The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst at the top, a book in the middle, and a quill pen at the bottom. The shield is set against a background of a larger shield. The entire emblem is surrounded by a circular border containing the text "BATANGAS STATE UNIVERSITY" at the top and "PHILIPPINES" at the bottom. A banner at the bottom of the shield contains the word "EXCELLENCE".

# **BATANGAS STATE UNIVERSITY**

# **CITIZEN'S CHARTER**

Revised 2017

## **INTRODUCTION**

Republic Act 9485, known as the Anti Red Tape Act of 2007, mandates all government agencies and instrumentalities to deliver public service in the most efficient manner for the sake of the convenience of the public. It intends to remove red tape by doing away with cumbersome procedures in the government agencies' provision of services to the public.

This Act aims to promote accountability, the proper management of the public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in the government.

With the above as premise, a Citizen's Charter is hereby established for every government sector where the commitment of every official and employee be placed to serve as a service standard that communicates information on the services provided by the government to its citizens.

With the concern for the good of its constituents as its utmost priority, Batangas State University creates and hereby adopts its own Citizen's Charter in order that the transacting public particularly the students, employees and other stakeholders be given a guide as to the different frontline services being offered by the different offices. Improvements that resulted from the process review of frontline services delivery by the offices concerned include among others, as shown here, process improvements such as streamlining of procedures, shortened turn around time, reduction in the number of signatories and other relevant changes. Such improvements were gathered, validated and documented through the Citizen's Charter Review Committee.

The mission, vision and core values of the University were enhanced as per BatStateU Board of Regents Resolution No. 945, S. 2014.

# MISSION, VISSION AND CORE VALUES

## **University Vision**

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

## **Bisyon (Tagalog Version)**

Kinilala sa buong mundo na institusyon sa lalong mataas na pagkatuto na humuhubog ng mahuhusay at matatapat na mamamayan sa aktibong pakikilahok sa pag-unlad ng bansa at tumutugon sa mga hamon ng ika-21 siglo.

## **University Mission**

Batangas State University is committed to the holistic development of productive citizens by providing a conducive learning environment for the generation, dissemination and utilization of knowledge through innovative education, multidisciplinary research collaborations, and community partnerships that would nurture the spirit of nationhood and help fuel national economy for sustainable development.

## **Misyon (Tagalog Version)**

Ang Pambansang Pamantasan ng Batangas ay nagtataya sa holistikong paghubog ng mga produktibong mamamayan sa pamamagitan ng pagkakaloob ng isang mainam na kaligirang nakatutulong sa pagkatuto upang makalikha, makapagpalaganap, at makagamit ng karunungan bunga ng inobatibong edukasyon, multidisiplinaryong kolaboratibong pananaliksik, at pagbabayanihan ng komunidad na magpapasigla sa diva ng pagiging makabayan at tutulong sa paglago ng pambansang ekonomiya para sa pangmatagalang kaunlaran.

# University Core Values

## **Faith**

The University's initiatives and activities are guided by a strong faith in a Supreme Being. These are anchored on high regard and respect for the beliefs and orientation of each member of the academic community for a productive and meaningful co-existence.

## **Patriotism**

This value extends from promoting love of country to taking pride in being a Filipino. The University advocates a strong sense of commitment to national ideals through its active promotion of the Philippine culture and heritage, as well as concern for the environment and the nation's natural biodiversity, all of which lead to the creation of a pool of professionals who are instrumental for nation building.

## **Human Dignity**

This value affirms the uniqueness, inherent worth, and distinction of every member of the community, with high respect to equality, social justice, and human rights. This is seen as the most effective way to prevent or resolve conflicts, and is thus necessary to ensure a harmonious University environment.

## **Integrity**

This pertains to the University's steadfast adherence to morally-sound principles and ideals in the pursuit of institutional goals and objectives. It covers the values of accountability, honesty, righteousness, incorruptibility, and decency in the governance and implementation of academic, administrative, financial policies.

## **Mutual Respect**

This refers to the recognition and acceptance of individual and professional differences in the exercise of academic freedom and the freedom of expression. It is exhibited by a community that is progressive-minded and receptive to growth and positive change.

## **Excellence**

A strong commitment to excellence in the areas of instruction, research and extension services, as well as in the management of financial resources and in the general administration of the University, is the most significant factor in ensuring the successful attainment of the University's vision. Excellence results to continuous quality improvement in the services offered by the university to its clientele and stakeholders.

## **Board of Regents**

**HON. ALEX B. BRILLANTES JR.**

Commissioner, CHED  
Chairman-Designate, BatState-U Governing Board

**HON. TIRSO A. RONQUILLO**

President, BatState-U  
Vice-Chairman, BatState-U Governing Board

**HON. JULIANA PILAR “PIA” S. CAYETANO**

Chair, Senate Committee on Education, Arts and Culture  
Member, BatState-U Governing Board  
Represented by: Gen. Ramon Santos

**HON. ROMAN T. ROMULO**

Chairman, House Committee on Higher  
and Technical Education  
Member, BatState-U Governing Board Represented by:  
Cong. Llandro “Dong” Mendoza

**HON. LUIS G. BANUA**

OIC-Director, NEDA, R.O. IV-A  
Member, BatState-U Governing Board

**HON. ALEXANDER R. MADRIGAL**

Director-DOST, R.O. IV  
Member, BatState-U Governing Board

**HON. FAUSTINO RICARDO G. CAEDO**

Private Citizen Representative Member,  
BatState-U Governing Board

**HON. AMANDO A. PLATA**

President, Federation of Alumni Associations of Batangas State  
University Member, BatStateU-Governing Board

**HON. GEORGE P. COMPASIVO**

President, BatStateU Faculty Confederation  
Member, BatStateU-Governing Board

**HON. JOEY C. ESPINO**

President, BatState-U Supreme Student Council Confederation  
Member, BatState-U Governing Board

**HON. ENRICO M. DALANGIN**

University Secretary, Batangas State  
University Board Secretary

**TABLE OF CONTENTS:**

Introduction.....	1
Mission, Vision & Core Values.....	2
University Core Values.....	3
Board of Regents.....	4-5
Citizen’s Charter	
Office of the Director for Finance.....	6
Office of the Director for Sport Development Office.....	7-8
Office of the Director Public Relations.....	9
Resource Generation Office.....	10-12
Office of the Chairman for Bids and Awards Committee.....	13-19
Office of the Director for External Affairs.....	20-21
Office of the University Librarian.....	22-25
Health Services Office.....	26-29
Office of the Director for Administration Services.....	30-31
Extension Services Office.....	32
Office of the Director for Culture & Arts.....	33-34
Cashier’s Office.....	35-27
Office of the Director for Student Affairs Services.....	38
Office of the Assistant Director for Job Placement.....	39

**TABLE OF CONTENTS:**

Office of the Assistant Director for National Service Training Program..... 40

Office of the Assistant Director for Student Publication..... 41

Office of the Assistant Director for On-The-Job Training..... 42-43

Office of the Assistant Director for Student Discipline..... 44

Office of the Assistant Director for Student Organizations and Activities..... 45

Office of the University Registrar..... 46-60

Testing and Admission Office.....61-63





Revised 2017

# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR FOR ADMINISTRATION

**Feedback & Redress Mechanisms**

### University Vision

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**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT & SERVICE RECORD**  
 SCHEDULE OF AVILABILITY: January to December; Monday-Friday; 8:00-5:00 pm w/out noon break  
 WHO MAY AVAIL OF THE SERVICE?: Faculty Members, Employees and Separated Faculty Members and Employees  
 WHAT ARE THE REQUIREMENTS?: 1. Purpose for Certification  
 2. Clearance for Separated Faculty Members and Employees  
 DURATION: 30 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submits the Request Slip for Certification / Service Record  Presents Clearance (for Separated Faculty Members/ Employees)	Prepares Certificate of Employment and/or Service Record  Verifies the Certificate of Employment and/or Service Record  Brings Certificate of Employment and/or Service Record to the VPAF for signing	25 minutes	Human Resource Management Staff  Asst. Director, HRMO  Human Resource Management Staff, VPAF	N/A	Request Slip	Certificate of Employment and/or Service Record signed
2	Claims Certificate of Employment and/or Service Record	Records and Releases Certificate of Employment and/or Service Record	5 minutes	Human Resource Management Staff	N/A	Request Slip	Certificate of Employment and/or Service Record recorded and released
END OF TRANSACTION							

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap
4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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# OFFICE OF THE DIRECTOR FOR SPORTS DEVELOPMENT PROGRAM

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: DISSEMINATE INFORMATION REGARDING SPORTS SCHOLARSHIP PROGRAM**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Faculty, Public  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 15 minute

Step	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Reads announcement through posted tarpaulin and distributed flyers	Posts Tarpaulin of announcement on Sports Scholarship Programs and distributed flyers.	5 minutes	Office of Sports Development Program Personnel	N/A	N/A	Tarpaulin posted Flyers given out
2	Inquires and secures application form	Distributes application form	10 minutes	Office of Sports Development Program Personnel	N/A	N/A	Application Form distributed
END OF TRANSACTION							

**FRONTLINE SERVICE: ACCEPT FILLED-UP APPLICATION FORM**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Athletes who qualified in try-outs  
 WHAT ARE THE REQUIREMENTS?: a. NSO birth certificate  
 b. 4pcs. 2x2 pictures  
 c. Report of grades of the previous semester with no failing grades  
 DURATION: 5-10 minutes

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS	OUTPUT
1	Submits filled-up application form	Accepts and evaluates submitted application form	2-5 minutes	Office of Sports Development Program Personnel	N/A	-Statement of Commitment/ BatStateU-FO-SDP-01 -Certification for Scholarship Grant BatStateU-CE-SDP-02 -Certification for Scholarship Continuance BatStateU-CE-SDP-03	Application form accomplished
2	Presents Report of Rating during the previous semester (Old Members)	Evaluates the grades with no failing grades and dropped	3-5 minutes	Office of Sports Development Program Personnel	N/A	Report of Rating	Grades duly evaluated
3	Submits Application Forms to Scholarship Office for verification and for signature	Receives the approved original statement of commitment	5-10 minutes	Office of Sports Development Program Personnel	N/A	-Statement of Commitment/ BatStateU-FO-SDP-01 -Certification for Scholarship Grant BatStateU-CE-SDP-02 -Certification for Scholarship Continuance BatStateU-CE-SDP-03	Approved Statement of Commitment per athlete collected
END OF TRANSACTION							

**FRONTLINE SERVICE: GIVE APPLICATION FORM TO QUALIFIED OLD AND NEW ATHLETES**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Athletes who qualified in try-outs  
 WHAT ARE THE REQUIREMENTS?: A. NSO birth certificate  
 B. 4pcs. 2x2 pictures  
 C. Report of Grades  
 D. Certification of Passing the try-outs  
 DURATION: 5-10 minutes

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Secures application form	Gives application form	2-5 minutes	Office of Sports Development Program Personnel	N/A	-Statement of Commitment/ BatStateU-FO-SDP-01 -Certification for Passing the try-outs BatStateU-CE-SDP-01 -Certification for Scholarship Grant BatStateU-CE-SDP-02 -Parent's Consent/ Guardian Consent BatStateU FO-SOA-03 -Medical Certificate (issued by Infirmary)	Application forms issued
2	Inquires what to do to process the application form	Explains the terms and condition stated in the Statement of Commitment Explains how to fill-up application form and to comply with the requirements	5-10 minutes	Office of Sports Development Program Personnel	N/A	-Statement of Commitment/ BatStateU-FO-SDP-01 -Certification for Passing the try-outs BatStateU-CE-SDP-01 -Certification for Scholarship Grant BatStateU-CE-SDP-02 -Parent's Consent/ Guardian Consent BatStateU FO-SOA-03 -Medical Certificate	Process and procedure in filling up the application form explained well
END OF TRANSACTION							

**FRONTLINE SERVICE: ANSWER QUERIES ABOUT SPORTS PROGRAM**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Public  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 4-10 minutes

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS	OUTPUT
1	Inquires concerns to the Office Personnel	Answers and explains matters clearly and politely	5 minutes	Office of Sports Development Program Personnel	N/A	N/A	Inquiries duly addressed
2	Verifies the next steps depending on the nature of the inquiry	Explains what to do next	2-5 minutes	Office of Sports Development Program Personnel	N/A	N/A	Information properly disseminated
END OF TRANSACTION							





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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR FOR SPORTS DEVELOPMENT PROGRAM

**Feedback & Redress Mechanisms**

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**FRONTLINE SERVICE: CONDUCT TRY-OUTS FOR SPORTS PROGRAM**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Old and New Students  
 WHAT ARE THE REQUIREMENTS?: Registration Form and Medical Certificate  
 DURATION: 2 hours

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Inquires the scheduled try-outs in the different sports discipline	Announces/ Posts schedule of try-outs	2-4 minutes	Office of Sports Development Program Personnel	N/A	Recommendation Form / Health and Parental Waiver	Requirements and scheduled of try-outs understood by the clients
2	Participates in the scheduled try-outs conducted by trainers and coaches	Conducts series of try-outs	2-4 hours	Trainers & Coaches in different Sports Events	N/A	Recommendation Form/Health and Parental Waiver	Try-outs conducted
3	Reads announcement posted on bulletin board of the list of names who passed the try-outs	Posts on the bulletin board the list of name who passed the try-outs	2-5 minutes	Office of Sports Development Program Personnel	N/A	Recommendation Form/Health and Parental Waiver	Certification of passing issued to qualifiers
END OF TRANSACTION							

**FRONTLINE SERVICE: PROVIDE DOCUMENTS NEEDED FOR ACCREDITATION & OTHER SIMILAR PURPOSES**  
 SCHEDULE OF AVAILABILITY: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Different College/Department; Government Agencies; Student Organizations  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 12-32 minutes

STEP	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Inquires and submits letter of request approved by their respective immediate supervisor or its equivalent	Provides documents needed by the clients	10-30 minutes or maximum of one day depending the volume of documents needed	Office of Sports Development Program Personnel	N/A	N/A	Documents provided
2	Secures the requested document	Releases the document needed	2 minutes	Office of Sports Development Program Personnel	N/A	N/A	Documents provided
END OF TRANSACTION							

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# CITIZEN'S CHARTER

# OFFICE OF PUBLIC RELATIONS

Feedback & Redress Mechanisms

**FRONTLINE SERVICE: PUBLIC INFORMATION DISSEMINATION THROUGH TARPULIN/POSTER PRINTING**  
 SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday; 8:00-5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Internal and External Stakeholders  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 4 -5 Days

**FRONTLINE SERVICE: ORGANIZING PUBLIC RELATIONS EVENTS / ACITIVITIES**  
 SCHEDULE OF AVILABILITY OF SERVICE Monday-Wednesday; 8:00-5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Internal and External Stakeholders  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 10 Working Days

