Batangas State University
Citizens’ Charter
Revised 2015
Office of the Director for Finance Services

Profile
The Finance Services Division is headed by the Director for Finance Services
- Headed by the Director for Finance Services
- Composed of four (4) units or sections, all headed by each Asst. Director (Budget, Accounting, Cashier and Procurement)
- All financial reports and activities emanate from this department and assumes the functions and full responsibility for all fiscal services activities

Location
Student Services Center

Contact Details
043-723-1066, 300-2202 loc. 130

<table>
<thead>
<tr>
<th>FRONTLINE SERVICE (Accounting Office)</th>
<th>CLIENTS</th>
<th>REQUIREMENTS</th>
<th>SCHEDULE OF AVAILABILITY OF SERVICE</th>
<th>FEES</th>
<th>FORMS</th>
<th>PROCESS CYCLE TIME</th>
<th>RESPONSIBLE PERSON/OFFICE/LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Issuance of Student Account/Assessment</td>
<td>Students</td>
<td>Students ID Registration Form</td>
<td>Monday-Friday (8-5)</td>
<td>None</td>
<td>Assessment Forms</td>
<td>2 minutes</td>
<td>Accounting Office/Assessment Records Staff</td>
</tr>
<tr>
<td>2. Signing of clearance</td>
<td>Students/alumni/or representative</td>
<td>Students ID Registration Form/ ORs</td>
<td>Monday-Friday (8-5)</td>
<td>None</td>
<td>Student Clearance</td>
<td>5 minutes</td>
<td>Assessment Section Accounting Office</td>
</tr>
<tr>
<td>3. Answering Queries on School Fees, Course Total Estimates and Down Payment</td>
<td>Students or representatives and Public in general</td>
<td>Students ID/ Registration Form</td>
<td>Monday-Friday (8-5)</td>
<td>None</td>
<td>None</td>
<td>10 minutes</td>
<td>Assessment Section Accounting Office</td>
</tr>
<tr>
<td>4. Issuance of Certificate of Full</td>
<td>Students/ Scholars/</td>
<td>Student ID,</td>
<td>Monday-</td>
<td>None</td>
<td>None</td>
<td>1 day</td>
<td>Assessment</td>
</tr>
<tr>
<td>Payment/Charges for Scholarships/ Educational Plan Reimbursement/ Refund and Assistance</td>
<td>Purpose for request of certification</td>
<td>Duly Accomplished Scholarship Form Letter request from the grantor or his/her representative</td>
<td>Duly Accomplished Scholarship Forms/ Letter request from the grantor of his representative</td>
<td>Section Accounting Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Filling Out of Billing Forms</td>
<td>Grantees or Parents of Scholars</td>
<td>Monday – Friday (8-5)</td>
<td>None</td>
<td>2 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Acting on Cancellation/ Dropping</td>
<td>Scholar/ Grantees of Parents of Scholars/ Grantees/ Grantor of his/her representative</td>
<td>Monday – Friday (8-5)</td>
<td>None</td>
<td>Assessment Section Accounting Office/ Scholarship Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Payment of tuition fees</td>
<td>Students/ Parents</td>
<td>Monday- Saturday (8-5)</td>
<td>Depending upon the course and assessment per schedule of fees</td>
<td>Registration Form</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Payment of TOR/ Diploma, etc.</td>
<td>Students/ Parents/ external stockholder</td>
<td>Monday- Saturday (8-5)</td>
<td>Depending upon the assessment per schedule of fees</td>
<td>-registration form</td>
<td>Cashier’s staff</td>
<td>2 mins.</td>
<td>Cashier’s staff</td>
</tr>
</tbody>
</table>

### Notes
- **5. Filling Out of Billing Forms**
  - Purpose for request of certification: Duly Accomplished Scholarship Form Letter request from the grantor or his/her representative
  - Duly Accomplished Scholarship Forms/ Letter request from the grantor of his representative
  - Section: Assessment Section Accounting Office/ Scholarship Office
- **6. Acting on Cancellation/ Dropping**
  - Purpose for request of certification: Duly Accomplished Scholarship Form Letter request from the grantor or his/her representative
  - Duly Accomplished Scholarship Forms/ Letter request from the grantor of his representative
  - Section: Assessment Section Accounting Office/ Scholarship Office
- **7. Payment of tuition fees**
  - Purpose for request of certification: Duly accomplished registration form
  - Duly accomplished registration form
  - Depending upon the course and assessment per schedule of fees
  - Registration Form
  - Section: Cashier’s staff | Security Guard
- **8. Payment of TOR/ Diploma, etc.**
  - Purpose for request of certification: Request form issued by the registrar’s office
  - Request form issued by the registrar’s office
  - Depending upon the assessment per schedule of fees
  - -registration form -transcript of record or diploma
  - Section: Cashier’s staff | Security Guard
# Issuance of Student Account/Assessment

## Schedule of Availability of Service
January to June  
Monday-Saturday  
8:00-5:00 pm w/out noon break

## Who May Avail of the Service
Students or authorized representative

## What are the Requirements
1. Student ID  
2. Registration Forms

## Duration
2 to 5 minutes

## How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider Activity</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requests assessment by presenting the student’s ID and the registration form (In coordination with the ICT Office)</td>
<td>Prints and gives the assessment form</td>
<td>2 minutes</td>
<td>Assessment staff</td>
<td>None</td>
<td>Assessment Form</td>
<td>Assessment Form Issued</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Signing of Clearance

