regional Office III	None.	1 day	<i>University President</i> OUP <i>Vice President</i> VPAA <i>Deans</i> Respective Colleges



accreditation with the target dates.				<i>Personnel QA Office</i>
2) Receives response letter from CHED granting the request date of the accreditation.	2) The President endorses the Letter from CHED to the VPAA, to the College concerned and the QA Office for possible action	None.	5 days	<i>University President OUP CHED Regional Office III Director QAO</i>
3)	3) The Quality Assurance Director initiates the conduct of meeting with the TSU Officials for the cascading of the CHED policies and standards and for appropriate planning and the target dates for the visit and spearheads the working committees for the CHED accreditation and certification.	None.	3 hours	<i>Director and Staff QAO Deans, Department Chairpersons and Faculty Concerned College</i>
4)	4) Establishment of a committee to work on the different areas for certification and assessment. 4.1 The QA Office in coordination with the different Deans conducts the	None.	4 hours	<i>Director and Staff QAO Admin. Council Members with the Director and Unit Heads TSU</i>



	orientation and tasking.			
5) Prepares request for budget for the conduct of CHED accreditation.	5) The Quality Assurance Office prepares the necessary documents for the conduct of the CHED activity and/ or visit	None.	1 hour	<i>Director and Staff QAO</i>
6) All TSU Officials, concerned colleges/ programs and offices attends in the opening ceremony of the CHED accreditation.	6) Conduct of the Opening Program for the CHED Accreditation and Assessment	None	4 hours	<i>Staff Quality Assurance Office Admin. Council members TSU Faculty & Unit Heads Concerned Faculty or Office</i>
7)	7) QA Office facilitates the conduct of CHED accreditation making sure that the systems process and logistics are in place	Approved budgetary requirements	3 days	<i>Staff Quality Assurance Office Admin. Council members TSU Faculty & Unit Heads Concerned Faculty or Office</i>
8) Conduct of the Accreditation proper with document analysis, browsing and interview with stakeholders	8) The QA office facilitates the interview and site visit with the concern individuals	Budgetary requirements	8 hours	<i>Accreditors CHED Staff QAO College concerned</i>



9) All TSU Officials, concerned colleges and/or programs for accreditation attend in the closing ceremony of the accreditation.	9) The Closing Program for the accreditation visit is conducted at the TSU Alumni Center	Budgetary requirements for the specific activity	4 hours	<i>Admin. Council members</i> TSU <i>Faculty & Unit Heads</i> Concerned Faculty or Office
10) The results of the CHED visit and/or accreditation/ certification is anticipated by the University President and TSU Community	10) Follow up on the results of the CHED visit to TSU	None	1 day	<i>Staff</i> CHED Regional Office <i>Staff</i> QAO <i>President</i> OUP
11) CHED releases the Letter of response to TSU's recently concluded accreditation and/ or certification	11) The Office of the President cascades the results to the VPAA, VPPQA, VPAF, VPRES and the Quality Assurance Office and the concerned colleges	None	1 hour	<i>President</i> Office of the President
TOTAL		Depends on the budgetary requirement.	10 days, 25 hours, 0 minute/s	



2. Sending of TSU National Accreditors for Program Accreditations in SUC's in the Philippines through the AACCUP

The Quality Assurance Office spearheads the sending of TSU National Accreditors for the program accreditation of various State Universities and Colleges in the Philippines based on the invitation and /or recommendations from the AACCUP National office and Office of the President.

Office or Division:	Quality Assurance Office AACCUP Accreditation Unit			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Government			
Who may avail:	TSU Faculty Accreditors SUC's undergoing accreditation based on invitation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Invitation from AACCUP		Office of the President		
Endorsement		Office of the President		
Travel Order		Quality Assurance Office and/or Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter from AACCUP to the Office of the President.	1. The Office of the President staff receive the letter of invitation from AACCUP inviting a specific National Accreditor for SUC Program Accreditation and present it to the President 1.1 The request letter from the AACCUP is subjected for approval	None.	30 minutes	<i>President and Staff OUP</i>



