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 branches.

# **Batangas State University Citizens' Charter**

**Revised 2015**

# Office of the Director for Resource Generation

**Profile**

This office is in charge of Income Generating Programs for the University and other auxiliary services including the operation of the bookstore, canteen, gymnasium, audio visual room, chapel, amphitheatre, classrooms, dormitory and hostel. It is also in charge of fieldtrips and the student yearbook.

**Location**


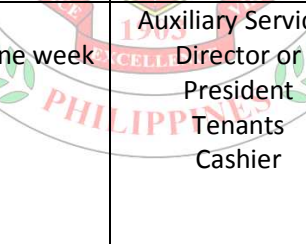
Batangas State University Main Campus I

**Contact Details**

(043) 980-0385; 0392-0394 local 1221 or 104

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Sales of Uniforms	Students or their representatives	1. Students must be enrolled at BSU. 2. Students should fit the uniform or their representatives must know the size of the uniform that they are going to buy.	Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)	Prices vary	Uniform Order Slip	15 minutes	RGO Store Staff Cashier



2. Sales of Books	Students or their representatives	<p>1. Students must be enrolled at BSU.</p> <p>2. Students or their representatives must know the book title, author and edition of the book that they are going to buy.</p>	<p>Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)</p> <p>Availability of Books</p> <p><b>Integrated School Books/ first semester</b> April to August</p> <p><b>College Books</b> *For second semester October to January *For Summer Classes March to May</p>	Prices Vary	Book Order Slip	15 minutes	RGO Store Staff Cashier
3. Sales of University Shop	Students or their representatives Guests/Visitors	Has the capacity and capability of buying our merchandise	<p>Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)</p>	Prices vary	Order Form	10 minutes	 <p>University Shop Staff Cashier</p>
4. Rental of spaces (Commercial Space and other Facilities like gymnasium,	Students/Parents/ Alumni/Other Interested Party	Has the capacity and capability of renting our commercial space.	<p>Service is available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to</p>	Prices vary	Contract of Lease / Short term Agreement	One week	 <p>Auxiliary Services Director or President Tenants Cashier</p>

ampi- theater			5:00 p.m.				
6. Availment of Insurance	All students of BSU	Students must be enrolled in any BSU program	Service are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.	Prices vary	Registration Form	30 minutes	Cashiers



## Sales of Books

### Schedule of Availability of Service

Merchandise is available  
 Mondays (7:00 a.m. to 4:00pm);  
 Tuesday-Fridays  
 (8:00 a.m. to 5:00 p.m.)

Availability of Books

### Integrated School Books / College 1<sup>st</sup> Semester

April to August

### College Books

\*For first semester

June to August

\*For second semester

October to January

\*For Summer Classes

March to May

### Who May Avail of the Service

Student or his/her representatives

### What are the Requirements

1. Students must be enrolled at BSU.
2. Students or their representatives must know the book title, author and edition of the book that they are going to buy.

### Duration

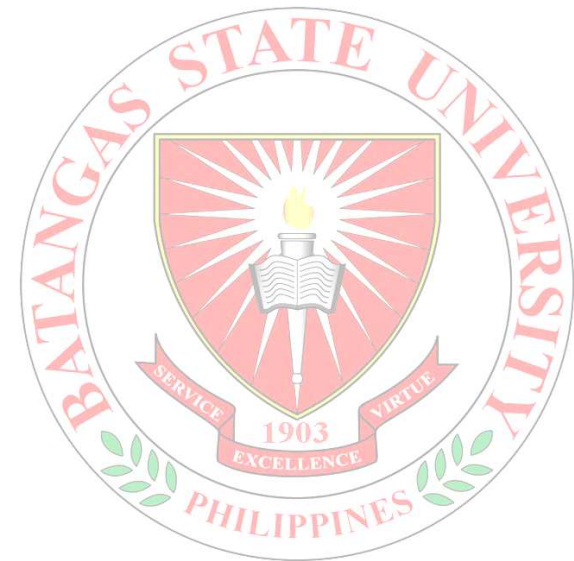
15 minutes

### 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	Student or his/her representative must get number to the queuing	Distribute forms	1 minute	RGO	None	Book	Properly filled

	machine and fill-out the Order Form.			Staff		Order Slip	out Order Form
2	Submit the Order Form to the RGO Staff who will assist the clients on their needed books for encoding	Accept the forms presented by the client and assist the clients.	7 minutes	RGO Staff	None	Book Order Slip	Properly filled out Order Form
3	Payment of books	Assist the clients. Accept payment.	5 minutes	RGO Staff Cashier	Payment for Uniform	Book Order Slip	Original Receipt
4	Present the Original Receipt in claiming your purchased merchandise.	Give the purchased items.	2 minutes	RGO Staff	None	Book Order Slip	Claimed Merchandise
<b>END OF TRANSACTION</b>							



## Sales of Uniforms

### Schedule of Availability of Service

Merchandise is available  
 Mondays (7:00 a.m. to 4:00pm);  
 Tuesday-Fridays  
 (8:00 a.m. to 5:00 p.m.)

