The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst design and a quill pen. Below the shield is a banner with the text 'SERVICE VIRTUE' and '1903 EXCELLENCE'. The outer ring of the emblem contains the text 'BATANGAS STATE UNIVERSITY' at the top and 'PHILIPPINES' at the bottom, separated by green laurel branches.

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

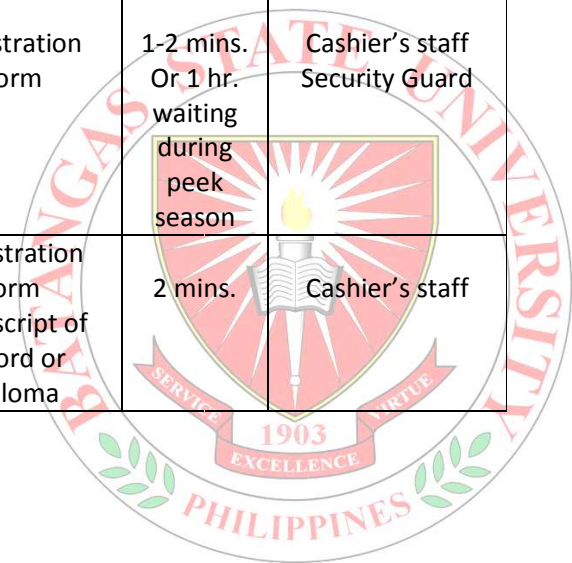
Student Services Center

Contact Details

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

FRONTLINE SERVICE (Accounting Office)	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Issuance of Student Account/Assessment	Students	Students ID Registration Form	Monday-Friday (8-5)	None	Assessment Forms	2 minutes	Accounting Office/ Assessment Records Staff
2. Signing of clearance	Students/alumni/or representative	Students ID Registration Form/ ORs	Monday-Friday (8-5)	None	Student Clearance	5 minutes	Assessment Section Accounting Office
3. Answering Queries on School Fees, Course Total Estimates and Down Payment	Students or representatives and Public in general	Students ID/ Registration Form	Monday-Friday (8-5)	None	None	10 minutes	Assessment Section Accounting Office
4. Issuance of Certificate of Full	Students/ Scholars/	Student ID,	Monday-	None	None	1 day	Assessment

Payment/Charges for Scholarships/ Educational Plan Reimbursement/ Refund and Assistance	Grantees or Parents of Scholars	Purpose for request of certification	Friday (8-5)				Section Accounting Office
5. Filling Out of Billing Forms	Scholars/ Grantees of Parents of Scholars/ Grantees/ Grantor of his/her representative	Duly Accomplished Scholarship Form Letter request from the grantor or his/her representative	Monday – Friday (8-5)	None	Duly Accomplished Scholarship Forms/ Letter request from the grantor of his representative	2 days	Assessment Section Accounting Office/ Scholarship Office
6. Acting on Cancellation/ Dropping	Students or his representative	Student ID, Official Receipt, Registration Form	Monday – Friday (8-5)	None	Refund Form	15 minutes	Accounting Office
7. Payment of tuition fees	Students/ Parents	Duly accomplished registration form	Monday-Saturday (8-5)	Depending upon the course and assessment per schedule of fees	Registration Form	1-2 mins. Or 1 hr. waiting during peak season	Cashier's staff Security Guard
8. Payment of TOR/ Diploma, etc.	Students/ Parents/ external stockholder	Request form issued by the registrar's office	Monday-Saturday (8-5)	Depending upon the assessment per schedule of fees	-registration form -transcript of record or diploma	2 mins.	Cashier's staff



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

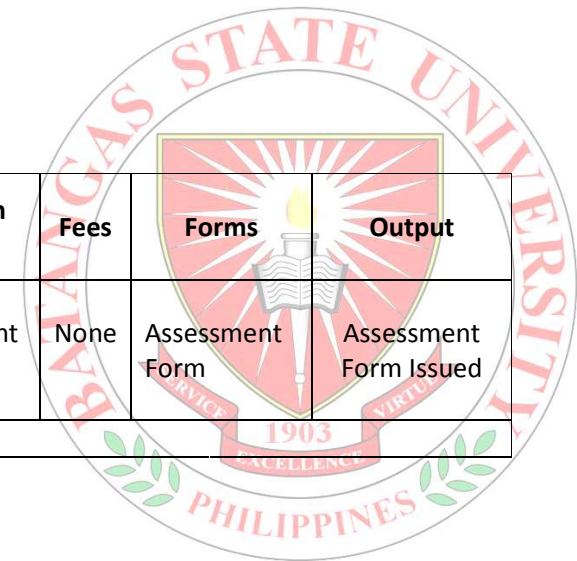
1. Student ID
2. Registration Forms

Duration

2 to 5 minutes

How to Avail of the Services

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

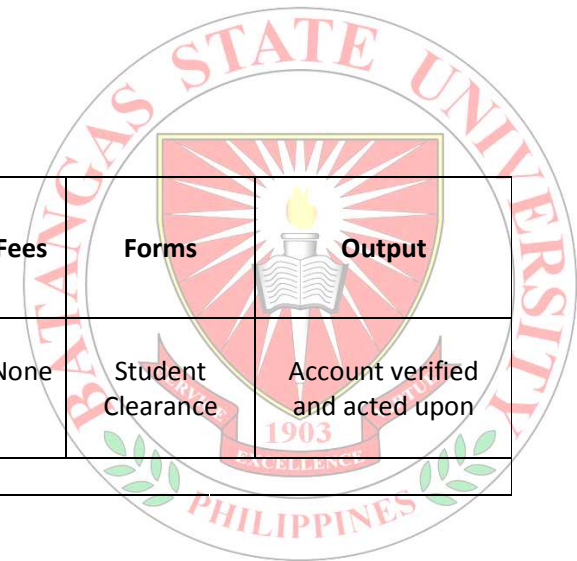
1. Student ID
2. Registration Forms

Duration

2 to 5 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present Clearance Form and ID Card	Verified Student account	5 minutes	Assessment staff	None	Student Clearance	Account verified and acted upon
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