	of the University President.			
2.	2. The Office of the President will endorse the faculty/accreditor or to attend to the invitation through the Quality Assurance Office	None.	1 hour	<i>President & Staff</i> <i>OUP</i> <i>Vice President</i> <i>VPAA</i> <i>Director</i> <i>QAO</i> <i>College Dean</i> <i>where the</i> <i>Faculty/Accreditor is</i> <i>affiliated with</i> <i>Department Chair</i> <i>College</i>
3.	3. Once the invitation was approved and endorsed by the President, the invited Faculty/Accreditor will be informed that he/she is being invited by the AACCCUP to serve as program accreditor. 3.1 The Quality Assurance Office Director calls the attention of the invited	None.	1 hour	<i>Director</i> <i>QAO</i> <i>Invited Faculty/</i> <i>Accreditor</i> <i>Concerned College</i>



	faculty/ Accreditor and discuss the matter			
4. If the invited faculty is available on the scheduled date being requested by AACUP, the faculty member will confirm with the invitation.	4. The necessary Travel Order is prepared by the QA Staff and signed by the faculty/accreditor and noted by the QA Director with the concerned College Dean	None.	1 day	<i>Vice President</i> VPAA <i>Director</i> QAO <i>Dean</i> Concerned College <i>Faculty/Accreditor</i> Concerned College <i>Vice President</i> VPRES
5.	5. The Quality Assurance Office sends a confirmation letter on the requested faculty/ accreditor as an action to the invitation 5.1 The QA Staff sends an email confirming the attendance of the Faculty/ Accreditor	None.	1 hour	<i>Staff</i> QAO <i>Staff</i> AACUP National Office
6.	6. After the conduct and			<i>Staff</i> QAO



	attendance on the SUC program accreditation through AACCUP, the QA Office demands for a Certificate of Appearance from the Invited Faculty/ Accreditor	None.	1 hour	Faculty/ Accreditor
7. A certificate of appearance is presented to the QA Office from the invited Faculty/ Accreditor	7.	None.	2 minutes	
TOTAL:		None.	1 day, 4 hours, 32 minutes	

3. University Internal Accreditation of the programs scheduled to be accredited by AACCUP

The Quality Assurance Office facilitates in the conduct of internal accreditation of the specific program to be subjected for AACCUP survey visit. In coordination with the College Dean, the department chairpersons and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

Office or Division:	Quality Assurance Office AACCUP Accreditation Unit
Classification:	Simple (up to 3 days)
Type of Transaction:	G2G - Government to Government



Who may avail:		College Deans Department Chairpersons Faculty Students TSU AACUP Accreditors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Result of AACUP Accreditation Survey by program and validity dates		Quality Assurance Office		
Narrative Report of the Program		College Dean Program Chairpersons		
Self-Survey of the Program		College Dean Program Chairpersons		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	<p>1) The QA Office keeps record of the technical results and the summary as well as findings and recommendations of every program which have undergone accreditation process as provided by the AACUP.</p> <p>1.1 The Quality Assurance Office securely keeps the technical results of accreditati</p>	None.	Year-round	<i>Director and Staff QAO</i>



	<p>on of every program in the university and making it available for perusal by the concerned colleges</p>			
2)	<p>2) The Quality Assurance Office Director and Staff regularly monitors the validity date of every program in the entire university</p> <p>2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACCUP Accreditation visit</p>	None.	Year-round	<i>Director and Staff QAO</i>



<p>3) The Quality Assurance Office issues a Memorandum through the Document Management System (DMS)for the conduct of an Internal Accreditation of the program to be accredited.</p>	<p>3) The QA Director communicates to the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation .</p>	<p>None.</p>	<p>1 hour</p>	<p><i>Director and Staff QAO</i></p> <p><i>Deans, Area Heads and Faculty Concerned College</i></p>
<p>4) Internal Accreditation at the college for the program/s to be accredited</p>	<p>4) The college dean concerned together with the area heads, and the faculty of the program to be accredited with the AACCCUP accreditors of the university and the QA staff convene for the conduct of internal accreditation</p>	<p>Budgetary requirements</p>	<p>8 hours</p>	<p><i>Director and Staff QAO</i></p> <p><i>AACCCUP Accreditors TSU</i></p> <p><i>Deans, Area Heads and Faculty Concerned College</i></p>
<p>5) As the summary results, findings and recommendations per area of the program which have undergone</p>	<p>5) The AACCCUP Accreditors from the university presents their inputs and</p>	<p>None.</p>	<p>2 hours</p>	<p><i>Director QAO</i></p> <p><i>AACCCUP Accreditors</i></p>



