

The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst at the top and a quill pen in the center. Below the shield is a banner with the text 'SERVICE VIRTUE' and '1903 EXCELLENCE'. The outer ring of the logo 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 Student Affairs and Services

Profile

The Office of Student Affairs and Services (OSAS) aims to mold globally competent and value-laden citizens by striving to enrich students through a holistic approach in providing Student Welfare and Development Programs and Services in consonance with the vision, mission, goals and objectives of Batangas State University and the mandates of the Commission on Higher Education (CHED). These basic services and programs ensure and promote student well-being and are designed to explore, enhance and develop the student’s full potential in leadership and social responsibility through various institutional and student-initiated activities that upholds the core values of the university.

Location

Office of Student Affairs and Services Central Office, Gov. Pablo Borbon Main Campus I, Rizal Avenue, Batangas City, 4200

Contact Details

(043) 980 0385 loc. 105 / 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	PERSON RESPONSIBLE/ OFFICE/LOCATION
1. Receiving of Request letters/document	Students/ Faculty/Employee & Public in general	Letter of Request and Receiving copy/Logbook	Mondays to Fridays 7:00 am-6:00 pm without noon break	None	None	3 minutes	OSAS Central Office
2. Answering queries regarding Student Affairs and Services matters	Students/ Faculty/Employee & Public in general	None	Mondays to Fridays 7:00 am-6:00 pm without noon break	None	None	5-10 minutes	OSAS Central Office

Receiving of Request Letters

Schedule of Availability of Service

January to December

Mondays-Fridays

7:00 am-6:00 pm without noon break

Who May Avail of the Service

Students/Faculty/Employee & Public in general

What are the Requirements

Request letters

Receiving copy/Logbook

Duration

3 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON-IN-CHARGE	FEES	FORMS	OUTPUT
1	Gives the Request Letter	Check/Verify the document as to its content and completeness of its signatories or attachments.	1 minute	Office Staff	None	None	Documents were verified.

2	Waits for the letter to be recorded by the person-in-charge	Letter will be given file number/code and will be encoded to database for the purpose of tracking.	1 minute	Office Staff	None	None	Letter was recorded in the database with a file number.
3	Gives the Receiving copy/logbook	Receiving copy or logbook will be evaluated by the person-in-charge before signing.	1 minute	Office Staff	None	None	Receiving copy/ Logbook was signed as proof for the receipt of the request/document and was returned to the client.
Note: The request letter/document will be forwarded to the proper recipient or next signatory after being signed/commented/approved by the OSAS Director.							
END OF TRANSACTION							



Answering Queries Regarding Student Affairs and Services

Schedule of Availability of Service

January to December

Mondays-Fridays

7:00 am-6:00 pm without noon break

Who May Avail of the Service

Students/Faculty/Employee & Public in general

What are the Requirements

None

Duration

5-10 minutes

How to Avail of the Services

STEP	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON-IN-CHARGE	FEES	FORMS	OUTPUT
1	Asks questions regarding Student Affairs and Services matters	Answers and explains matters clearly & politely	5 – 10 minutes	Office Staff	None	None	Queries were answered and well explained OSAS matters.
END OF TRANSACTION							