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Informs the events, milestones and University achievements	Verifies the information	1 hour	Director of Public Relations Staff	N/A	N/A	Information
2	Requests for the print out of promotional materials	Drafts the message to be printed/ checks the validity of the message if in case the client has already the prepared content	2hours	Director of Public Relations Staff	N/A	N/A	Information
3	Waits for the approval of the message/ content	Seeks the approval of VPEAICT regarding the content of the promotional materials	1 day	1.Director of Public Relations 2. Staff 3. VP of External Affairs	N/A	N/A	Information
4	Coordinates with the office regarding the layout	Layout the tarpaulin/ promotional material	1/2 day	Director of Public Relations Staff	N/A	N/A	Layout of the material
5	Follows up the printing of tarpaulin /poster or prints the tarpaulin poster	Completes the Purchase requests for the print out of materials or releases the approved content to the client for printing	2 days	1. Director of Public Relations 2. Procurement Office	N/A	Purchase request form	Approved purchase request
6	Waits for the printed tarpaulin/poster	Endorses the layout to Procurement Office	1/2 day	Staff	N/A	N/A	Lay out of the material
7.	Checks if the tarpaulin/ poster is already posted	Coordinates with the GSO with regards to the posting of tarpaulin/ poster	1/2 day	1.Director of Public Relations 2. Staff 3. General Services Office	N/A	N/A	Materials posted
END OF TRANSACTION							

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Informs the office about the events or the activity to be conducted	Verifies the information	1-2 hours	1. Director of Public Relations 2. Staff	N/A	N/A	Information
2	Provides details for the proposal	Prepares the proposal for the activity	1 day	1. Director of Public Relations 2. Staff	N/A	N/A	Information
3	Coordinates with the office for the approval of the proposal	Seeks the approval of the authority for the event/ activity	1 week	1. Director of Public Relations 2. Staff 3. VP of External Affairs 4. VP for Admin and Finance 5. University President	N/A	N/A	Approved proposal
4	Follows up the materials if procured in case the event/activity is internally funded	Coordinates with the procurement office for the materials needed for the activities	1 day	Director of Public Relations	N/A	Purchase request form	Approved purchase request
5	Cooperates with the office during the conduct of activity/ event on the scheduled time	Conducts the activity/ event on the scheduled time	Depends on the duration of the Actual Activity	1. Director of Public Relations 2. Staff	N/A	N/A	Event/ Activity conducted
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

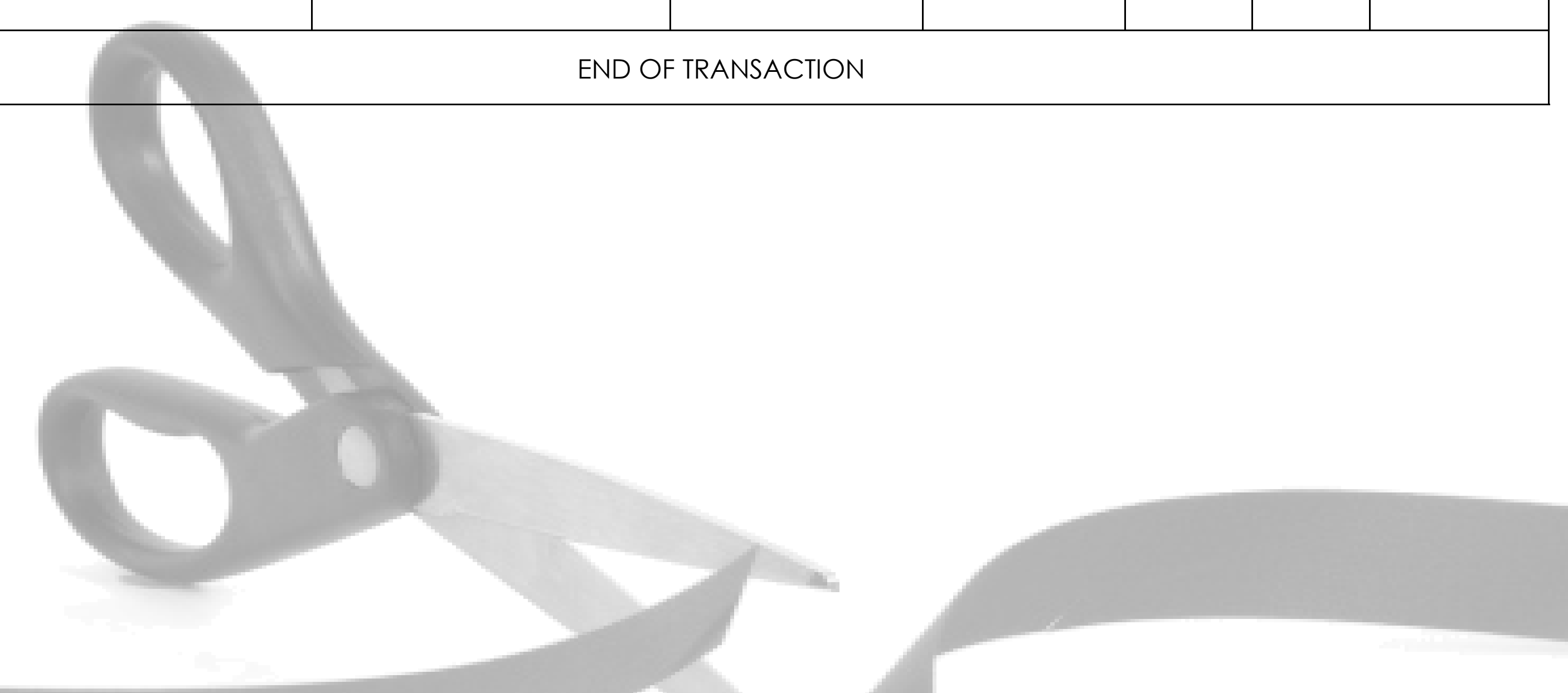
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# CITIZEN'S CHARTER

## RESOURCE GENERATION OFFICE

Feedback & Redress Mechanisms

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### FRONTLINE SERVICE: Rentals of University Facilities

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Wednesday; 8:00-5:00 pm

WHO MAY AVAIL OF THE SERVICE?: Students/Students Organization, Parents, Alumni, and other Interested Parties

WHAT ARE THE REQUIREMENTS?: a: Has the capabilities and capacity to rent University Facilities  
b: Identification Cards/Letter Request from official authorities

DURATION: 2 Days, 1 hour and 58 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires about the facility to be rented	Checks the availability of the facility being rented	10 mins.	RGO staff	N/A	N/A	Availability of the facility verified
2	Requests for ocular inspection	Assists the client/s in the ocular of the facilities	30 mins.	RGO staff	N/A	N/A	Facility inspected by clients.
3	Fills up application form	Evaluates the information in the application form	30 mins.	RGO staff	N/A	Application form	Filled up application form
4	Secures approval of the application form	Endorses the application form for approval	1 day	RGO staff Director VPAF	N/A	Application form	Approved application form
5	Signs Service Agreement	Secures signatures of the contracting parties	1 day	RGO staff Rentee VPAF	N/A	Approved application form, and Service Agreement	Signed and approved Service Agreement
6	Pays rentals of facilities	Requests the approved agreement for encoding of the down payment of rentals	5 mins.	RGO staff	10% of the rental fees as down payment (non-refundable)	Service Agreement	Official Receipt
7	Pays rentals equivalent to one day before the event	Requests the Service Agreement and official receipt of the down payment for encoding of the full payment	5 mins.	RGO staff	Full payment of the remaining balance of the rentals.	Service Agreement/ OR of the down payment	Official Receipt of the full payment.
8	Conducts the Event	Requests the approved Service Agreement for the entry of organizers and participants	15 mins.	RGO staff Security guards Utility personnel	N/A	Approved service agreement	Event is conducted
END OF TRANSACTION							

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**FRONTLINE SERVICE: SALES OF BOOKS**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** Integrated School ; First Semester: July - September  
 College : First Semester: July - October  
 Second Semester: January - March  
 Summer Classes: May - June  
**WHO MAY AVAIL OF THE SERVICE?:** Students or their representatives  
**WHAT ARE THE REQUIREMENTS?:** a: Students must be enrolled at BSU during the current academic period  
 b: Students or representative should had pre-identified the book/s as to its title.. author and edition of the books they are going to buy  
**DURATION:** 10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Gets the number from the queuing machine and proceeds to the counter for the book order form.	Issues book order form for the client to fill out the necessary information	1 minute	RGO Staff	N/A	Book Order form	Verified order form with initial of verifier.
2	Submits the filled up and verified book order form to the assigned RGO staff for encoding.	Encodes the book order form	2-3 minutes (depending to the number of books being purchased)	RGO staff	N/A	Book order slip	Encoded book order slip
3	Pays the amount of books purchased	Receives encoded book order slip for payment	3 minutes	RGO Cashier	Cost of books being purchased based on the encoded book order slip	Encoded book order slip	Official Receipt
4	Presents the original official receipt for claiming the purchased books based on the book order slip form	Verifies the authenticity of the official receipt	Two-three minutes (depending to the number of books being purchased)	RGO staff	N/A	Encoded book order slip and OfficialReceipt	Books issued to clients.
END OF TRANSACTION							

**FRONTLINE SERVICE: SALES OF MERCHANDISE/S (UNIVERSITY SHOP)**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** Monday-Wednesday; 8:00 AM - 5:00 PM  
 Saturday ; 8:00PM - 4:00 PM (4:00 PM - 5:00 PM weekly inventory)  
**WHO MAY AVAIL OF THE SERVICE?:** Students, Employees, Parents, Relatives of students, Guest and Stakeholders  
**WHAT ARE THE REQUIREMENTS?:** Should have the purchasing power to avail the merchandise/s offered at the University Shop  
**DURATION:** 3 minutes for cash term  
 5 minutes for credit term

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Chooses the item/s to purchase	Assists clients as to their inquiries and needs	1 minute	RGO staff	None	None	Item/s to purchase selected
2	Endorses the item/s for payment	Checks the item/s given for payment & packing	2 minutes for cash term; 4 minutes for credit term.	RGO staff	Cost of the items being purchased	None for cash payment. Delivery Receipt & Inspection Receipt for credit terms.	Official receipt and the items purchased given to clients for cash purchase. Delivery receipt & items purchased given to clients for credit purchased.
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## RESOURCE GENERATION OFFICE

Feedback & Redress Mechanisms

### FRONTLINE SERVICE: SALES OF UNIFORMS

SCHEDULE OF AVAILABILITY OF SERVICE: Monday - Friday; 8:00 AM - 5:00 PM

WHO MAY AVAIL OF THE SERVICE?: Students or their representatives

WHAT ARE THE REQUIREMENTS?: a: Students must be enrolled at BSU during the current academic period

b: Students or representative should had pre-determined the size of the uniform they are going to purchase.

DURATION: 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Gets the number from the queuing machine and proceed to the counter for the uniform order form.	Issues uniform order form for the client to fill out the necessary information	1 minute	RGO Staff	N/A	Uniform Order form	Verified order form as to requirement. Sizes and type of uniform with initial of the verifier.
2	Submits the filled up and verified uniform order form to the assigned RGO staff for encoding.	Receives the order form for the sizes and fittings.	5-8 minutes (depending to the number of uniform for fittings)	RGO staff	N/A	Uniform order slip	Encoded uniform order slip
3	Pays the amount of uniforms being purchased	Receives of encoded uniform order slip for payment	3 minutes	RGO Cashier	Cost of uniform/s being purchased based on the encoded order slip	Encoded uniform order slip	Official Receipt
4	Presents the original official receipt for claiming the purchased uniform/s based on the order slip form	Verifies on the authenticity of the official receipt	2-3 minutes (depending to the number of uniforms being purchased)	RGO staff	N/A	Encoded order slip and Official Receipt	Uniform/s issued to clients.
END OF TRANSACTION							

### FRONTLINE SERVICE: ISSUANCE OF INSURANCE CERTIFICATE

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Wednesday; 8:00-5:00 pm

WHO MAY AVAIL OF THE SERVICE?: a: Regular/irregular students with full academic load during the semester

b: BatStateU faculty and employees

WHAT ARE THE REQUIREMENTS?: a: Students must be enrolled during the semester

b: Contractual Faculty members and job-order employees must have a contract during the semester

DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires for insurance certificate	Requires the registration form and school ID	1 minute	RGO staff	N/A	N/A	Verified as bonafide student
2	Requests for insurance certificate	Verifies the requirements for encoding of insurance certificate	2 minutes	RGO staff	N/A	N/A	Issued insurance certificate.
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at batstateu.hrmo@gmail.com

3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap

4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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# CITIZEN'S CHARTER

## OFFICE OF THE CHAIRMAN FOR BIDS AND AWARDS COMMITTEE

Feedback  
&  
Redress  
Mechanisms

FRONTLINE SERVICE: **PUBLIC BIDDING FOR THE PROCUREMENT OF CIVIL WORKS**

SCHEDULE OF AVILABILITY OF SERVICE: January - December; Mondays - Fridays; 8:00 AM - 5:00 PM

WHO MAY AVAIL OF THE SERVICE?: Contractors with valid PHILGEPS Membership Registration, Tax Clearance and PGAB License

WHAT ARE THE REQUIREMENTS?: a. Letter or Intent

b. valid PHILGEPS membership Registration, Tax Clearance and PCAB License

DURATION: 26-156 days

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Purchases Bidding Document	Receive the bidder's letter of intent, verifies PHILGEPS Certificate of Registration in PHILGEPS website and directs the bidder to the cashiers office to pay the bidding documents	15 minutes	BAC Secretariat	Standard Rate as Indicated under APPENDIX 8 of the IRR	Payment Slip	Payment Receipt, Bidding Document, Checklist of Eligibility Requirements, blueprint of plans and drawings
2	Attends Pre-bid Conference	1. Assists the bidder to sign to the attendance sheet 2. Discusses the bidding procedure, the contents of 3. Eligibility requirements and envelope system 4. Answers queries from the bidder 5. Takes note of minutes of the meeting	1 hour	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat	N/A	1. Attendance Sheet 2. Checklist of Requirements	Attendance of the Bidder, queries has been answered or supplemental bid bulletin posted for public view if any; and minutes of the meeting
3	Submits Bid	1. Assists the bidder to drop their bid in drop box 2. Assists them to sign the attendance sheet 3. Conducts preliminary evaluation of the submitted documents 4. Determines compliance of the bidders to the documents Required	1 hour	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 4. BAC Secretariat	N/A	1. Attendance Sheet 2. Checklist of Requirements 3. Abstract as Read 4. Notice of Ineligibility	Result of Eligibility/Financial Bid screening using (PASSED/FAILED) criterion and minutes of the meeting