<p>internal accreditation are presented to the college dean concerned and the area heads, they must have inputs to their program enhancement prior to the actual survey visit .</p>	<p>assessment on the different areas of accreditation for utilization of the program under accreditation</p>			<p>TSU <i>Deans, Area Heads and Faculty</i> Concerned College</p>
TOTAL:		None.	1 year, 11 hours, 0 minute/s	



Quality Assurance Office

Internal Services



1. Facilitating and nominating TSU Faculty to undergo the Accreditors Training Program following the OBQA framework sponsored by the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP)

The university through the Quality Assurance Office nominates faculty from the rank of Assistant Professors to Professors to attend to the AACCUP Training Program to be trained for the OBQA instruments and the rudiments of the accreditation process and to serve as internal accreditors of the university. Similarly, the said faculty and/or accreditors will constitute the pool of external accreditors who will serve as AACCUP national accreditors.

Office or Division:	Quality Assurance Office AACCUP Accreditation Unit			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	TSU Faculty from Assistant Professor to Professor Rank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter from AACCUP for the scheduled Accreditors Training		AACCUP Office President's Office		
Endorsement Letter		President's Office		
Travel Order		Quality Assurance Office Deans Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)	1) The QA Office through the Office of the President receives the Letter from AACCUP for the Training of Accreditors 1.1 The President's Office forward the Letter of Invitation to the Quality Assurance Office for nomination and action	None	15 minutes	Staff OUP Director & Staff QAO



2)	<p>2) The Quality Assurance Office in coordination with the President's Office review the qualifications and competencies of the potential faculty to be nominated for the AACUP Training Program.</p> <p>2.1 The Quality Assurance Office reviews the existing list of university accreditors making sure that every discipline and college is well represented in the pool of experts accreditors</p>	None	4 hours	<p>Director QAO</p> <p><i>Dean, Department Chairpersons and Faculty Different Colleges</i></p>
3)	<p>3) The Office of the President reviews the list of candidates and approves the nomination for training</p>	None	1 hour	<p><i>Staff OUP</i></p> <p><i>Director and Staff QAO</i></p>
4)	<p>4) The Quality Assurance confers with the nominated faculty the invitation and recommendation to be included in the list to be trained as National AACUP Accreditor.</p> <p>4.1 The faculty either approved or disapproved the nomination from the Quality Assurance Office</p>	None	1 day	<p><i>Director and Staff QAO</i></p> <p><i>Faculty Concerned College</i></p>



	and the Office of the President			
5)	<p>5) The Quality Assurance Office facilitates in sending the names of the potential candidate for the AACCUP Training through email</p> <p>5.1 The names of the faculty and would be accreditors together with the entire list is prepared by the Quality Assurance Office for AACCUP reference</p>	Budgetary requirements for the AACCUP Training	1 hour	<p><i>Director and Staff QAO</i></p> <p><i>Faculty Concerned College</i></p>
6)	<p>6) The Quality Assurance Office prepares the necessary Travel documents of the faculty who will undergo the AACCUP training</p> <p>6.1 Preparations of the Travel order of every faculty and seeking the approval of the signatories in the travel order.</p>	Budgetary requirements for the AACCUP Training	1 day	<p><i>Director and Staff QAO</i></p> <p><i>Faculty Concerned College</i></p>
7) Attendance of the qualified faculty in the AACCUP Training Program	7) Facilitation in the active participation of the faculty in the AACCUP Training	Budgetary requirements for the AACCUP Training	3 days	<p><i>Trainors AACCUP</i></p> <p><i>Concerned Faculty</i></p>
8) Presentation of the Faculty/Accreditor of the necessary Certificate of	8) Verification of the Certificate of Appearance and the completion of the Travel order of	Budgetary requirements for the AACCUP	1 hour	<p><i>Director and Staff QAO</i></p> <p><i>Faculty/Accreditor</i></p>



Appearance to the Quality Assurance Office after the attendance in the AACCUP Training	the Faculty/ Accreditor	Training		Concerned College
	TOTAL	It depends on the budgetary requirement	5 days, 7 hours, 15 minutes	



Institutional Planning and Development Office

Internal Services



1. Request for Assistance in the Pre-Planning of Offices/ Colleges

Assistance in the Pre-planning activity may be requested by all the colleges/ offices/ units of the University.

