Batangas State University
Citizens’ Charter
Revised 2015
Office of the Assistant Director for Student Discipline

Profile
The main function of the Office of the Student Discipline is the implementation of policies and plans set by the Office of Student Affairs in terms of student formation and the propagation of the basic tenet that is anchored on the principle of self-respect, acceptance of legitimate authority, and respect for the rights of others.

Location
OSAS Central Office Building

Contact Details
(043) 980-0385; 980-0392 to 0394 loc. 105 and 1147

<table>
<thead>
<tr>
<th>FRONTLINE SERVICE</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. Filing of complaint against a student</td>
<td>Anyone aggrieved or offended by a student</td>
<td>Accomplished Incident Report Form</td>
<td>Monday to Friday, 7:00 AM – 6:00PM</td>
<td>None</td>
<td>Incident Report Form or Letter of Complaint</td>
<td>20 mins.</td>
<td>Office Personnel, OSD Assistant Director</td>
</tr>
<tr>
<td>2. Request for Temporary Exemption from wearing the School Uniform</td>
<td>Students</td>
<td>Filled-up Form</td>
<td>Monday to Friday, 7:00 AM – 6:00 PM</td>
<td>None</td>
<td>Form for Non-Wearing of Uniform</td>
<td>14 mins.</td>
<td>Office Personnel</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Filing of Complaint against a Student

Schedule of Availability of Service
January to December
Monday-Friday
7:00-6:00 pm

Who May Avail of the Service
Students

What are the Requirements
Accomplished Incident Report Form (Complaint Form)

Duration
20 minutes

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</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>Accomplish and submit Incident Report</td>
<td>Office Personnel</td>
<td>5 mins.</td>
<td>Office Staff/Personnel</td>
<td>None</td>
<td>Incident report Form</td>
<td>Incident Report received and filed</td>
</tr>
<tr>
<td>2</td>
<td>Submit the incident report to the Office of Student Discipline</td>
<td>Office of Student Discipline</td>
<td>10 mins.</td>
<td>Student Discipline Coordinator</td>
<td>None</td>
<td>None</td>
<td>Complaint is adequately discussed and clarified.</td>
</tr>
<tr>
<td>3</td>
<td>Confirm date, time and venue of fact-finding hearing/dialogue about the complaint</td>
<td>Office of Student Discipline</td>
<td>5 mins</td>
<td>Student Discipline Coordinator</td>
<td>None</td>
<td>None</td>
<td>Schedule of hearing/dialogue is duly calendared.</td>
</tr>
</tbody>
</table>
Procedures for the Request for Temporary Exemption from Wearing the School Uniform

Schedule of Availability of Service
January to December
Monday-Friday
7:00-6:00 pm

Who May Avail of the Service
Students

What are the Requirements
Student ID, Form for Non-Wearing of Uniform

Duration
14 mins

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</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 the Form for Non-Wearing of Uniform</td>
<td>Office of Student Discipline</td>
<td>2 mins.</td>
<td>Office of Student Discipline Coordinator/Staff</td>
<td>None</td>
<td>Form for Non-Wearing of Uniform</td>
<td>Issued form</td>
</tr>
<tr>
<td>2</td>
<td>Fill up the form</td>
<td>OSA/OJT/OSD Coordinators and Heads</td>
<td>10 mins.</td>
<td>OSA/OJT/OSD Coordinators and Heads</td>
<td>None</td>
<td>Letter of Request for non-wearing of Uniform</td>
<td>Request approved</td>
</tr>
<tr>
<td>3</td>
<td>Furnish a copy of the approved letter/form to the Guard-on-Duty</td>
<td>Security Office</td>
<td>2 mins.</td>
<td>Security Guard</td>
<td>None</td>
<td>Approved Letter/Form</td>
<td>Request Approved</td>
</tr>
</tbody>
</table>