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&  
Redress  
Mechanisms

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
4	Waits until further notice	Conducts detailed bid evaluation	Maximum of 7 calendar days after the submission of Bid	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat 6. Observers	N/A	1. Attendance Sheet 2. Checklist of Requirements 3. Abstract as Calculated	Result of Financial Bid evaluation (PASSED/FAILED) criterion, recommendation of the lowest/single calculated responsive bid, minutes of the meeting and letter of disqualification to the non-compliant bidder
5	Submits Motion for Reconsideration (if any)	Prepares letter pertaining to the grounds of non-compliance	Within 3 days after filing of motion for reconsideration	1. BAC Chairman 2. BAC Member 3. TWG 4. End User	N/A	N/A	Reconsideration resolved
6	Waits until further notice	Prepares letter of post qualification and sends to the single/lowest calculated bidder	1 day after the Detailed evaluation of financial bid	1. BAC Chairman 2. BAC Secretariat	N/A	N/A	Post qualification requirements to the single/lowest calculated bidder sent
7	Submits Post Qualification Requirements	1. Receives requirements and verifies the authenticity and validity of the CLASS A documents. 2. Conducts thorough evaluation of the submitted Requirements	Within 5 calendar days after the detailed evaluation	1. BAC Chairman 2. BAC Member 2. TWG 3. End User 4. BAC Secretariat 5. Observers	N/A	1. Matrix of Verification of Authenticity and Validity 2. Checklist of Requirements	Result of Post Qualification evaluation using (PASSED/ FAILED) criterion, declaration of the winning bidder, minutes of the meeting and letter of the post disqualification to the non-compliant bidder (if any)
8	Receives Notice of Award	Asks the winning bidder to conform the notice and informs them to submit Performance S	1 calendar day after the Board of Regents (BOR) approval	1. BAC Chairman 2. University President 3. BAC Secretariat	N/A	N/A	Notice of Award conformed

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**Feedback  
&  
Redress  
Mechanisms**

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
9	Submits Performance Bond	Contacts the issuing company for the confirmation of validity and authenticity of the issued performance bond	Depends on the response of the issuing company	BAC Secretariat	N/A	N/A	Certification of validity and authenticity of the issued performance security from the issuing company
10	Waits until further notice	Prepares Construction Agreement (Contract) and forwards the same to the Legal Department for review and evaluation	Upon review of the Legal Department	1. BAC Secretariat 2. Legal Department	N/A	N/A	Reviewed and Finalized Construction Agreement (Contract)
11	Signs the Construction Agreement (Contract)	Informs the winning bidder to sign and notarize the contract	Within 1 calendar day after the finalization of the Construction Agreement (Contract)	1. Winning Bidder 2. University President	N/A	N/A	Signed and Construction Agreement (Contract)
12	Receives Notice to Proceed	Instructs the winning bidder to conform the notice	Within 1 calendar day after the Signed Approved Construction Agreement (Contract)	1. University President	N/A	N/A	Conformed Notice to Proceed
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE CHAIRMAN FOR BIDS AND AWARDS COMMITTEE

Feedback  
&  
Redress  
Mechanisms

**FRONTLINE SERVICE: PUBLIC BIDDING FOR THE PROCUREMENT OF GOODS**

SCHEDULE OF AVAILABILITY OF SERVICE: January - December; Mondays - Fridays; 8:00 AM - 5:00 PM  
 WHO MAY AVAIL OF THE SERVICE?: Suppliers with valid PHILGEPS Membership Registration, Tax Clearance  
 WHAT ARE THE REQUIREMENTS?: a. Letter or Intent  
 b. valid PHILGEPS membership Registration, Tax Clearance  
 DURATION: 26-136 days

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Purchases Bidding Document	Receipt of the bidder's letter of intent, verifies PHILGEPS Certificate of Registration in PHILGEPS website and directs the bidder to the cashiers office to pay the bidding documents	15 minutes	BAC Secretariat	Standard Rate as indicated under APPENDIX 8 of the IRR	Request Payment Slip	Payment Receipt, Bidding Document, Checklist of Eligibility Requirements, blueprint of plans and drawings
2	Attends Pre-bid Conference	Assists the bidder to sign in attendance sheet  Discusses the bidding procedure, the contents of eligibility requirements, envelope system  Answers queries from the bidder  Takes note of minutes of the meeting	1 hour	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat	N/A	Attendance Sheet  Checklist of Requirements	Attendance of the Bidder, queries has been answered or supplemental bid bulletin will be posted for public view if any; and minutes of the meeting
3	Submits Bid	1. Assists the bidder to drop their bid in drop box 2. Assists them to sign the attendance sheet 3. Conducts preliminary evaluation of the submitted documents 4. Determines compliance of the bidders to the documents Required	1 hour	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat	N/A	1. Attendance Sheet 2. Checklist of Requirements 3. Abstract as Read 4. Notice of Ineligibility	Result of Eligibility/Financial Bid screening using (PASSED/FAILED) criterion and minutes of the meeting
4	Waits until further notice	Conducts detailed bid evaluation	Maximum of 7 calendar days after the submission of Bid	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat 6. Observers	N/A	1. Attendance Sheet 2. Checklist of Requirements 3. Abstract as Calculated	Result of Financial Bid evaluation (PASSED/FAILED) criterion, recommendation of the lowest/single calculated responsive bid, minutes of the meeting and letter of disqualification to the non-compliant bidder





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# CITIZEN'S CHARTER

## OFFICE OF THE CHAIRMAN FOR BIDS AND AWARDS COMMITTEE

Feedback  
&  
Redress  
Mechanisms

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
5	Submits Motion for Reconsideration (if any)	Prepares letter pertaining to the grounds of on-compliance	Within 3 days after filing of motion for reconsideration	1. BAC Chairman 2. BAC Member 3. TWG 4. End User	N/A	N/A	Reconsideration resolved
6	Waits until further notice	Prepares letter of post qualification and sends to the single/lowest calculated bidder	1 day after the Detailed evaluation of financial bid	1. BAC Chairman 2. BAC Secretariat	N/A	N/A	Post qualification requirements to the single/lowest calculated bidder sent
7	Submits Post Qualification Requirements	1. Receives requirements and verifies the authenticity and validity of the CLASS A documents. 2. Conducts thorough evaluation of the submitted requirements	Within 5 calendar days after the detailed evaluation	1. BAC Chairman 2. BAC Member 3. TWG 4. End User 5. BAC Secretariat 6. Observers	N/A	1. Matrix of Verification of Authenticity and Validity 2. Checklist of Requirements	Result of Post Qualification evaluation using (PASSED/ FAILED) criterion, declaration of the winning bidder, minutes of the meeting and letter of the post disqualification to the non-compliant bidder (if any)
8	Receives Notice of Award	Asks the winning bidder to conform the notice and informs them to submit Performance S	1 calendar day after the Board of Regents (BOR) approval	1. BAC Chairman 2. University President 3. BAC Secretariat	N/A	N/A	Notice of Award conformed
9	Submits Performance Bond	Contacts the issuing company for the confirmation of validity and authenticity of the issued performance bond	Depends on the response of the issuing company	BAC Secretariat	N/A	N/A	Certification of validity and authenticity of the issued performance security from the issuing company
10	Waits until further notice	Prepares Construction Agreement (Contract) and forwards the same to the Legal Department for review and evaluation	Upon review of the Legal Department	1. BAC Secretariat 2. Legal Department	N/A	N/A	Reviewed and Finalized Construction Agreement (Contract)

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# CITIZEN'S CHARTER

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**Feedback  
&  
Redress  
Mechanisms**

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
11	Signs the Construction Agreement (Contract)	Informs the winning bidder to sign and notarize the contract	Within 1 calendar day after the finalization of the Construction Agreement (Contract)	1. Winning Bidder 2. University President	N/A	N/A	Signed and Construction Agreement (Contract)
12	Receives Notice to Proceed	Instructs the winning bidder to conform the notice	Within 1 calendar day after the Signed Approved Construction Agreement (Contract)	University President	N/A	N/A	Conformed Notice to Proceed
END OF TRANSACTION							



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# CITIZEN'S CHARTER

## OFFICE OF THE CHAIRMAN FOR BIDS AND AWARDS COMMITTEE

Feedback  
&  
Redress  
Mechanisms

### FRONTLINE SERVICE: PUBLIC BIDDING FOR THE PROCUREMENT OF CONSULTING SERVICES

SCHEDULE OF AVAILABILITY OF SERVICE: January - December; Mondays - Fridays; 8:00 AM - 5:00 PM

WHO MAY AVAIL OF THE SERVICE?: Depending on the Nature of the Project

WHAT ARE THE REQUIREMENTS?: a. Presentation of Expression of Interest

b. Curriculum Vitae, Quotation together with the necessary documents

DURATION: 36-180 days

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submits Expression of Interest, Curriculum Vitae and Quotation Payment	Checks the completeness of Documents submitted	1 hour	BAC Secretariat	N/A	N/A	Verified the completeness of the documents
2	Waits until further notice	Conducts preliminary evaluation	1 calendar days after the submission of documents	Technical Working Group	N/A	N/A	TWG Evaluation Report
3	Attends negotiation meeting	Conducts negotiation meeting and assists the consultant to sign in attendance sheet	1 calendar day after the TWG Evaluation Report	1. BAC Chairman 2. Members 3. TWG 4. Consultant	N/A	N/A	Finalized Terms and Conditions of the Contract of Service
4	Signs in the Section IV Guidelines of the Contract Implementation	Assists the consultant in signing the Guidelines of the Contract Implementation for the Procurement of Consulting Services	1 calendar after the finalization of the Terms and Conditions of the contract of service	BAC Secretariat	N/A	N/A	Conformity signed
5	Waits until further notice	Prepares Service Agreement (Contract) and forwards the same to the Legal Department for review and evaluation	Upon review of the Legal Department	1. BAC Secretariat 2. Legal Department	N/A	N/A	Reviewed and Finalized Service Agreement (Contract)
6	Signs Contract	Assists the consultant Service Agreement (Contract)	Within 1 calendar day after the finalization of Service Agreement (Contract)	1. Consultant 2. University President	N/A	N/A	Signed Approved Service Agreement (Contract)
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR EXTERNAL AFFAIRS

Feedback  
&  
Redress  
Mechanisms

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FRONTLINE SERVICE: **1. Renewal/ Extension/ Conversion/ Downgrading of Visa**  
**2. Application of Visa (for Student Internship Abroad Program)**

SCHEDULE OF AVAILABILITY OF SERVICE: Mondays - Fridays; 8:00 AM - 5:00 PM  
WHO MAY AVAIL OF THE SERVICE?: Foreign and Local Student  
WHAT ARE THE REQUIREMENTS?: a. Passport  
b. Transcript of Records  
c. Accomplished Application Forms  
d. Certificate of Acceptance  
e. CHED Endorsement (for Transferees)  
f. Bureau of Quarantine Medical Clearance (extension)  
g. Photocopy of BI school accreditation ID

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Collects requirements for Renewal/ Extension/ Conversion of Visa	Collects documents and requirements	1-2 days	Director, EAO staff	1. For Special Study Permit = P7000 2. For Extension of Student Visa = P12000 3. For Conversion of Tourist Visa to Student Visa = P12500	1. BI FORM CGAF-003-Rev 2 2. Consolidated General Application Form for Student Visa and Special Study Permit	Requirements completed
2	Checks and submits the documents for submission	Checks the requirements and documents submitted and prepares them for submission to the Bureau of Immigration	1-2 days	Director, EAO staff	N/A	N/A	Documents submitted
3	Waits for the release of the visa and/or the passport	Updates on the availability of the passport from Bureau of Immigration. Once available, proceeds to pick up the passport	2-4 weeks	Director, EAO staff	N/A	N/A	Passport with student's visa certification and receipt from Bureau of Immigration collected and returned to student
END OF TRANSACTION							

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3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap
4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR EXTERNAL AFFAIRS

Feedback  
&  
Redress  
Mechanisms

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FRONTLINE SERVICE: **ASSISTANCE TO CURRENT AND INCOMING FOREIGN STUDENTS WITH ENROLLMENT PROCESS**

SCHEDULE OF AVAILABILITY OF SERVICE: Mondays - Fridays; 8:00 AM - 5:00 PM

WHO MAY AVAIL OF THE SERVICE?: Foreign Student

WHAT ARE THE REQUIREMENTS?:

- Passport
- Transcript of Records
- Certificate of Acceptance
- CHED Endorsement (for Transferees)
- Bureau of Quarantine Medical Clearance (extension)
- Other Supporting Documents

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires on the availability of courses desired and requirements for admission	Hands out brochure and list of Requirements needed for enrolment	1-2 hour	Director, EAO Staff	N/A	N/A	List of requirements given and inquiries answered
2	Submits original and copies of documents and other requirements	1. Collects documents and requirements for evaluation 2. Refers to Testing and Admission Office for Examination	2 days	Director, EAO Staff	N/A	Foreign Student Application Form	Documents submitted
3	Assist Foreign students for enrollment procedure	1. Endorses the student to Registrar 2. Assists at the Assessment of Fees	1-2 days	Director, EAO Staff	N/A	Application Form for College from Testing and Admission Office	New Foreign student enrolled
END OF TRANSACTION							

FRONTLINE SERVICE: **1. Immigration Clearance  
2. Embassy Clearance  
3. CHED Endorsement**

SCHEDULE OF AVAILABILITY OF SERVICE: Mondays - Fridays; 8:00 AM - 5:00 PM

WHO MAY AVAIL OF THE SERVICE?: Foreign and Local Student

WHAT ARE THE REQUIREMENTS?:

- Passport
- Transcript of Records
- Accomplished Application Forms
- Certificate of Acceptance
- CHED Endorsement (for Transferees)
- Bureau of Quarantine Medical Clearance (extension)
- Photocopy of BI school accreditation ID

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Collects the documents needed	Collects documents and requirements for Immigration Clearance CHED Endorsement or Embassy Clearance	3-5 days	Director, EAO Staff	Clearance fees, if any	N/A	Requirements completed
2	Submits application of clearance or endorsement	Checks requirements and documents and submits them to the office concerned	1-2 days	Director, EAO Staff	N/A	N/A	Documents submitted
3	Verifies if clearance/ endorsement is available	Calls and updates concerned offices if documents are not yet available and picks up clearance or endorsement from Bureau of Immigration, CHED or Embassy once available	1-3 weeks	Director, EAO Staff	N/A	N/A	Clearance from Bureau of immigration, CHED or Embassy received and given to student
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY LIBRARIAN