Office or Division:	Institutional Planning and Development Office			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Government			
Who may avail:	Heads of Offices/ Deans of Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		To be prepared by requestor.		
Proposed Budget		None		
Program of Activities		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/College Clerk submits the request to IPDO	1. IPDO Staff receives the request and forwards to the IPDO Director	None.	3 minutes	Staff IPDO
	2. IPDO Director reviews/ signs the request and gives the request to the IPDO Staff	None.	1 to 2 days	Director IPDO
	2. IPDO Staff notifies the Clerk of the requesting Office/ College if the request has been approved or not.	None.	2 minutes	Staff IPDO
TOTAL:		None.	2 days, 0 hour/s, 5 minutes	



2. Request for Planning forms/ documents of Offices/ Colleges

Planning Forms/ Documents may be released if the request was approved.

Office or Division:	Institutional Planning and Development Office			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Government			
Who may avail:	Heads of Offices/ Deans of Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		To be prepared by Requestor		
Proposed Budget		None		
Program of Activities		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/College Clerk submits the request to IPDO	1. IPDO Staff receives the request and forwards to the IPDO Director	None.	3 minutes	Staff IPDO
	2. IPDO Director reviews/ signs the request and gives the request to the IPDO Staff	None.	1 to 2 days	Director IPDO
	3. IPDO Staff notifies the Clerk of the requesting Office/ College if the request has been approved or not.	None.	2 minutes	Staff IPDO
TOTAL:		None.	2 days, 0 hour/s, 5 minutes	



Institutional Performance Monitoring and Evaluation Office

Internal Services



1. Review of the Request for Conduct of Planning by Offices/ Colleges

All requests for Planning Activities of offices are being reviewed by the IPMEO Director.

Office or Division:	Institutional Performance Monitoring and Evaluation			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Heads of Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		To be prepared by Requestor		
Proposed Budget		To be prepared by Requestor		
Program of Activities		To be prepared by Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Office/College Clerk submits the request to IPMEO	1. IPMEO Staff receives the request and forwards to the IPMEO Director	None.	3 minutes	Staff IPMEO
2.	2. IPMEO Director reviews ten note/ sign the request and give the request to the IPMEO Staff	None.	1 day	Director IPMEO
3.	3. IPMEO Staff notifies the Clerk of the requesting Office/ College for pick-up.	None.	2 minutes	Staff IPMEO
4. Office/College Clerk picks up the request from IPMEO.	4.	None.		Staff Requesting Office
TOTAL:		None.	1 day, 0 hour/s, 5 minutes	



Integrated Management System Office

External/Internal Services



1. Issuance of IMS Registered Documents for Various Purposes

The service allows employees, accrediting bodies and other interested parties to request and have copies of TSU's documented information being controlled by the Document Control Officer. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the IMS Office.

Note: For External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read.

Copy of manuals are being given to internal clients for accreditation, audit, assessment and certification purposes only.

Office or Division:	Integrated Management System: QMS-Document Control Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order, accrediting bodies, certifying bodies, local government unit, other universities and colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled out and approved Customer Communication Form (TSU-IMS-SF-48, Rev. 01, Effectivity Date: November 28, 2017)		From the IMS Office, TSU website (www.tsu.edu.ph)		
Or Approved letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) *For Internal clients: Fill out the Customer Communication Form (TSU-IMS-SF-48, downloadable thru TSU website) and have it signed and approved by the immediate supervisor. *For external clients: submit a	1) Review and evaluate the submitted Customer Communication Form	None.	1-5 minutes	Clerk DCO
	*Review and evaluate the submitted Endorsement Form (TSU-OUP-SF-01) from Office of the	None.	1-5 minutes	Clerk DCO