Schedule of Availability of Service
January to December
Monday-Saturday
8:00-5:00 pm w/out noon break

Who May Avail of the Service
Students or authorized representative

What are the Requirements
1. Student ID
2. Registration Forms

Duration
2 to 5 minutes

How to Avail of the Services

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Clearance Form and ID Card</td>
<td>Verified Student account</td>
<td>5 minutes</td>
<td>Assessment staff</td>
<td>None</td>
<td>Student Clearance</td>
<td>Account verified and acted upon</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**Answering Queries on School Fees, Course Total Estimates and Down Payment**

**Schedule of Availability of Service**
January to December
Monday-Saturday
8:00-5:00 pm w/out noon break

**Who May Avail of the Service**
Students or authorized representative and the public in general

**What are the Requirements**
1. Student ID
2. Registration Forms

**Duration**
5 – 10 minutes

**How to Avail of the Services**

<table>
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<tr>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inquires about fees</td>
<td>Provide correct information</td>
<td>10 minutes</td>
<td>Assessment staff</td>
<td>None</td>
<td>Schedule of Fees</td>
<td>Correct information provided</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Issuance of Certificate of Full Payment/Charges for Scholarships/Educational Plan Reimbursement/Refund and Assistance

Schedule of Availability of Service
January to December
Monday-Saturday
8:00-5:00 pm w/out noon break

Who May Avail of the Service
Students or authorized representative or Sponsor of the scholarship grants

What are the Requirements
1. Student ID
2. Registration Forms
3. Letter request from the sponsor of scholarship grants

Duration
1 day

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for Certification</td>
<td>Verify records and prepares the certification</td>
<td>1 day</td>
<td>Assessment staff</td>
<td>None</td>
<td>None/ Letter request from sponsor of scholarship grants</td>
<td>Certification Issued</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# Request for Cancellation/Dropping

## Schedule of Availability of Service
January to December  
Monday-Saturday  
8:00-5:00 pm w/out noon break

## Who May Avail of the Service
Students or representatives

## What are the Requirements
Duly Accomplished Withdrawal Form, Student ID

## Duration
15 minutes

## How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider Activity</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure Form from the Registrar’s Office</td>
<td>Issues form</td>
<td>2 minutes</td>
<td>Registrar’s Office staff</td>
<td>None</td>
<td>Cancellation/ Dropping Form</td>
<td>Form Issued</td>
</tr>
<tr>
<td>2</td>
<td>Submit duly signed request to the Dean for approval</td>
<td>Takes action: Approve or Disapprove</td>
<td>3 minutes</td>
<td>VPAA</td>
<td>None</td>
<td>Cancellation/ Dropping Form</td>
<td>Request for cancellation/ dropping of enrolment approved or disapproved</td>
</tr>
<tr>
<td>3</td>
<td>Submits approved request to Assessment for processing of refund, if any</td>
<td>Accepts approved request</td>
<td>2 minutes</td>
<td>Assessment in charge</td>
<td>None</td>
<td>Cancellation/ Dropping Form, Disbursement Voucher</td>
<td>Refund processed</td>
</tr>
<tr>
<td></td>
<td>Presents Student’s ID and claims refund after three days</td>
<td>Process refund</td>
<td>5 minutes</td>
<td>Disbursement Officer</td>
<td>None</td>
<td>Cancellation/Dropping Form, Disbursement Voucher</td>
<td>Refund released</td>
</tr>
<tr>
<td>---</td>
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<td>-----------------------------------------------</td>
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</tr>
</tbody>
</table>

END OF TRANSACTION
# Collection of Fees and other Charges Payment for Tuition Fees

## Schedule of Availability of Service
Monday 7:00-4:00pm (Without noon break)
Tuesday –Friday 7:00 – 5:00pm
Saturday 8:00-5:00 pm (w/out noon break during enrolment and peak period)

## Who May Avail of the Service
Students, Parents and Alumni

## What are the Requirements
Duly accomplished registration form

## Duration
3 minutes to 1 hour

## How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Students / Parents / or any Authorized Representative</td>
<td>Check &amp; verify assessment form / payment slip Accept payment Payment Option: 1. Over the counter - direct payment to the Cashier’s Office 2. Thru deposit to BSU Land Bank account</td>
<td>1 minute</td>
<td>Cashier’s staff</td>
<td>Depending upon the assessment</td>
<td>Assessment Form Payment Slip Official Receipt</td>
<td>Payment accepted Official Receipt Issued</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# Payment for TOR/Diploma, etc.

## Schedule of Availability of Service
Monday-Saturday  
8:00-5:00 pm (w/out noon break during enrolment and peak period)

## Who May Avail of the Service
Students, Parents and Alumni

## What are the Requirements
Request form from the Registrar’s office

## Duration
3 minutes to 1 hour

## How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>For payment of TOR/Diploma, etc.</td>
<td>Get request form issued by the registrar’s office</td>
<td>1 minute</td>
<td>Cashier’s Staff</td>
<td>Depending upon the assessment per schedule of fees</td>
<td>None</td>
<td>Form distributed</td>
</tr>
<tr>
<td>2</td>
<td>Accept payment</td>
<td>1 minute</td>
<td>Cashier’s Staff</td>
<td>TOR – 50/page, Diploma – 400, Certification – 100/page</td>
<td>Registration Form Official Receipt (Accountable Number 51C)</td>
<td>Payment accepted and issued corresponding official receipt</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**