**Feedback & Redress Mechanisms**

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**FRONTLINE SERVICE: LIBRARY REFERENCE ASSISTANCE /GUIDANCE**  
 SCHEDULE OF AVILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm  
 Saturday –Sunday; 8:00 am– 5:00 pm  
 Midterm Classes : Monday– Friday; 8:00 am– 5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public  
 WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID  
 DURATION: 6 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID and logs in (Automated system for Library Users)	Verifies the validity of the ID / ID Scanning	1 minute	Library Staff	N/A	BatStateU-REC-LB-09: Logbook on Library Users	Clients ID verified
2	Asks the reference librarian regarding the policies and regulation including library holdings	Provides library guide	2 minutes	Reference librarian / Library Staff	N/A	N/A	Library guide provided
END OF TRANSACTION							

**FRONTLINE SERVICE: BORROWING AND RETURNING OF LIBRARY MATERIALS**  
 SCHEDULE OF AVILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm  
 Saturday –Sunday; 8:00 am– 5:00 pm  
 Midterm Classes : Monday– Friday; 8:00 am– 5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public  
 WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID  
 Duration: 10 minutes (7 minutes borrowing and 3 minutes borrowing)

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID	Verifies the validity of the ID / ID Scanning	1 minute	Librarian/ Library Staff	N/A	BatStateU-REC-LB-05: Logbook on Library Users	Client's ID verified
2	Asks for the availability of library materials	Searches using the Online Public Access Catalog (OPAC)	5 minute	Librarian/ Library Staff	N/A	N/A	Availability of library materials checked
3	Presents the book / materials and ID	Barcode/ID Scanning	1 minute	Librarian/ Library Staff	N/A	BatStateU-REC-LIB-02 : Logbook on Borrowed Books BatStateU-REC-LIB-03 : Logbook on Borrowed Periodicals and AV Materials BatStateU-REC-LIB-04 : Logbook on Borrowed Theses / Dissertations	Checks-in data recorded
4	Gets the borrowed materials	Lends library materials	1 minute	Librarian/ Library Staff	N/A	N/A	Library materials borrowed
5	Presents borrowed materials and receipt	Receives materials and receipt Scans barcode/ID, stamps and signs receipt, shelves the materials	2 minutes	Librarian/ Library Staff	N/A	N/A	Materials returned and records cancelled
END OF TRANSACTION							

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Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: ISSUANCE OF REFERRAL LETTER**  
 SCHEDULE OF AVAILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm  
 Saturday –Sunday; 8:00 am– 5:00 pm  
 Midterm Classes ; Monday– Friday; 8:00 am– 5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public  
 WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID  
 DURATION: 8-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID and log in (Automated system for Library Users)	Verifies the validity of the ID / ID Scanning	1 minute	Librarian/ Library Staff	N/A	BatStateU-LIB-LB-05 : Logbook on Library Users	ID Verified
2	Accomplishes Referral Letter Slip	Checks the accomplished slip and encodes the referral letter and have it signed	8 minutes	Librarian/ Authorized Signatory Library Staff	N/A	BatStateU-FO-LIB-07: Referral Letter Request Slip	Accomplished slip checked and referral letter encoded
3	Gets the referral letter	Issues the referral letter	1 minute	Librarian/ Library Staff	N/A	N/A	Referral letter issued
END OF TRANSACTION							

**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION FOR SUBMISSION OF THESES AND DISSERTATIONS**  
 SCHEDULE OF AVAILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm  
 Saturday –Sunday; 8:00 am– 5:00 pm  
 Midterm Classes ; Monday– Friday; 8:00 am– 5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public  
 WHAT ARE THE REQUIREMENTS?:  
 a. Student ID, Employee ID , Registration Form or any Valid ID  
 b. Hardbound Copy of Theses / Dissertations  
 c. Photocopy of Theses Abstract / Summary, Front/Title page abs Approval Sheets  
 d. Soft Copy of Theses Abstract / Summary and send to batstateumainlibrary@gmail.com  
 DURATION: 8-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID and log in (Automated system for Library Users)	Verifies the validity of the ID / ID Scanning	1 minute	Librarian/ Library Staff	N/A	BatStateU-LB-LIB-05 : Logbook on Library Users	ID Verified
2	Presents the hardbound copy of theses / dissertation	Checks the theses / dissertations	1 minute	Librarian/ Library Staff	N/A	N/A	Theses / dissertation checked
3	Submits the requirements	Checks the requirements submitted, records and encodes the certification and have it signed	7 minutes	Librarian/ Authorized Signatory Library Staff	N/A	N/A	Requirements checked, Theses / dissertation recorded and certification checked and signed
4	Gets the Certification	Issues the certification	1 minute	Librarian/ Library Staff	N/A	BatStateU-CE-11: Certification for Submission of Theses / Dissertations	Certification issued
END OF TRANSACTION							

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# CITIZEN'S CHARTER

# OFFICE OF THE UNIVERSITY LIBRARIAN

Feedback & Redress Mechanisms

## FRONTLINE SERVICE: COMPUTER/INTERNET ACCESS IN THE E- LIBRARY

SCHEDULE OF AVILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm

Saturday –Sunday; 8:00 am– 5:00 pm

Midterm Classes ; Monday– Friday; 8:00 am– 5:00 pm

WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public

WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID

DURATION: 60-70 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID and log in (Automated system for Library Users)	Verifies the validity of the ID and check if the student has an existing account	2 minutes	Librarian/ Library Staff	N/A	BatStateU-REC-LB-09 : Logbook on Library Users BatStateU-LB-LIB-01: Logbook on the use of eLibrary	ID Verified
2	Proceeds to the available computer unit	Assists the clients in using the computer	2 minutes	IT-in-charge	N/A	N/A	E-Library clients guided
3	Accesses the internet	The system the e-Library will automatically start and end the session	60 minutes	IT-in-charge	N/A	BatStateU-REC-LB-09 : Logbook on Library Users	Services were delivered in the E-Library
END OF TRANSACTION							

## FRONTLINE SERVICE: LIBRARY SIGNING OF CLEARANCE

SCHEDULE OF AVILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm

Saturday –Sunday; 8:00 am– 5:00 pm

Midterm Classes ; Monday– Friday; 8:00 am– 5:00 pm

WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public

WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the clearance form	Checks the clearance Checks the students' / employee's records Signs clearance	8 minutes	Librarian/ Authorized Signatory Library Staff	N/A	Clearance form	Checked Clearance Students' / Employee's records verified Clearance signed
2	Gets the Clearance and signs in the logbook	Issues the clearance	1 minute	Librarian/ Library Staff	N/A	BatStateU-LB-LIB-07: Logbook for Clearance	Clearance issued
END OF TRANSACTION							

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Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: PHOTOCOPYING OF MATERIALS**  
 SCHEDULE OF AVAILABILITY: Regular Semester : Monday-Friday; 7:00 am –7 :00 pm  
 Saturday –Sunday; 8:00 am– 5:00 pm  
 Midterm Classes ; Monday– Friday; 8:00 am– 5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student, Faculty, Non– Teaching Personnel , Public  
 WHAT ARE THE REQUIREMENTS?: Student ID, Employee ID , Registration Form or any Valid ID  
 DURATION: 6-7minutes (depending on the number of copies)

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID and log in (Automated system for Library Users)	Checks the Validity of the ID	1 min.	Librarian/ Library Staff	N/A	BatStateU-LB-LIB-05 : Logbook on Library Users	ID verified and checked
2	Gets theses/ dissertation / materials in the shelves	Scans barcode/ID, prints and signs the receipt	5 minutes	Librarian / Library Staff	N/A	BatStateU-LB-LIB-04 : Logbook on Borrowed Theses / Dissertations	Check-in data recorded
3	Returns the books / library materials borrowed	Checks the borrowed materials and cancels the record in the book card	1 minutes	Librarian/ Library Staff	N/A	N/A	Books / materials photocopied
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## HEALTH SERVICES OFFICE

**Feedback & Redress Mechanisms**

### FRONTLINE SERVICE: **MEDICAL EXAMINATION OF NEW STUDENTS**

SCHEDULE OF AVAILABILITY: Monday-Saturday; 8:00-5:00 pm w/out noon break

WHO MAY AVAIL OF THE SERVICE?: New Students / Transferees

WHAT ARE THE REQUIREMENTS?: Chest X-Ray; 2x2 ID picture; Admission slip

DURATION: 30-45 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists client in logging in	1-2 minutes	Medical Staff	N/A	Transaction Record Logbook	Transaction commenced
2	Accomplishes Student Health Record	1.Takes history of past and present illness of the client. 2.Takes vital signs and render thorough physical examination	20 minutes	Medical Staff	N/A	Student Health Record	Accomplished Student Health Record
3	Undergoes medical re-assessment and evaluation	1.Physician conducts physical assessment and evaluation 2.Patient is referred to specialist in case of findings	20 minutes for case findings	Medical Officer	N/A	1.Student Health Record 2.Referral Form 3.Prescription pad	Reassessment and evaluation made.
4	Logs out	Assists client in logging out	1-2 minutes	Medical Staff	N/A	Transaction Record Logbook	Transaction completed
END OF TRANSACTION							

### FRONTLINE SERVICE: **DENTAL EXAMINATION OF NEW STUDENTS**

SCHEDULE OF AVAILABILITY: Monday-Wednesday; 8:00-5:00 pm w/out noon break

WHO MAY AVAIL OF THE SERVICE?: New Students / Transferees

WHAT ARE THE REQUIREMENTS?: None

DURATION: 10-15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists the client	30 seconds	Medical Staff	N/A	Transaction Record Log book	Transaction commenced
2	Proceeds to dental clinic	Assists the client	30 seconds	Medical Staff	N/A	None	Assistance rendered
3	Accomplishes the form	Assists the client	1- minute	Dentist	N/A	School Dental Examination Record	Assistance rendered in accomplishing personal information
4	Dental/Oral examination	Thoroughly examines and assesses the oral cavity and educates the client about dental health	5-10 minutes	Dentist	N/A	School Dental Examination Record	Thoroughly examined and assessed the oral cavity and dental health Teachings rendered.
5	Logs out	Assists the client	30 seconds	Medical Staff	N/A	Transaction Record Log book	Transaction completed
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## HEALTH SERVICES OFFICE

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: MEDICAL EXAMINATION OF NEWLY HIRED EMPLOYEE/ FACULTY**  
 SCHEDULE OF AVAILABILITY: Monday-Saturday; 8:00-5:00 pm w/out noon break  
 WHO MAY AVAIL OF THE SERVICE?: Newly Hired Employee/Faculty  
 WHAT ARE THE REQUIREMENTS?: **Permanent:** CSC Form No. 211; Chest X-ray; CBC; Urinalysis; Drug test; and 1x1 I.D. picture  
**Job Order and Part-time:** Medical Evaluation Form; Chest X-ray and 1x1 I.D. picture  
 DURATION: 30-50 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists client in logging in	1-2 minutes	Medical Staff	N/A	Transaction Record Logbook	Transaction commenced
2	Accomplishes Pre-Employment Examination Form. Presents CSC Form 211/ Medical Evaluation Form and Laboratory results	1.Takes history of past and present illness of the client. 2.Takes vital signs and render thorough physical Examination	15-30 minutes under normal condition	Nurse and Medical Officer	N/A	Pre-Employment Examination Form CSC Form 211 Medical Evaluation Form	Accomplished Pre-Employment Examination Form
3	Undergoes medical re-assessment and evaluation	Physician conducts physical assessment and evaluation. A. Signing of CSC Form 211 (Permanent) Medical Evaluation Form (Job Order) B. In case of findings: b.1. Holds issuance of medical clearance b.2. client is given treatment or referred to a specialist	17 minutes	Medical Officer	N/A	CSC Form 211 Medical Evaluation Form Referral Form	Signed CSC Form 211/ Medical Evaluation Form
4	Logs out	Assists client in logging out	1-2 minutes	Medical Staff	N/A	Transaction Record Logbook	Transaction completed
END OF TRANSACTION							

**FRONTLINE SERVICE: DAILY CONSULTATION AND MEDICAL TREATMENT**  
 SCHEDULE OF AVAILABILITY: Monday-Wednesday; 8:00-5:00 pm w/out noon break  
 WHO MAY AVAIL OF THE SERVICE?: Students, Faculty and Employees  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 30 minutes-1hour

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists the client	30 seconds	Medical Staff	N/A	Transaction Record Log book	Transaction commenced
2	Undergoes nursing assessment	1.Retrieves Medical Record of the client 2.Gets vital signs and takes history of the client	15-20 minutes	Admin Aide/ Nurse	N/A	1.Medical Record 2.Consultation Form	Vital signs recorded and client's history taken
3	Undergoes initial treatment and medical evaluation	1.Renders First aid treatment 2.Physician assesses the client and evaluates the client's condition Depending upon the findings, the client shall be : 1.Allowed to stay for some time in the clinic inpatient's room for further evaluation and management. 2.Advised to go home a after the clinic staff has informed and arranged the matter with the client's parent/ guardian for: -Those running temperature of 37.8° and above. -Those suffering from contagious diseases like measles, chicken pox, sore eyes, etc. -Those whose symptoms are unbearable or severe are not relieved with the initial medication in the clinic. -Those who need further bed rest. -Referral to hospitals for complicated cases.	33 minutes	Medical Officer/ Nurse	N/A	Medical Record Referral Slip Excuse Slip Prescription pad	1.First aid treatment rendered 2.Evaluation and medical management made
4	Logs out	Assists the client	1-2 minutes	Medical Staff	N/A	Transaction Record Log book	Transaction completed
END OF TRANSACTION							





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# CITIZEN'S CHARTER

## HEALTH SERVICES OFFICE

Feedback & Redress Mechanisms

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FRONTLINE SERVICE: **DENTAL CONSULTATION/TREATMENT**

SCHEDULE OF AVAILABILITY: Monday-Wednesday; 8:00-5:00 pm w/out noon break  
 WHO MAY AVAIL OF THE SERVICE?: Students, Faculty and Employees  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 30 minutes-2 hours

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists the client	30 seconds	Medical Staff	N/A	Transaction Record Log Book	Transaction commenced
2	Proceeds to dental clinic	Assists the client	30 seconds	Medical Staff	N/A	None	Assistance rendered
3	Relays chief complaint	Retrieves previous Dental Record and receives chief complaints of the client	1 minute	Dentist	N/A	School Dental Examination Record	Previous Dental record was retrieved and received chief complaint
4	Dental Consultation/ Treatment	Thoroughly examines and assesses the oral cavity based on the client chief complaint. Renders immediate treatment if necessary, if not client is scheduled for treatment. Prescribes medicines or medicaments if needed.	30 minutes-2 hours	Dentist	N/A	School Dental Examination Record	Examined, assessed, prescribed medicines and/or treatment rendered to the client
6	Logs out	Assist the client	30 seconds	Medical Staff	N/A	Transaction Record Log Book	Transaction completed
END OF TRANSACTION							