<p>request letter addressed to the President of the TSU</p> <p><i>Note: All areas needed to be filled out by the client shall be complete.</i></p>	<p>President together with the attached letter of request.</p>			
<p>2)</p>	<p>2) Reproduce the requested document</p> <p><i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office</i></p>	<p>None.</p>	<p>1 day</p>	<p>Clerk DCO</p>
<p>3)</p>	<p>3) Stamp the reproduce document with uncontrolled copy mark</p>			
<p>4) Review the completeness of the requested documents and receive the requested document</p>	<p>4) Log the document/s to be issued in the Incoming/ Outgoing Documents Log (TSU-IMS-SF-34) and have the client sign in the receiving column</p>	<p>None.</p>	<p>1-5 minutes</p>	<p>Clerk DCO</p>



5)	5) Issue the requested document	None.	1-3 minutes	Clerk DCO
6) Sign in the receiving column of the IMS Office Logbook	6) Fill out the "Action Taken" portion of the Customer Communication Form and file the form.		5 minutes	
TOTAL:		None	1 day, 0 hour/s, 18 minutes	



Integrated Management System Office

Internal Services



1. Registration of IMS Documents

The service allows units, offices and colleges of the university to register documented information implemented in their various services and operations related to quality, environment, health and safety.

Note: All documented information to be registered to IMS Office shall be forwarded four (4) working days prior to effectivity or implementation

Office or Division:	Integrated Management System: QMS-Document Control Officer			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order may go to the IMS office to submit approved Document Registration and Revision (DRR) Form and documented information of their unit, office and/ or college.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled out and approved Document Registration and Revision Form <i>(DRR, TSU-IMS-SF-01, downloadable thru TSU website)</i>		From the IMS Office, TSU website <i>(www.tsu.edu.ph)</i>		
One (1) copy of duly signed and approved document following TSU's standard template and document nomenclature		From the IMS Office		
One (1) copy of duly signed and updated Master list of Registered Document <i>(TSU-IMS-SF-04 downloadable thru TSU website)</i>		From the IMS Office, TSU website <i>(www.tsu.edu.ph)</i>		
If the document for registration is a revised one, surrender the old version or superseded version of the document. Note: Only current versions of documented information are distributed to official copyholders		From the IMS Office, TSU website <i>(www.tsu.edu.ph)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepare the documented information to be registered and the Document	1)	None.	-	<i>Client</i>



<p>Registration and Revision (DRR) Form. Have it reviewed and approved by the immediate supervisor and the next higher authority following the unit, office or college organizational structure</p>				
<p>2) Submit the approved DRR, document to be registered, the updated and signed master list to IMS Office</p> <p><i>Note: Additional requirement for revised documents to be registered – superseded or old version of the document with controlled copy stamp</i></p>	<p>2) Review and evaluate the submitted approved DRR, Documented information, updated master list and superseded version (for revised documents only)</p> <p><i>Note: If there is/are problem/s, the DCO will return the submitted documents for registration together with the attachment, the DCO will discuss the concerns to the client and will issue a Notification Slip</i></p>	<p>None.</p>	<p>10-30 minutes</p>	<p>Clerk DCO</p>
<p>3)</p>	<p>3) Receive and log the</p>	<p>None.</p>		<p>Clerk</p>



	documented information to be registered in the Receiving and Retrieval Log (TSU-IMS-SF-02)		10-30 minutes	DCO
4)	4) Register the Documented Information in the Database of IMS Documents	None.	10-30 minutes	Clerk DCO
5)	5) Stamp the document with master copy mark	None.	10-30 minutes	Clerk DCO
6)	6) Reproduce the master copy of the document according to the number of official copyholders <i>Note: Reproduction day depends on the number of on-going reproduction and printing job being carried out by the Business Center Office</i>	None.	1 – 2 days	Clerk DCO
7)	7) Obtain copies from Business Center and stamp the reproduced document with			



	controlled copy.	None.	1 day	Clerk DCO
8)	8) Inform clients that documents were registered, and controlled copies are available for pick up in the IMS Office.			
9) Go to IMS Office and review the completeness of the registered documents.	9) Issue the registered documents.	None.	5-15 minutes	Clerk DCO
10) Sign in the Receiving and Retrieval Log (TSU-IMS-SF-02)	10)			
TOTAL:		None.	3 days, 2 hour/s, 15 minutes	



**Technology Development Transfer and
Commercialization Office
External/Internal Services**



1. Copyright Deposit Assistance

The service can be availed by students and faculty researchers who request for their research works and other papers to be applied for copyright registration.