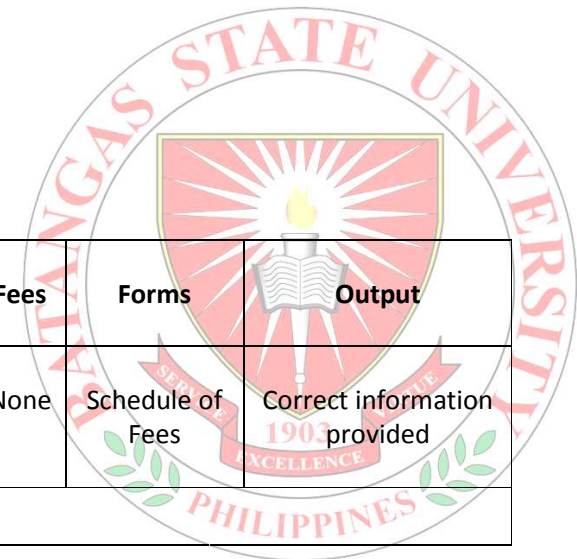
1. Student ID
2. Registration Forms

Duration

5 – 10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires about fees	Provide correct information	10 minutes	Assessment staff	None	Schedule of Fees	Correct information provided
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

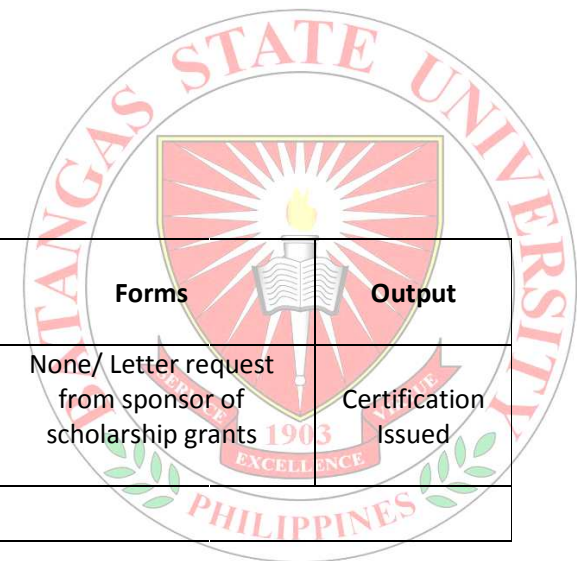
1. Student ID
2. Registration Forms
3. Letter request from the sponsor of scholarship grants

Duration

1 day

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Request for Certification	Verify records and prepares the certification	1 day	Assessment staff	None	None/ Letter request from sponsor of scholarship grants	Certification Issued
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

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secure Form from the Registrar's Office	Issues form	2 minutes	Registrar's Office staff	None	Cancellation/Dropping Form	Form Issued
2	Submit duly signed request to the Dean for approval	Takes action: Approve or Disapprove	3 minutes	VPAA	None	Cancellation/Dropping Form	Request for cancellation/ dropping of enrolment approved or diapproved
3	Submits approved request to Assessment for processing of refund, if any	Accepts approved request	2 minutes	Assessment in charge	None	Cancellation/Dropping Form, Disbursement Voucher	Refund processed

4	Presents Student's ID and claims refund after three days	Process refund	5 minutes	Disbursement Officer	None	Cancellation/ Dropping Form, Disbursement Voucher	Refund released
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

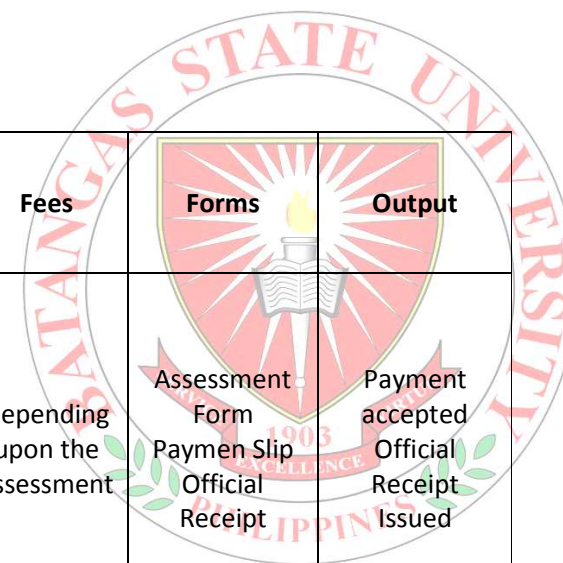
Duly accomplished registration form

Duration

3 minutes to 1 hour

How to Avail of the Services

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Students / Parents / or any Authorized Representative	Check & 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	1 minute	Cashier's staff	Depending upon the assessment	Assessment Form Payment Slip Official Receipt	Payment accepted Official Receipt Issued
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

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	For payment of TOR/Diploma, etc.	Get request form issued by the registrar's office	1 minute	Cashier's Staff	Depending upon the assessment per schedule of fees	None	Form distributed
2		Accept payment	1 minute	Cashier's Staff	TOR – 50/page Diploma – 400 Certification – 100/page	Registration Form Official Receipt (Accountable Number 51C)	Payment accepted and issued corresponding official receipt
END OF TRANSACTION							