FRONTLINE SERVICE: **ISSUANCE OF DENTAL CERTIFICATE**

SCHEDULE OF AVAILABILITY: Monday-Wednesday; 8:00-5:00 pm w/out noon break  
 WHO MAY AVAIL OF THE SERVICE?: Students, Faculty and Employees  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 10-15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists the client	30 seconds	Medical Staff	N/A	Transaction Record Log Book	Transaction commenced
2	Proceeds to dental clinic	Assists the client	30 seconds	Medical Staff	N/A	None	Assistance rendered
3	Relays the purpose	Retrieves previous Dental Record	1 minute	Dentist	N/A	School Dental Examination Record	Dental Record was retrieved
4	Dental Examination	Thoroughly examines and assesses the oral cavity	5 minutes	Dentist	N/A	School Dental Examination Record	Examined and assessed the oral cavity of the client
5	Gives personal information	Issuance of Dental Certificate	1-2 minutes	Dentist	N/A	Dental Certificate	Dental Certificate Issued
6	Logs out	Assist the client	30 seconds	Medical Staff	N/A	Transaction Record Log Book	Transaction completed
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## HEALTH SERVICES OFFICE

Feedback & Redress Mechanisms

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#### FRONTLINE SERVICE: ISSUANCE OF MEDICAL CERTIFICATE

SCHEDULE OF AVAILABILITY: Monday-Friday; 8:00am-5:00pm (without noon break)

WHO MAY AVAIL OF THE SERVICE?: Students, Faculty and Employees

WHAT ARE THE REQUIREMENTS?:

##### On-the-Job Training

A. HRM students:

- Stool Exam
- Hepa B Screening
- Chest X-ray (within 6 months)

B. BSN students:

- Hepa B Screening (within 6 months)
- Hepa B Titer (if with vaccine but not completed)
- Chest X-ray (within 6 months)
- Vaccination History

C. BSND students:

- Stool Exam
- Hepa B Screening (within 6 months)
- Hepa B Titer (if with vaccine but not completed)
- Chest X-ray (within 6 months)
- Vaccination History

D. Other Courses:

- Chest X-ray (within 6 months)
- Two (2) pcs. 1x1 picture
- Original and photocopy of results

##### Athletes:

- Waiver from parent/guardian

DURATION: 30-40 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in	Assists client in logging in	1-2 minutes	Medical Staff	N/A	Transaction Record Logbook	Transaction commenced
2	<b>Faculty and Employee:</b> Consultation <b>Athletes/students and On-the-Job Training students:</b> Submits requirements	1.Retrieves Medical Record 2.Gets vital signs and takes history of the client	15 minutes	Medical Staff/ Admin Aide	N/A	Medical Record	1.Recorded data on existing record 2.Vital signs recorded 3.History taken
3	Undergoes medical re-assessment and evaluation	1.Physician conducts physical assessment and evaluation 2.Patient is referred to specialist in case of findings	20 minutes	Medical Officer	N/A	Medical Record	Patient assessed and evaluated/ referred
4	Logs on to respective Certificate logbooks	Issues medical certificate	2 minutes	Medical Officer	N/A	-Medical Certificate -Medical Certificate logbook -OJT Medical Certificate logbook -Athlete Medical Certificate logbook	Medical Certificate issued
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR FOR FINANCE

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: ISSUANCE OF STUDENT'S ASSESSMENT**  
 SCHEDULE OF AVILABILITY: January-June; Monday-Friday; 8:00am-5:00pm (weekdays, without noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Student I.D.; Registration Form  
 DURATION: 2 minutes

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 registration form (In coordination with the ICT office)	Verify student's accounts from the system	Within 2-3 minutes	Assessment Staff	N/A	Assessment Form	Assessment Form Issued

END OF TRANSACTION

**FRONTLINE SERVICE: REQUEST FOR CANCELLATION/DROPPING**  
 SCHEDULE OF AVILABILITY: January-December; Monday-Friday; 8:00am-5:00pm (weekdays, without noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Student I.D.; Duly accomplished withdrawal form  
 DURATION: 2 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submits approved request to Assessment for re assessment & processing of refund, if any	Accepts approved request & re assess fees	2-5 minutes	Assessment Staff	N/A	Re assessed registration form	Revised assessment & processed refund, if any

END OF TRANSACTION

**FRONTLINE SERVICE: ANSWERING QUERIES ON SCHOOL FEES, COURSE TOTAL ESTIMATES AND DOWN PAYMENT**  
 SCHEDULE OF AVILABILITY: January-December; Monday-Friday; 8:00am-5:00pm (weekdays, without noon break);  
 WHO MAY AVAIL OF THE SERVICE?: Students, or Authorized Representative and Public in general  
 WHAT ARE THE REQUIREMENTS?: Student I.D.; Registration Form  
 DURATION: 10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires about fees	Provides correct information	Within 3-5 minutes	Assessment Staff	N/A	Schedule of fees	Correct information provided

END OF TRANSACTION

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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR FOR FINANCE

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: SIGNING OF CLEARANCE**  
 SCHEDULE OF AVILABILITY: January-June; Monday-Friday; 8:00am-5:00pm (weekdays, without noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Student I.D.; Registration Form  
 DURATION: 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents Request Form and ID card	Verifies student account	Within 5 minutes	Assessment Staff	N/A	Student Clearance	Account verified and clearance issued

END OF TRANSACTION

**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF FULL PAYMENT/CHARGES FOR SCHOLARSHIP/ EDUCATIONAL PLAN REIMBURSEMENT/ REFUND AND ASSISTANCE**  
 SCHEDULE OF AVILABILITY: January-December; Monday-Friday; 8:00am-5:00pm (weekdays, without noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, or Authorized representative or Sponsor of the scholarship grants  
 WHAT ARE THE REQUIREMENTS?: Student I.D.; Registration Form; Letter request from sponsor of scholarship grants  
 DURATION: 1 day

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Request for certification	Verifies records and prepares certification	Each transaction is processed in less than 25 minutes or it will take one day to complete the processing of documents depending on the request being made. Within 3-5 minutes.	Assessment Staff	N/A	ISO form Certification	Certification Issued

END OF TRANSACTION

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# CITIZEN'S CHARTER

# EXTENSION SERVICES OFFICE

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: REQUEST FOR EXTENSION AND TRAINING SERVICES**  
 SCHEDULE OF AVAILABILITY: January to December; Monday-Friday; 8:00-5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: LGUs; GOs; NGOs; POs; Businesses and Industries  
 WHAT ARE THE REQUIREMENTS?: 1. Letter of request addressed to:  
     Office of the President  
     Batangas State University  
     Gov. Pablo Borbon, Main Campus I  
     Rizal Avenue, Batangas City  
 2. Memorandum of Agreement/ Memorandum of Understanding  
 DURATION: 30 minutes

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form	Output
1	Sends Letter of Request to the Office of the President	President advises the Director for Extension Services to evaluate the request for appropriate action	1 week	University President	N/A	N/A	President reviews/evaluates requests.
2	Coordinates with the Agency and Drafting of MOA/MOU	Director for Extension Services, Assistant Directors and Extension Heads/ Coordinators coordinates with the requesting agency	1 week	Director for Extension Services & VPRDES	N/A	N/A	Training considerations and requirements determined
3	Attends consultative and planning meeting with the University extension group	Conducts consultative and orientation/planning meeting with the requesting agency	1 week	Extension Service Group	N/A	N/A	Training considerations and requirements are determined
4	Prepares/Sends MOA / MOU	Director for Legal Affairs reviews/ evaluates MOA / MOU	1 week	Director for Legal Affairs	N/A	N/A	Final draft of MOA
5	Signs MOA / MOU	Signs MOA / MOU	1 week	University President & VPRDES	N/A	N/A	Signed MOA
6	Contributes service inputs	Implements Extension Services	As scheduled	Extension Service Group	N/A	N/A	Training was implemented, monitored and evaluated
<b>END OF TRANSACTION</b>							

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# CITIZEN'S CHARTER

# OFFICE OF DIRECTOR FOR CULTURE & ARTS

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: DISSEMINATION OF INFORMATION REGARDING CULTURE AND ARTS SCHOLARSHIP**

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday; 8:00-5:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Students  
 WHAT ARE THE REQUIREMENTS?: Grades and Registration Form  
 DURATION: 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Reads announcement through posted tarpaulin and distributed flyers	Posts tarpaulin of announcement in Culture and Arts Scholarship and distributes flyers	5 minutes	Director for Culture and Art; Staff; Heads; Teacher In-Charge; Trainers	N/A	N/A	Tarpaulin posted and flyers given out
2	Inquires information regarding Culture and Arts Scholarship	Entertains queries about Culture and Arts Scholarship	10 minutes	Culture and Arts Director & Staff	N/A	N/A	Information properly disseminated

END OF TRANSACTION

**FRONTLINE SERVICE: ISUANCE OF APPLICATION FORM TO QUALIFIED NEW PERFORMERS**

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Saturday; 8:00-5:00 pm (Without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Performers who qualified in the auditions  
 WHAT ARE THE REQUIREMENTS?: a. NSO Birth Certificate (photocopy)  
 B. one (1) piece 2x2 picture  
 C. Report of Grades  
 D. Registration Form  
 E. Certification of Passing the audition  
 DURATION: 5-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secures application form	Issues application form	5 mins	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Statement of Commitment/ Certification for Passing the Audition / Certification for Scholarship Grant / Parental Waiver / Medical Certificate (issued by Infirmary)	Application forms released
2	Inquires what to do next	Explains the terms and condition stated in the Statement of Commitment Explain how to fill up application form and to comply with the requirements	5-10 mins	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Statement of Commitment/ Certification for Passing the Audition / Certification for Scholarship Grant / Parental Waiver /	Explained well the process and procedure in filling up the application form

END OF TRANSACTION

**FRONTLINE SERVICE: CONDUCTING OF AUDITIONS AND TRAININGS OF CULTURAL GROUPS**

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Saturday; 8:00-5:00 pm (as per schedule of the trainer)  
 WHO MAY AVAIL OF THE SERVICE?: New Students  
 WHAT ARE THE REQUIREMENTS?: Registration Form, Medical Certificate & Parent Waiver  
 DURATION: 2-8 hours

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires about the scheduled auditions of the different cultural groups	Announces/Posts schedule of try outs and auditions	2-5 minutes	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	N/A	Requirements and schedules of auditions fully understood by the client.
2	Participates in the Auditions conducted by the trainers of each cultural group	Conducts series of auditions	2-4 hours	Culture and Arts Director / Head / Teacher In-Charge / Trainers / Staff	N/A	N/A	Information properly disseminated
3	Inquires the result of auditions / selections of Culture and Arts performers	Posts on the bulletin board the list of names who passed the try-outs and auditions	2-5 minutes	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Recommendation Form/ Health and Parental Waiver	Certification of passing to the qualifiers

END OF TRANSACTION

**FRONTLINE SERVICE: ANSWERING QUERIES REGARDING CULTURE AND ARTS MATTERS**

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday; 8:00-5:00 pm (Without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Faculty, Public  
 WHAT ARE THE REQUIREMENTS?: None  
 DURATION: 4-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires to the Office Staff / Teachers In-Charge / Heads, Director	Answers and Explains matters clearly & politely	5 minutes	Culture and Arts Staff / Teachers In-Charge / Head / Director	N/A	N/A	Queries answered and culture and arts matters well explained
2	Verifies the next steps depending on the nature of the inquiry	Explain fully what to do next	2-5 minutes	Culture and Arts Staff / Teachers In-Charge/ Head / Director	N/A	N/A	Information properly disseminated

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# OFFICE OF DIRECTOR FOR CULTURE & ARTS

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**FRONTLINE SERVICE: ISSUANCE OF APPLICATION FORM TO QUALIFIED PERFORMERS WHO WILL AVAIL FOR THE CONTINUANCE OF THEIR SCHOLARSHIP**  
 SCHEDULE OF AVAILABILITY OF SERVICE: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Performers who will avail for the continuance of their scholarship  
 WHAT ARE THE REQUIREMENTS?: a. NSO birth certificate (photocopy)  
 b. 1 pc. 2x2 picture  
 d. Report of grades of the previous semester  
 e. Registration Form  
 DURATION:5-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secures application form	Issues application form	2-5 minutes	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Statement of Commitment/ Certification for Scholarship Continuance	Application forms released
2	Inquires what to do next	-Explains the terms and condition stated in the Statement of Commitment -Explains how to fill-up application form and to comply with the requirements -Secures medical certificate from Infirmary -Attaches photocopy of valid I.D. of Parent / Guardian	5-10 minutes	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Statement of Commitment/ Certification for Scholarship-Continuance/ Parental Waiver / Medical Certificate from Infirmary	Terms and Conditions, requirements and filling up forms fully understood

END OF TRANSACTION

**FRONTLINE SERVICE: RECEIVING OF FILLED-UP APPLICATION FORM**  
 SCHEDULE OF AVAILABILITY OF SERVICE: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Old and New Performers  
 WHAT ARE THE REQUIREMENTS?: a. NSO birth certificate (photocopy)  
 b. 1 pc. 2x2 picture  
 d. Report of grades of the previous semester  
 e. Registration Form  
 f. Parental Waiver & Medical Certificate  
 DURATION:5-10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submits filled up application form	Accepts and evaluates submitted application form	2-5 minutes	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	-Statement of Commitment -Certification for Passing the Audition -Certification for Scholarship Grant -Parent's / Guardian Consent Form -Medical Certificate (issued by Infirmary)	Application form signed by the parent, trainer or teacher in charge, dean & director
2	Presents Report of grades during the previous semester (Old Members)	Evaluates grades of students and signature of the director for culture and arts	5-10 hours	Culture and Arts Director / Head / Teacher In-Charge Staff	N/A	Report of grade	Grades computed as per BOR Resolution No. 485-A, S. 2016
3	Submits Application Forms to Scholarship Office for verification and for signature	Receives the approved original statement of commitment	5 - 10 mins	Culture and Arts Staff	N/A	-Statement of Commitment -Certification for Passing the Audition -Certification for Scholarship Grant -Parent's / Guardian Consent Form -Medical Certificate (issued by Infirmary)	Collect the approved statement of commitment as per cultural group