Office or Division:	Technology Development, Transfer and Commercialization Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-TTO-SF-01 -Service Request Form		TDTC Office		
TSU-TTO-SF-09 – Waiver		TDTC Office		
National Library Form		National Library Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for copyright deposit and submit waiver and national library form.		None.	20 minutes	<i>Staff</i> TDTCO/School of Law
1.1 For external client, schedule of fees applied	Receive payment.	Notarial Fee: PhP 200.00	<i>5 minutes</i>	<i>Staff</i> TDTCO/School of Law
	The Director endorses the request to the Vice President for Research and Extension Services (VP-RES)	None.	1 day	<i>Director</i> TDTCO



	The VP-RES recommends the approval of the request to the University President	None.	1 day	<i>Clerk</i> VP RES
	TDTCO files application at the National Library of the Philippines (NLP) and pays fee	None	1 day	<i>Personnel</i> TDTCO
TOTAL:		PhP 200.00 <i>(for external clients)</i>	3 days, 0 hour/s, 25 minutes	

2. Processing of Patent Application

The service request can be availed by faculty researchers and staff who have inventions or utility models that need to be patented.

Office or Division:	Technology Development, Transfer and Commercialization Office			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TDTCO Service Request Form TSU-TTO-SF-01 <i>(in lieu of Letter)</i>		TDTC Office / Downloadable from TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form or Letter of Request Through Email: Send request to <i>tdtc@tsu.edu.ph</i>	1. Receiving of Request from Client	None.	2 minutes	<i>Clerk/Staff</i> TDTCO



2.	2. Evaluate the request as to the correctness document. Once the request passed the evaluation, it will be approved by the director	None.	30 minutes	<i>Director TDTCO</i>
3.	3. Review the requested amount as to the availability of funds if applicable. Once fund is available, the accounting office will approve the request.	None.	1 day	<i>Chief Finance Officer Accounting Unit</i>
4.	4. Review and evaluates the request by VPRES for further approval and by the University President for final approval	None.	1 day	<i>Clerk VPRES and OUP Vice President VPRES President OUP</i>
5.	5. TDTCO files application at the Intellectual Property Office of the Philippines (IPOPIL)	None.	1 day	<i>Clerk/Staff TDTCO</i>
TOTAL:		None.	3 days, 0 hour/s, 32 minutes	



3. Trademark Application Assistance

The service can be availed by TSU offices and External client who need assistance in the registration of their office or company logo.

Office or Division:	Technology Development, Transfer and Commercialization Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-TTO-SF-01 -Service Request Form		TDTCO Office / Downloadable from TSU Website		
Trademark Application Form		TDTC Office / IPOPHIL Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application form 1.1 Applicant pays the copyright deposit fee if external client.	1. Receive the accomplished form.	For internal client: None. For external client: PhP 1,212.00	20 minutes	<i>Clerk/Staff</i> TDTCO
2.	2. Evaluate the request as to the correctness document. Once the request passed the evaluation, it will be approved by the Director.	None.	30 minutes	<i>Director</i> TDTCO



3.	3. Review the requested amount as to the availability of funds if applicable. Once fund is available, the accounting office will approve the request.	None.	1 day	Chief Finance Officer Accounting Unit
4.	4. Review and evaluates the request by VPRES for further approval and by the University President for final approval	None.	1 day	Clerk VPRES and OUP Vice President VPRES President OUP
5.	5. TDTCO files application at the Intellectual Property Office of the Philippines (IPOPIL)	None.	1 day	Clerk/Staff TDTCO
TOTAL:		PhP 1,212.00 <i>(for external clients)</i>	3 days, 0 hour/s, 50 minutes	