The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst 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 leaves.

# **Batangas State University**

## **Citizens' Charter**

**Revised 2015**

# Office of University President

## Profile

The office serves as the foundation of all academic and administration functions of the University. It represents the whole academe in fulfilling its vision and mission towards quality service to the public.

## Location

2<sup>nd</sup> Floor of the CABEIHM Building, Main Campus I

## Contact Details

(043) 980-0385 or 980-0392-0394 local 1546, 1822 and 1122

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Receiving of Request letters	Public	Letter of Request (3 copies)	Monday - Friday 8:00 AM – 5:00 PM	None	None	50 secs	Office of the President/ 1 <sup>st</sup> Flr, Administration Bldg.
2. Receiving of invitations	Public	Letter of Invitation (2 copies)	Monday - Saturday 8:00 AM – 5:00 PM	None	None	30 secs	Office of the President/ 1 <sup>st</sup> Flr, Administration Bldg.
3. Receiving of complaints	Public	Complaint Letter (2 copies)	Monday - Saturday 8:00 AM – 5:00 PM	None	None	70 secs	Office of the President/ 1 <sup>st</sup> Flr, Administration Bldg.



## Receiving of Request Letters

### Schedule of Availability of Service

January to December

Monday-Friday

8:00 am – 5:00 pm without lunch break

### Who May Avail of the Service

Public

### What are the Requirements

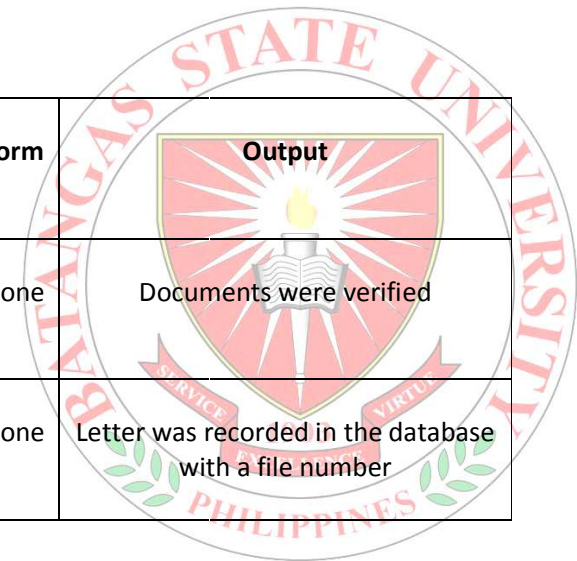
Letter of Request (3 copies)

### Duration

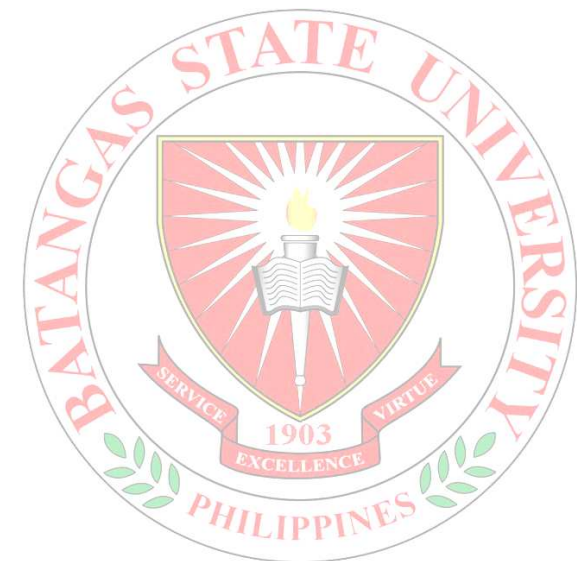
50 seconds

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form	Output
1	Gives the request letter in triplicate	Check the document as to formalities, e.g. completeness as to signatories or attachments	10 secs	Office Clerk	None	None	Documents were verified
2	Waits for the letter to be recorded by the office clerk	Letter will be given file number and will be encoded in the database for the purpose of tracking	30 secs	Office Clerk	None	None	Letter was recorded in the database with a file number



3	Accepts the receiving copy	Copies of the letter will be evaluated / classified for decision of the University President	10 secs	Office Clerk	None	None	Copy of the request letter stamped with "Received" (with file number, name of the receiving clerk and date)
4	Releasing of the letter request with the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with decision, e.g. approval/disapproval / comments of the University President to be endorsed to the proper office for implementation.
<b>END OF TRANSACTION</b>							



## Receiving of Invitations

**Schedule of Availability of Service**

January to December

Monday-Friday

8:00 am – 5:00 pm without lunch break

**Who May Avail of the Service**

Public

**What are the Requirements**

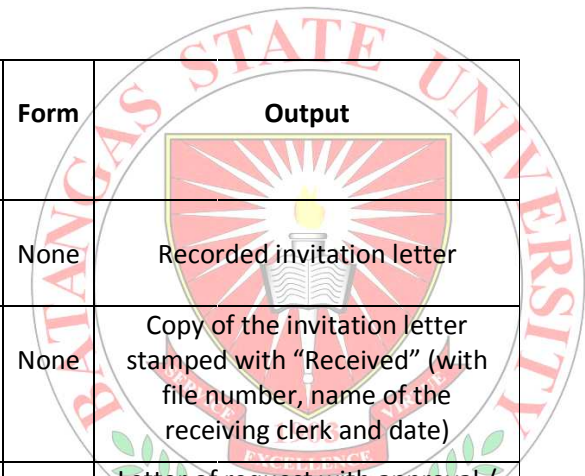
Letter of Invitation

**Duration**

30 seconds

**How to Avail of the Services**

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form	Output
1	Gives the invitation letter	Accepts the invitation, assigns file number, and encodes for the purpose of tracking.	20 secs	Office Clerk	None	None	Recorded invitation letter
2	Accepts the receiving copy	Copies of the letter will be evaluated / classified for approval of the University President	10 secs	Office Clerk	None	None	Copy of the invitation letter stamped with "Received" (with file number, name of the receiving clerk and date)
3	Releasing of the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with approval / comments of the University President to be endorsed to the proper office for implementation.
<b>END OF TRANSACTION</b>							



## Receiving of Complaints

### Schedule of Availability of Service

January to December

Monday-Friday

8:00 am – 5:00 pm without lunch break

### Who May Avail of the Service

Public

### What are the Requirements

Letter of Invitation

### Duration

70 seconds

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form	Output
1	Gives the complaint letter	Check the substance of the complaint (e.g. name of the complainant, person being complained and nature of complaint)	30 secs	Office Clerk	None	None	Verified complaint letter
2	Waits for the letter to be recorded by the office clerk.	Letter will be given file number and will be encoded in the database for the purpose of tracking	30 secs	Office Clerk	None	None	Complaint letter was recorded in the database with a file number
3	Accepts the receiving copy	Copies of the letter will be evaluated / classified for the proper action of the University President	10 secs	Office Clerk	None	None	Copy of the complaint letter stamped with "Received" (with file number, name of the receiving clerk and date)

4	Releasing of the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with approval / comments of the University President to be endorsed to the proper office for implementation.
<b>END OF TRANSACTION</b>							