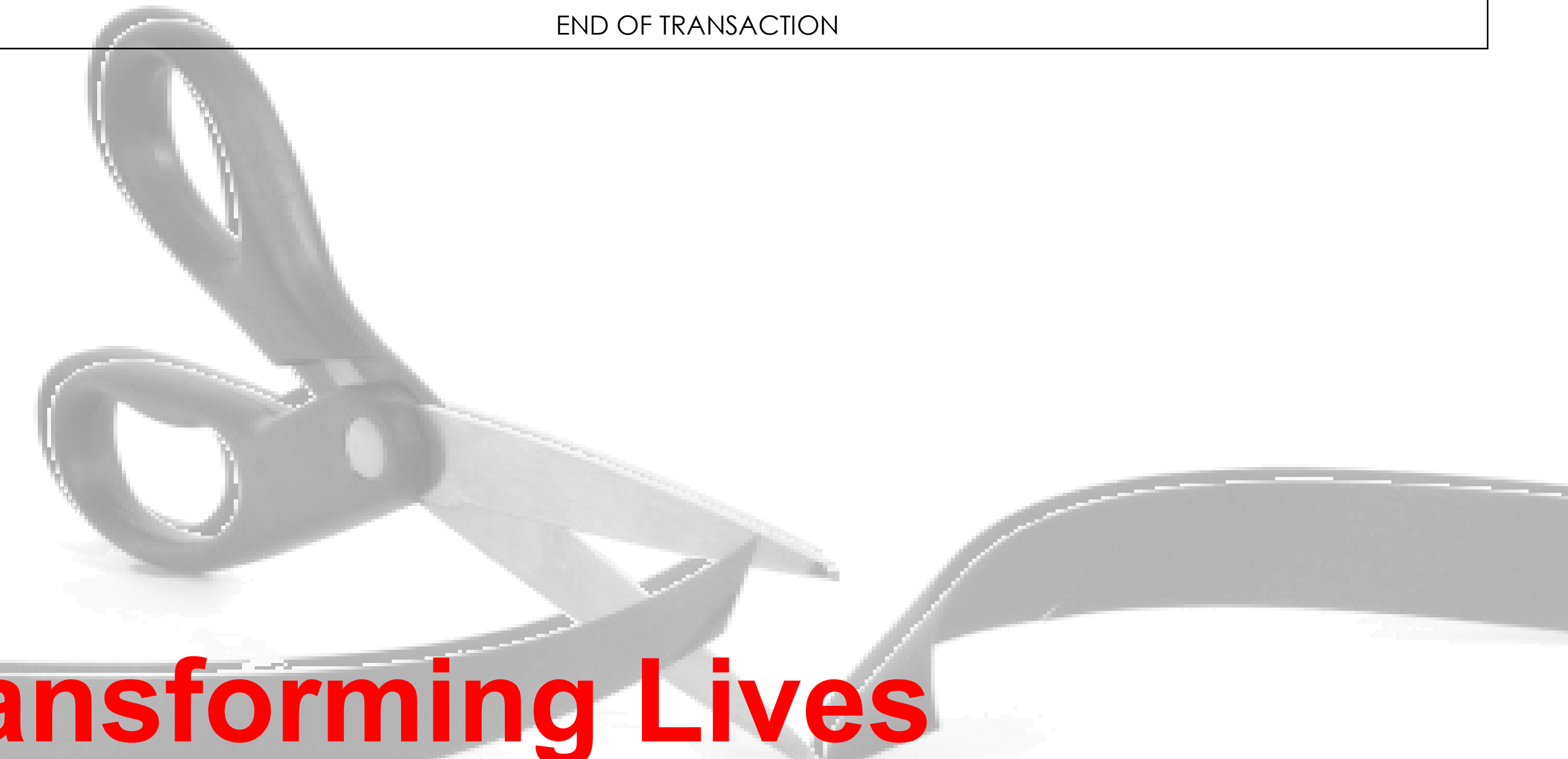
END OF TRANSACTION

**FRONTLINE SERVICE: PARTICIPATING IN CULTURE AND ARTS COMPETITION**  
 SCHEDULE OF AVAILABILITY OF SERVICE: January-December; Monday-Friday; 8:00-5:00pm (without noon break)  
 WHO MAY AVAIL OF THE SERVICE?: Old and New Performers  
 WHAT ARE THE REQUIREMENTS?: a. NSO birth certificate (photocopy)  
 b. 2 pc. 2x2 picture  
 d. Report of grades of the previous semester  
 e. Registration Form  
 f. Parental Waiver and Medical Certificate  
 DURATION:7-15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secures Health Certificate from Infirmary and Parental Waiver	Issues Health and Parental Waiver	2-5 minutes	Culture and Arts Director / Head / Coordinator / Teacher In-Charge / Staff	N/A	Health and Parental Waiver	Copy of Parental Waiver released
2	Submits the required requirements	Receives needed requirements	5 - 10 minutes	Culture and Arts Director / Head / Coordinator/ Teacher In-Charge Staff	N/A	N/A	Excuse Letter given out
3	Secures Letter of Excuse	Issues Letter of Excuse	2 - 5 minutes	Culture and Arts Director / Head / Coordinator/ Teacher In-Charge Staff	N/A	N/A	Forms given out
4	Inquires the additional scheduled trainings / rehearsals regarding the preparation in the competitions	Gives the dates, venue, time, events and schedule of competitions	As Scheduled 8 hours per day	Culture and Arts Director / Head / Coordinator/ Teacher In-Charge	N/A	N/A	Information fully explained

END OF TRANSACTION

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**FRONTLINE SERVICE: COLLECTION OF TUITION & OTHER FEES**  
 SCHEDULE OF AVAILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Assessment Form (during enrolment); Registration Form & Payment Slip (after enrolment)  
 DURATION: 1 minute

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Students/ Parents/ or any Authorized Representatives	Check & verify assessment form / payment slip Payment Option: 1. Over the counter - direct payment to the Cashier's Office 2. Thru On-Call Deposit to BSU Land Bank account 3. Via Internet - just log on to https:epaymentportal.landbank.com	1 minute	Cashier Staff	Depending upon the assessment	Assessment Form, Payment Slip, Official Receipt	Payment Accepted Official Receipt Issued
<b>END OF TRANSACTION</b>							

**FRONTLINE SERVICE: PAYMENT FOR TOR, DIPLOMA, ETC.**  
 SCHEDULE OF AVAILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents, Alumni or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Clearance Form; Request Slip from Registrar's Office  
 DURATION: 1 minute

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Pays other fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash Advance, Bidder's Bond etc.)	Checks & verifies order of payment of clearance form and the request slip  Accepts Payment	1 minute	Cashier's Staff	TOR - P50.00/page Diploma - P400.00 Certification - P30.00/page HD - P100.00	Clearance Form, Request Slip, Official Receipt	Official Receipt Issued
<b>END OF TRANSACTION</b>							

# CASHIER'S OFFICE

## Feedback & Redress Mechanisms

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at batstateu.hrmo@gmail.com
3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap
4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

Thank you for helping us improve our service, we're happy to serve you the best way we can.

**FRONTLINE SERVICE: RELEASING OF CHECKS**  
 SCHEDULE OF AVAILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents, BSU Personnel, Suppliers or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: I.D.; Official Receipt (for suppliers); Authorization Letter  
 DURATION: 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Claims checks from the issuing staff of the office	1. Checks & verifies the identity of the claimant by requesting to present ID and authorization letter if claimed by a representative. In addition, ask for an official receipt if the claimant is a supplier. 2. Requires signature of the claimant on the disbursement voucher and logbook and issuance of official receipt from the suppliers or contractors	5 minutes	Cashier's Staff	N/A	1. Official Receipt from the Supplier 2. Disbursement Voucher Logbook	Check released
<b>END OF TRANSACTION</b>							

**FRONTLINE SERVICE: RELEASING OF CHECKS**  
 SCHEDULE OF AVAILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents, BSU Personnel, Suppliers or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: I.D.; Official Receipt (for suppliers); Authorization Letter  
 DURATION: 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Claims checks from the issuing staff of the office	1. Checks & verifies the identity of the claimant by requesting to present ID and authorization letter if claimed by a representative. In addition, ask for an official receipt if the claimant is a supplier. 2. Requires signature of the claimant on the disbursement voucher and logbook and issuance of official receipt from the suppliers or contractors	5 minutes	Cashier's Staff	N/A	1. Official Receipt from the Supplier 2. Disbursement Voucher Logbook	Check released
<b>END OF TRANSACTION</b>							





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# CITIZEN'S CHARTER

# CASHIER'S OFFICE

**Feedback  
&  
Redress  
Mechanisms**

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## University Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

## University Mission

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### FRONTLINE SERVICE: COLLECTION OF TUITION & OTHER FEES

SCHEDULE OF AVILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Assessment Form (during enrolment); Registration Form & Payment Slip (after enrolment)  
 DURATION: 1 minute

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Students/ Parents/ or any Authorized Representatives	Check & verify assessment form / payment slip Payment Option: 1.Over the counter - direct payment to the Cashier's Office 2. Thru On-Call Deposit to BSU Land Bank account 3.Via Internet - just log on to <a href="https://epaymentportal.landbank.com">https://epaymentportal.landbank.com</a>	1 minute	Cashier Staff	Depending upon the assessment	Assessment Form, Payment Slip, Official Receipt	Payment Accepted Official Receipt Issued
END OF TRANSACTION							

### FRONTLINE SERVICE: PAYMENT FOR TOR, DIPLOMA, ETC.

SCHEDULE OF AVILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)  
 WHO MAY AVAIL OF THE SERVICE?: Students, Parents, Alumni or Authorized Representative  
 WHAT ARE THE REQUIREMENTS?: Clearance Form; Request Slip from Registrar's Office  
 DURATION: 1 minute

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal)	Person In Charge	Fees	Forms	Output
1	Pays other fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash Advance, Bidder's Bond etc.)	Checks & verifies order of payment of clearance form and the request slip  Accepts Payment	1 minute	Cashier's Staff	TOR -P50.00/ page Diploma - P400.00 Certification - P30.00/page HD - P100.00	Clearance Form, Request Slip, Official Receipt	Official Receipt Issued
END OF TRANSACTION							

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&  
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### FRONTLINE SERVICE: **RELEASING OF CHECKS**

SCHEDULE OF AVILABILITY: Monday-Saturday; 7:00am-5:00pm (weekdays, no noon break); 8:00am-12:00pm (Saturday)

WHO MAY AVAIL OF THE SERVICE?: Students, Parents, BSU Personnel, Suppliers or Authorized Representative

WHAT ARE THE REQUIREMENTS?: I.D.; Official Receipt (for suppliers); Authorization Letter

DURATION: 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Claims checks from the issuing staff of the office	1.Checks & verifies the identity of the claimant by requesting to present ID and authorization letter if claimed by a representative. In addition, ask for an official receipt if the claimant is a supplier. 2. Requires signature of the claimant on the disbursement voucher and logbook and issuance of official receipt from the suppliers or contractors	5 minutes	Cashier's Staff	N/A	1.Official Receipt from the Supplier 2.Disbursement Voucher Logbook	Check released

END OF TRANSACTION



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# CITIZEN'S CHARTER

## OFFICE OF THE DIRECTOR FOR STUDENT AFFIARS & SERVICES

Feedback  
&  
Redress  
Mechanisms

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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**FRONTLINE SERVICE: RECEIVING OF REQUEST LETTER**  
**Schedule of Availability of Service:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**Who May Avail the Service?:** Students / Faculty / Employee & Public in General  
**What are the requirements?:** Request letters, Receiving copy, Logbook  
**Duration:** 2 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Gives the Request Letter	Checks and verifies the document as to its content and completeness of its signatories or attachments.	1 minutes	Office Staff	N/A	N/A	Documents verified
2	Waits for feedback	Gives feedback and Log document/ letter received	1 minutes	Office Staff	N/A	N/A	Letter with file number recorded in the database

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

**FRONTLINE SERVICE: ANSWERING QUERIES REGARDING STUDENT AFFAIRS AND SERVICES**  
**Schedule of Availability of Service:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**Who May Avail the Service?:** Students / Faculty / Employee & Public in General  
**What are the requirements?:** None  
**Duration:** 5 -10 minutes

Step	Applicant/Client Activity	Service Provider Activity	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	N/A	N/A	Queries were answered and well explained

END OF TRANSACTION

**FRONTLINE SERVICE: RECEIVING OF APPLICATION LETTERS/DOCUMENTS FOR STUDENT ASSISTANTS**  
**SCHEDULE OF AVAILABILITY** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**WHO MAY AVAIL THE SERVICE?:** Students  
**What are the requirements?:** a: Application letter  
 b: Photocopy of Registration Form (previous and current)  
 c: Photocopy of Grades (previous Sem.)  
 d: Official Class Schedule  
 e: 2x2 colored id picture  
**Duration:** 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Gives the Application Letter attached with the complete requirements	Checks and verifies the document as to its content and completeness of its signatories or attachments.	5 minutes	Office Staff	N/A	N/A	Documents verified

Note: The application letter/document will be forwarded to the proper recipient or next signatory after being signed/commented/approved by the OSAS Director. OSAS personnel inform applicants whether his/her application was approved.