### Who May Avail of the Service

Student or his/her representatives

### What are the Requirements

1. Students must be enrolled at BSU.
2. Students or his/her representatives must know the size of the uniform that they are going to buy.

### Duration

15 minutes

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Student or his/her representatives must get number to the queuing machine and fill-out the Order Form.	Distribute forms	1 minute	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
2	Submit the Order Form to the RGO Staff who will assist the clients on their needed uniforms.	Accept the forms presented by the client and assist the clients.	8 minutes	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
3	After choosing the right uniform, payment must be given to the cashier.	Assist the clients. Accept payment.	5 minutes	RGO Staff Cashier	Payment for books	Uniform Order Slip	Original Receipt
4	Present the Original Receipt in claiming your purchased merchandise.	Give the purchased items.	1 minute	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
<b>END OF TRANSACTION</b>							

## Sales of University Shop

### Schedule of Availability of Service

Merchandise is available  
 Mondays (7:00 a.m. to 4:00pm);  
 Tuesday-Fridays  
 (8:00 a.m. to 5:00 p.m.)

### Who May Avail of the Service

Student or his/her representative, Guests, Visitors

### What are the Requirements

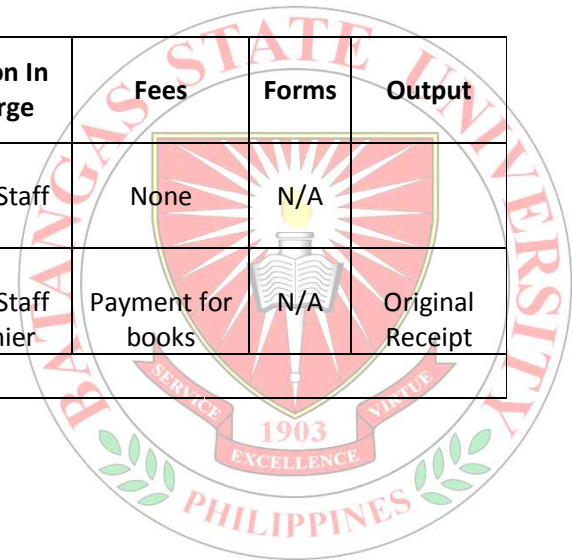
Has the capacity and capability of buying our merchandise

### Duration

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	Customers will choose item to purchase and give it to the RGO Staff	Encode the order to the system	1 minute	RGO Staff	None	N/A	
2	Payment must be given to the cashier.	Assist the clients. Accept payment 7 give the item	3 minutes	RGO Staff Cashier	Payment for books	N/A	Original Receipt
<b>END OF TRANSACTION</b>							





## Rental of Space

### Schedule of Availability of Service

Service is available  
 Mondays (7:00 a.m. to 4:00pm);  
 Tuesday-Fridays  
 (8:00 a.m. to 5:00 p.m.)

### Who May Avail of the Service

Students/Parents/ Alumni/Other Interested Party

### What are the Requirements

Has the capacity and capability of renting our facilities and commercial spaces.

### Duration

One week

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Check the schedule or availability of the facility or commercial space that will be rented.	Checking of calendar for facilities reservation.	One Week	RGO Staff	None	None	Proper scheduling
2	Ocular inspection is required before making the reservation.	Assist the clients.		RGO Staff	None	None	Well inspected venue.
3	Read & fill up the application presented by RGO, payment.	Evaluate the application.		RGO Staff /Cashier	None	Application Form	Evaluated
4	Signing of contract & payment for DP & advance./ full payment	Accept payment.		RGO Staff	Full payment	None	Full payment
<b>END OF TRANSACTION</b>							

# Availment of Insurance

### Schedule of Availability of Service

Service is available  
 Mondays (7:00 a.m. to 4:00pm);  
 Tuesday-Fridays  
 (8:00 a.m. to 5:00 p.m.)

### Who May Avail of the Service

Foreign Students/BSU Faculty Members, Students

### What are the Requirements

Students must be enrolled in any BSU program.

### Duration

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Go to Cashier's Office and pay fee (upon enrolment)	Accept payment	3 minutes	Cashier's Office	Prices vary	Insurance Availment Form Official Receipt	Printed Official Receipt
<b>END OF TRANSACTION</b>							