END OF TRANSACTION

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR JOB PLACEMENT

Feedback & Redress Mechanisms

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box

2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)

3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap

4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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**FRONTLINE SERVICE: SECURING APPROVAL OF LIST OF GRADUATES / ALUMNI / TOPNOTCHERS OF THE UNIVERSITY**  
**SCHEDULE OF AVAIL:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)  
**Who May Avail the Service?:** Various Companies/Industries/Agencies/Establishments (both public and private)  
**What are the requirements?:** Accomplished BatStateU-FO-JPO-02 Form

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Fills-up and submits a copy of BatStateU-FO-JPO-02 (Request for Alumni Directory) Form from the Job Placement Office	Checks the correctness of filled-up form.	2 minutes	Asst. Director, Job Placement Office Or JPO Administrative Aide	N/A	N/A	Accomplished BatStateU-FO-JPO-02 (Request for Alumni Directory)
2	Secures approval	Prepares alumni directory and provides the list to requesting company	3 minutes	Asst. Director, Job Placement Office Or JPO Administrative Aide	N/A	N/A	Soft copy of List Graduates/Alumni saved in a compact disc or e-mailed list of List Graduates/Alumni to the e-mail address of the requesting Company

*Note: Upon approval of the request, the Job Placement Office will confirm with the requesting party of their appointment request.*  
 END OF TRANSACTION

**FRONTLINE SERVICE: WALK-IN INQUIRIES FOR APPOINTMENT WITH COMPANIES / INDUSTRIES / VARIOUS AGENCIES / ESTABLISHMENTS FOR POSSIBLE PARTNERSHIP**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** Monday - Friday; 8:00 AM - 5:00 PM  
**WHO MAY AVAIL THE SERVICE?:** Various Companies/Industries/Agencies/Establishments (both public and private)  
**WHAT ARE THE REQUIREMENTS?:** On-The-spot verbal inquiry with the Job Placement Office  
**DURATION:** 11 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Signs to visitors logbook	Keeps the log book for safe keeping	1 minutes	Asst. Director, Job Placement Office or JPO Administrative Aide	N/A	N/A	Documented visitation
2	Inquires about matters related to appointment	Courteously answers inquiries	10 minutes	Asst. Director, Job Placement Office or JPO Administrative Aide	N/A	N/A	Queries of visiting companies answered

*Note: Walk-in clients will be entertained on the spot at the Job Placement Office*  
 END OF TRANSACTION

**FRONTLINE SERVICE: ACCEPTING INQUIRIES OF GRADUATES / ALUMNI ABOUT POSSIBLE JOB VACANCIES**  
**Schedule of Availability of Service:** Monday - Friday; 8:00 AM - 5:00 PM  
**Who May Avail the Service?:** Students / Alumni  
**What are the requirements?:** None  
**Duration:** 6 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Signs to visitors logbook	Keeps the log book for safe keeping	1 minutes	Asst. Director, Job Placement Office Or JPO Administrative Aide	N/A	N/A	Documented visitation
2	Inquires on industries in need of manpower related to his/her field of specialization	Presents the recent job vacancies and explains mechanics on how to apply	5 minutes	Asst. Director, Job Placement Office Or JPO Administrative Aide	N/A	N/A	Students informed of the job vacancies in various companies/ industries/ agencies/ Establishments and enlightened on how to apply for the position

*Note: Students inquiring will be provided with the vacancies available and other pertinent information in applying for the job.*  
 END OF TRANSACTION

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### University Mission

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR NATIONAL SERVICE TRAINING PROGRAM

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: ORIENTATION AND ENLISTMENT**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** First Saturday of the first semester  
**WHO MAY AVAIL THE SERVICE?:** Students  
**WHAT ARE THE REQUIREMENTS?:** Must be currently enrolled to the NSTP subject  
**DURATION:** 4 hours and 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Visits the NSTP bulletin board for the schedule of NSTP orientation	Posts schedule of NSTP orientation for students' information	5 minutes	Administrative Aide	N/A	N/A	Informed students
2	Attend NSTP orientation	Orients students	4 hours	NSTP Personnel	N/A	N/A	Properly oriented students
3	Accomplishes forms required by the components: ROTC, CWTS and LTS for proper enlistment	Facilitates enlistment for the offered NSTP components	5 minutes	Administrative Aide	N/A	Registration Form	Accomplished forms Students are enlisted to their component of choice
4	Visits the NSTP bulletin board for the schedule of NSTP classes	Posts schedule of NSTP classes for students' information	5 minutes	Administrative Aide	N/A	N/A	Schedule of Classes
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR STUDENT PUBLICATIONS

**Feedback & Redress Mechanisms**

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**FRONTLINE SERVICE: WALK-IN INQUIRIES REGARDING STUDENT PUBLICATIONS**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 8:00 AM - 5:00 PM  
**WHO MAY AVAIL THE SERVICE?:** Students, Faculty members, Printing press representatives  
**WHAT ARE THE REQUIREMENTS?:** None  
**DURATION:** Depends on the kind of inquiry

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Approaches the Assistant Director or the OSP staff and directly inquires	Answers inquiries related to campus journalism	10 minutes max.	Director, Office of Student Affairs and Services Assistant Director, Office of Student Publications Staff, Office of Student Publications	N/A	N/A	Inquiry answered/ addressed
<i>Note: Walk-in clients will be entertained on the spot at the Office of Student Publications</i>							
<b>END OF TRANSACTION</b>							

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR ON-THE-JOB TRAINING

Feedback & Redress Mechanisms

### FRONTLINE SERVICE: SIGNING OF ENDORSEMENT LETTER FOR OJT BY THE OJT COORDINATOR

**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**WHO MAY AVAIL THE SERVICE?:** Students Trainees

**WHAT ARE THE REQUIREMENTS?:** Certificate of Good Moral Character, Certificate

**DURATION:** 4 -10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the endorsement letter for OJT with attached Medical Certificate and Certificate of Good Moral Character	Verifies the attached documents before signing the endorsement letter	2 – 5 minutes	OJT Coordinator	N/A	N/A	Endorsement Letter for OJT with attached Medical Certificate and Good Moral Certificate received
2	Registers at the Log book	Signs Endorsement Letter	2 – 5 minutes	OJT Coordinator	N/A	N/A	Endorsement Letter for OJT by OJT Coordinator signed
END OF TRANSACTION							

### FRONTLINE SERVICE: SECURING RELATED LEARNING EXPERIENCE JOURNAL (RLE) FOR OJT

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail the Service?:** Students Trainees

- What are the requirements?:**
- a: Current Student Registration Form
  - b: Received Copy of the Endorsement Letter for OJT
  - c: Notarized Training Agreement and Liability Waiver
  - d: Certificate of Good Moral Character
  - e: Photocopy of Medical Certificate
  - f: Accomplished Location Map Form
  - g: Photocopy of Insurance Certificate
  - h: Copy of OJT Time Frame
  - i: \*Copy of Dormitory/Boarding house's Business Permit

\*Applicable only to those student trainees who are renting dormitories or boarding houses in the conduct of their on-the-job training.

**Duration:** 8 -15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submits the requirements	Checks if the documents are complete and legit	5 – 10 minutes	OJT Coordinator	N/A	N/A	Pertinent OJT documents checked and verified
2	Registers at the Logbook	Issues RLE Journal	3 – 5 minutes	OJT Coordinator	N/A	N/A	Related Learning Experience (RLE) Journal issued
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR ON-THE-JOB TRAINING

Feedback & Redress Mechanisms

**FRONTLINE SERVICE: SIGNING OF ENDORSEMENT LETTER FOR OJT BY THE ASSISTANT DIRECTOR, ON-THE-JOB TRAINING**

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail the Service?:** Students Trainees

**What are the requirements?:** Certificate of Good Moral Character

**Duration:** 4 -10 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the endorsement letter for OJT signed by their respective OJT Coordinator and College Dean with attached Medical Certificate and Certificate of Good Moral Character	Verifies the attached documents before signing the endorsement letter	2 – 5 minutes	Administrative Aide III Assistant Director, OJT Office/ Job Placement Office/ OJT Head of the Campus	N/A	N/A	Endorsement Letter for OJT with attached Medical Certificate and Good Moral Certificate received
2	Registers at the Log book	Signs the Endorsement Letter	2 – 5 minutes	Administrative Aide III Assistant Director, OJT Office/ Job Placement Office/ OJT Head of the Campus	N/A	N/A	Endorsement Letter for OJT by Assistant Director, OJT signed
END OF TRANSACTION							

**FRONTLINE SERVICE: ANSWER QUERIES ABOUT OJT CONCERNS**

**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**WHO MAY AVAIL THE SERVICE?:** Students Trainees; Public

**WHAT ARE THE REQUIREMENTS?:** None

**DURATION:** 1 -13 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Registers at the Logbook	Asks the concern of the student	1 – 3 minutes	Administrative Aide III OJT Coordinator OJT Head, Campus	N/A	N/A	Student inquiry identified
2	States the inquiry about OJT concerns	Attends to the concern of the student trainee	2 – 5 minutes	Administrative Aide III OJT Coordinator OJT Head, Campus Assistant Director, OJT Office	N/A	N/A	Inquiries attended
3	Verifies the next steps depending on the nature of the inquiry	Gives advise what should be the next action or step to be taken	2 – 5 minutes	Administrative Aide III OJT Coordinator OJT Head, Campus Assistant Director, OJT Office	N/A	N/A	Information properly disseminated
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap
4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR STUDENT DISCIPLINE

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: FILING OF COMPLAINT AGAINST STUDENT**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM  
**WHO MAY AVAIL THE SERVICE?:** Anyone aggrieved or offended by a students  
**WHAT ARE THE REQUIREMENTS?:** Accomplished Incident Report Form (Complaint Form)  
**DURATION:** 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Fills up and submits Incident Report Form.	Evaluates the incident report.	10 minutes	Student Discipline Coordinator/Head/ Asst. Director	N/A	Incident report Form	Incident Report Form filled-up
2	Confirms date, time and venue of fact-finding hearing/dialogue about the complaint.	Schedules date, time and venue of fact-finding hearing about the complaint.	5 minutes	Student Discipline Coordinator/ Head/ Asst. Director	N/A	N/A	Schedule of hearing is duly calendared
END OF TRANSACTION							

**FRONTLINE SERVICE: PROCEDURES FOR THE REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM  
**WHO MAY AVAIL THE SERVICE?:** Students  
**WHAT ARE THE REQUIREMENTS?:**  
 For Internship Training Program (ITP) or On-the Job Training (OJT) (whose training company or office is not BatStateU itself) and will enter the campus for various purposes during the training period.  
 Requirements:  
 1.Registration Form  
 2.Acceptance Form (BatStateU-FO-OJT-06)  
 For students who are pregnant, special cases (e.g. students who are temporarily incapacitated or with permanent physical disability)  
 Requirements:  
 1.Registration Form  
 2.Medical Certificate  
 Force majeure (fire, flood, other emergency situations)  
 Requirements:  
 1.Registration Form  
 2.Certification from the barangay/ police  
**DURATION:** 7 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Requests form for Non-Wearing of Uniform	Provides form for Non-Wearing of Uniform	2 minutes	Office of Student Discipline Coordinator/ Staff	N/A	Request for non-wearing of Uniform	Form issued
2	Submits the filled-up form with attached requirements based from the given reason.	Evaluates the request and recommends for approval and informs the client to proceed to their Associate Dean/Dean/Executive Director. The OSD Head also informs the student to furnish a copy of the approved request to the guard-on-duty.	5 minutes	OSD Head	N/A	Request for non-wearing of Uniform	Recommended for approval
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE ASSISTANT DIRECTOR FOR STUDENT ORGANIZATIONS & ACTIVITIES

Feedback & Redress Mechanisms

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**FRONTLINE SERVICE: REQUEST FOR NEW ID - FOR COLLEGE AND INTEGRATED SCHOOL STUDENTS**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**WHO MAY AVAIL THE SERVICE?:** Students  
**WHAT ARE THE REQUIREMENTS?:** For lost ID:  
 a: Request letter noted by the SOA & OSD Coordinators  
 b: Filled up Request for New ID Form  
 c: Affidavit of Loss (second request)  
 For ID replacement (torn/defaced ID)  
 a: Student ID  
 b: Filled up Request for New ID Form  
**DURATION:** 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	For Lost ID: • 1 <sup>st</sup> Request: Presents request letter noted by the OSD & SOA Coordinator • 2 <sup>nd</sup> Request: Presents Affidavit of Loss For ID replacement: Presents & surrenders Torn/Defaced Student ID to the SOA personnel	Lost ID: Checks and verifies the request letter or Affidavit of loss.  ID Replacement: Accepts the surrendered torn/defaced ID	2 minutes	SOA Staff/Head/ Asst. Director	N/A	N/A	Request letter signed by the OSD & SOA Coordinators Affidavit of Loss Surrendered Damaged/ Torn ID Filled-up Request for New ID Form
2	Secures and fills-up request for new ID Form  Submits to the office personnel to secure approval	Signs for approval the filled up request for new ID form	2 minutes	SOA Head/Asst Director and Office Personnel	N/A	Request for new ID Form	Filled-up and approved Request for New ID Form
3	Sign to the logbook provided	Instructs the student to go to the Cashier's office to pay P180 and proceeds to the ICT for the processing of the new ID.	1 minutes	SOA Personnel	N/A	N/A	Client logged-in

END OF TRANSACTION

**FRONTLINE SERVICE: REQUEST FOR APPROVAL OF STUDENT ACTIVITIES**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**WHO MAY AVAIL THE SERVICE?:** Students  
**WHAT ARE THE REQUIREMENTS?:** Communication letter and needed attachments  
**DURATION:** 15 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the Letter of Request with required attachments/ documents for evaluation	Checks and evaluates the attachments/ documents	13 minutes	Coordinator / Head / Asst. Director	N/A	N/A	Request letter and documents evaluated
2	Waits for feedback	Informs the students to proceed to the next office for signature	2 minutes	Coordinator / Head / Asst. Director	N/A	N/A	Activity logged

END OF TRANSACTION

**FRONTLINE SERVICE: REQUEST FOR APPROVAL OF POSTERS AND BANNERS / TARPULIN**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**WHO MAY AVAIL THE SERVICE?:** Student Organizations  
**WHAT ARE THE REQUIREMENTS?:** For Student Organizations:  
 a: Posters/Banners/Tarpaulins  
 b: Approved Letter of Requests for the activity  
**DURATION:** 7 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	1. Presents the posters/tarpaulin for evaluation and approval  2. Provides approved letter of request for the activity	Checks the content of the poster/tarpaulin	5 minute	SOA Head / Asst. Director, Office personnel	N/A	N/A	Posters, announcements, tarpaulins evaluated
2	Waits for the approval for the Posting Display	Approves and informs client of the designated places for postings	2 minutes	SOA Head / Asst. Director, Office personnel	N/A	N/A	Marked Approved for Posting Posters/ announcements

END OF TRANSACTION

**FRONTLINE SERVICE: LOST AND FOUND**  
**SCHEDULE OF AVAILABILITY OF SERVICE:** January - December; Monday - Friday; 7:00 AM - 6:00 PM (without noon break)  
**WHO MAY AVAIL THE SERVICE?:** Students  
**WHAT ARE THE REQUIREMENTS?:** For lost Items:  
 a: Description of lost items  
 b: Student information  
 For ID found items:  
 a: Description of found items  
 b: Student information  
**DURATION:** 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Proceeds to SOA and reports the Lost and Found item/s	Assists the client to fill-out the log sheet	3 minutes	Office Personnel	N/A	N/A	1. Lost item/s reported 2. Log sheet filled-up
2	For Lost Items: 1. Describes the lost item/s 2. Provides identification For Found Items: Surrender s the found item/s	For lost item: Checks the items surrendered in the SOA For found items: 1. Secures the item for safekeeping. 2. Posts Announcements regarding lost/found items	2 minutes	Office Personnel	N/A	N/A	1. Duty informed 2. client: found items secured by the SOA for safekeeping 3. Announcement for lost and found item/s posted

END OF TRANSACTION

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

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Frontline Service: **ISSUANCE OF AUTHENTICATED DOCUMENTS**  
 Schedule of Availability of Service: January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)  
 Who May Avail of the Service?: Students, any authorized persons  
 What are the Requirements?: Clearance, Original Copy of the documents to be certified/authenticated, Official Receipt  
 Duration: 1 hour

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Verification of student's record	Check student's record for verification	15 mins	Registrar's Staff	None	None	Verified student's record
4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P20.00/page	None	Official receipts and payments made
5	Files request	Record the details of request in the logbook Indicate the claim date of the requested document in the lower half of the request form	5 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
7	Stamp verified documents	Imprinting of documents	5 mins	Registrar's Staff	None	None	Stamped documents
8	Approve authenticated documents	Sign authenticated documents per page	10 mins	University Registrar	None	None	Duly signed authenticated documents
9	Affixing university dry seal	Placing of university dry seal	2 mins	Registrar's Staff	None	None	Accomplished authenticated documents
10	Release authenticated documents	Recording authenticated documents in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released authenticated documents
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ISSUANCE OF CERTIFIED, AUTHENTICATED AND VERIFIED DOCUMENTS (CAV)**  
**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)  
**Who May Avail of the Service?:** Students, any authorized persons  
**What are the Requirements?:** Clearance, Original Copy of Transcript of Records and Diploma, Documentary Stamp, Long brown envelope, Official Receipt  
**Duration:** 4 hours

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P20.00/page (for the authentication) P30.00 (for the Certification)	None	Official receipts and payments made
4	Files request	Record the details of request in the logbook Indicate the claim date of the requested document in the lower half of the request form	5 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Prepare Certification	Encoding of the Certification	2 hours	Registrar's Staff	None	CAV template prescribed by CHED	Prepared Certification
6	Verify Certification	Check and verify the correctness and accuracy of the prepared certification	1 hour	Registrar's Staff	None	None	Verified Certification
7	Stamp verified documents	Printing of documents	10 mins	Registrar's Staff	None	None	Stamped documents
8	Approve authenticated documents	Sign authenticated documents per page	5 mins	University Registrar	None	None	Duly signed authenticated documents
9	Approve Certification	Sign prepared Certification	3 mins	University Registrar	None	None	Duly signed Certification
10	Affixing university dry seal	Placing of university dry seal	5 mins	Registrar's Staff	None	None	Accomplished authenticated documents
11	Enclose prepared documents in an envelope	Placing of Certification and Authenticated Documents in the envelope Placing of signature across the seal to ensure the security of the documents inside	5 mins	Registrar's Staff University Registrar	None	None	Sealed envelope with Certification and Authenticated documents inside
12	Release of CAV	Recording of CAV in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released CAV
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

### Frontline Service: ISSUANCE OF CROSS ENROLLMENT FORM

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Enrolled students

**What are the Requirements?:** None

**Duration:** 1 hour

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Issue Cross Enrolment Form	Gives out Cross Enrolment Form	1 min	Registrar's Staff	None	None	Cross Enrolment Form given out
2	Check filled out Cross Enrolment Form	Check filled up Cross Enrolment Form	5 mins	Registrar's Staff	None	Cross Enrolment Form	Filled out and checked cross enrolment form
3	Secure approval for cross enrolment	Review submitted cross enrolment form and sign for approval	30 mins	College Dean	None	Cross Enrolment Form	Approved cross enrolment form
4	Approve accomplished cross enrolment form	Review the submitted cross enrolment form approved by the College Dean and sign for approval	10 mins	University Registrar	None	Cross enrolment form approved by the Dean	Approved Cross Enrolment form
5	File student's copy of the Cross Enrolment Form	Place approved copy of Cross enrolment form in the student's folder	3 mins	Registrar's Staff	None	Approved Cross Enrolment form	Compiled approved cross enrolment form
END OF TRANSACTION							

### Frontline Service: PRINTING OF GRADES

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Students, any authorized persons

**What are the Requirements?:** Latest Registration Form/Student I.D.

**Duration:** 2 mins

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Present registration form/ Student ID	Receive and check the registration form of the student	30 s	Registrar's Staff	None	Registration form	None
2	Request for the report of grades for particular semester/s	Search student's record in www.hera.batstate-u.edu.ph and print the requested grades	1 min	Registrar's Staff	None	None	Printed Report of Grades
END OF TRANSACTION							

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

### Frontline Service: ISSUANCE OF SECOND COPY OF DIPLOMA

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Graduate of Batangas State University, any Authorized person

**What are the Requirements?:** Clearance, Documentary stamp, Official Receipt

**Duration:** 10 working days

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P400.00	None	Official receipts and payments made
4	File request	Record the details of request in the logbook Indicate the claim date of the requested document in the lower half of the request form	5 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Preparation of Diploma and Transmittal	Encode name, course and date of graduation	30 mins	Registrar's Staff	None	None	Prepared Diploma
6	Verify Diploma	Check Diploma for correctness and accuracy	5 mins	Registrar's Staff	None	None	Verified Diploma
7	Signing of Transmittal	University Registrar and Vice President for Academic Affairs sign on the transmittal	4 working days	University Registrar Vice President for Academic Affairs	None	None	Signed Transmittal
8	Approval of Diploma	Sign diploma	5 working days	University President	None	None	Duly signed Diploma
9	Affixing gold seal, documentary stamp and University dry seal	Placing of gold seal, documentary stamp and university dry seal	5 mins	Registrar's Staff	None	None	Accomplished Diploma
10	Release of Diploma	Recording of Diploma in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released Diploma
END OF TRANSACTION							

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#### Frontline Service: ENROLLMENT OF NEW STUDENTS

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** New Students

**What are the Requirements?:** Original Report of Card (Form 138), Certificate of Good Moral Character PSA-authenticated birth certificate/ Marriage Contract for married female students, Notice of passing, Admission slip

**Duration:** 1 hour

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Admission Slip from the Testing and Admission Office	Issue Admission slip to client	5 mins	Testing and Admission Office's Staff	None	Notice of Passing	Admission slip
2	Proceed to infirmary for medical examination and X-ray	Conducts physical and dental examination	15 mins	University Physician		Medical Form	Medical checkup conducted with recommendation
3	Process ID application and generation of SR Code from the ICT	Give SR Code to the client	3 mins	ICT Services Staff	None	None	SR Code and ID
4	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects with the corresponding schedule	10 mins	Encoding Office Staff	None	None	Printout of Encoded Subjects with Assessment of Fees
5	Pay fees	Receives payment and issues official receipt	3 mins	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
6	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/Cashier	P20.00 (PTA) P40 (SSC)	Insurance Form	Official receipts and payments made
7	Have the Registration forms printed at the Registrar's Office and submit all credentials	Checks the submitted documents Validates enrolment	5 mins	Registrar's Staff	None	Registration form	Registration Form stamped with "Enrolled"
END OF TRANSACTION							

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#### Frontline Service: ENROLLMENT OF TRANSFEREES

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Student transferees

**What are the Requirements?:** Accomplished Evaluation form, Honorable Dismissal, Transcript of Records/Copy of grades/Certificate of Good Moral Character, PSA-authenticated birth certificate, Admission slip

**Duration:** 3 hours

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure evaluation form from the Registrar's Office.	Issue form to client	2 mins	Registrar's Staff	None	None	Issued evaluation form
2	Go to the Program Chair/assigned evaluator in the department and have the TOR/Copy of Grades evaluated.	Evaluates the record for crediting of subjects	30 mins	College/Program Evaluator	None	Evaluation Form Program Curriculum	Evaluation form with evaluated subjects to be given credit
3	Have the evaluation form for transferees verified and approved by the Registrar's Office.	Verify and check for the correctness of the evaluation done in the department. Approves the accreditation of subjects	1 hour	Registrar's Staff/Campus Head for Registration University Registrar	None	Evaluation Form	Verified and Approved Evaluation form
4	Proceed to Testing and Admission Office to secure Application form for entrance examination.	Gives out application form for entrance examination	7 mins	Testing and Admission Office's Staff	None	None	Issued Application form
5	After examination and securing the Notice of Passing from Testing and Admission Office, secure Admission Slip from the same office	Issue Admission slip to client	5 mins	Testing and Admission Office's Staff	None	Notice of Passing	Admission slip
6	Proceed to Infirmary for medical examination and X-ray	Conducts physical and dental examination	15 mins	University Physician	None	Medical Form	Medical checkup conducted
7	Process ID application and generation of SR Code from the ICT	Give SR Code to the client	15 mins	ICT Services Staff	None	None	SR Code
8	Fill up proposal slip and submit to Program Chair for checking and evaluation	Check filled up proposal slip	15 mins	Program Chair	None	Proposal Slip	Checked Proposal slip
9	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	5 mins	Encoding Office Staff	None	None	Encoded Subjects with schedule printout
10	Pay fees	Receives payment and issues official receipt	3 mins	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
11	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/Cashier	P20.00 (PTA) P40 (SSC)	None	Official receipts and payments made
12	Have the Registration forms printed at the Registrar's Office and submit all credentials	Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration Form stamped with "Enrolled"

END OF TRANSACTION

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
3. Write suggestions / complaints addressed to the Asst. Director of Human Resource Management Office, Mr. Noel Alberto S. Omandap
4. Make representation with the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center Building

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ISSUANCE OF EVALUATION FORM**

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Student Transferees or Shifters

**What are the Requirements?:** Print of grades (for Shifters), Transcript of Records/Copy of grades (for Transferees)

**Duration:** 2 hours

### University Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

### University Mission

Batangas State University is committed to the holistic development of productive citizens by providing a conducive learning environment for the generation, dissemination and utilization of knowledge through innovative education, multidisciplinary research collaborations, and community partnerships that would nurture the spirit of nationhood and help fuel national economy for sustainable development.

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Evaluation Form from the Registrar's Office	Giving out of Evaluation Form	1 min	Registrar's Staff	None	Evaluation Form for Transferees/Shifters/Returnees	Blank evaluation form
2	Fill out the form	Filling up of the evaluation form with the subjects to be credited and the grades obtained for those subjects	30 mins	Student	None	Evaluation Form for Transferees/Shifters/Returnees	Filled out Evaluation Form
3	Seek for the approval of the Program/Department Chair and the College Dean	Review the submitted evaluation form and sign for approval	15 mins	Program Chair/ College Dean	None	Filled Up Evaluation form	Evaluation form signed by the College Dean
4	Proceed to the Registrar's Office for verification of the evaluation form	Review and check for the accuracy of the evaluation done in the Department Indicate a note if the student has to take an entrance examination or English Proficiency Test	1 hour	Registrar's Staff/ Campus Head for Registration	None	Filled Up Evaluation Form	Verified Evaluation Form
5	Seek for the approval of the University Registrar	Review the verified Evaluation form and sign for approval	15 mins	University Registrar	None	Verified Evaluation Form	Accomplished Evaluation Form
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ENROLLMENT OF OLD STUDENTS**  
**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)  
**Who May Avail of the Service?:** Old students/continuing students  
**What are the Requirements?:** Print of Grades, Approved Proposal Slip  
**Duration:** 1 hour

### University Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

### University Mission

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Go to the respective college for printing of grades, evaluation, encoding and printing of subjects to be enrolled	Prints grades, encodes the subjects and corresponding schedule	5 mins (regular student) 10 mins (irregular student)	Encoding Office Staff/Faculty	None	None	Print of Grades with attached proposal slip  Printout of Encoded Subjects with Assessment of Fees
2	Pay fees	Receives payment and issues official receipt	10 mins.	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
3	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/ Cashier	P20.00 (PTA) P40 (SSC)	None	Official receipts and payments made
4	Have the Registration forms printed at the Registrar's Office and submit all credentials	Checks submitted credentials Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration printout duly stamped with "Enrolled"
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

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**Frontline Service: ENROLLMENT OF SHIFTERS**  
**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)  
**Who May Avail of the Service?:** Student shifters  
**What are the Requirements?:** Evaluation form, Print of Grades, Admission slip (if the student was advised to take an entrance examination for the program he/she intends to enroll)  
**Duration:** 2 hours

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure evaluation form and course curriculum from the Registrar's Office	Issue form to client	2 mins	Registrar's Staff	None	None	Issued evaluation form
2	Proceed to the Program Chair/ assigned evaluator in the department and have the Report of Grades evaluated	Evaluates the record for crediting of subjects	30 mins	Program Chair	None	Evaluation form Course curriculum	Evaluation form signed by the Program Chair/Evaluator and the Dean
3	Have the evaluation form for shifters verified and approved by the Registrar's Office.	Verify and check for the correctness of the evaluation done in the department. Approves the crediting of subjects	1 hour	Registrar's Staff/Campus Head for Registration University Registrar	None	Evaluation Form	Verified and Approved Evaluation form
4	Fill up proposal slip and submit to Program Chair for checking and evaluation	Check filled up proposal slip	15 mins	Program Chair	None	Proposal Slip	Checked Proposal slip
5	Go to the Department for encoding and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	5 mins	Faculty encoder	None	None	Printout of Encoded Subjects with Assessment of Fees
6	Pay fees	Receives payment and issues official receipt	3 mins	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
7	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/ Cashier	P20.00 (PTA) P40 (SSC)		Official receipts and payments made
8	Have the Registration forms printed at the Registrar's Office and submit all credentials	Checks submitted documents Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration Form stamped with "Enrolled"
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

### Frontline Service: ISSUANCE OF OFFICIAL CERTIFICATION

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Students, any authorized persons

**What are the Requirements?:** Clearance, Documentary Stamp, Official Receipt

**Duration:** 3 hours

### University Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

### University Mission

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P30/page	None	Official receipts and payments made
4	File the request	Record the request in logbook Indicate the claim date of the requested document in the lower half of the request form	6 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Preparation of Certification	Encoding of certification	1 hour	Registrar's Staff	None	None	Prepared certification
6	Verify certification	Check certification for correctness and accuracy	30 mins	Registrar's Staff	None	None	Verified certification
7	Approval of certification	Sign certification	1 hour	University Registrar	None	None	Duly signed certification
8	Affixing documentary stamp and University dry seal	Placing of documentary stamp and university dry seal	2 mins	Registrar's Staff	None	None	Accomplished certification
9	Release of certification	Recording of certification in the logbook for release	10 mins	Registrar's Staff	None	None	Accomplished certification
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

### Frontline Service: ISSUANCE OF OFFICIAL CERTIFICATION

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Students, any authorized persons

**What are the Requirements?:** Clearance, Documentary Stamp, Official Receipt

**Duration:** 3 hours

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P30/ page	None	Official receipts and payments made
4	File the request	Record the request in logbook Indicate the claim date of the requested document in the lower half of the request form	6 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Preparation of Certification	Encoding of certification	1 hour	Registrar's Staff	None	None	Prepared certification
6	Verify certification	Check certification for correctness and accuracy	30 mins	Registrar's Staff	None	None	Verified certification
7	Approval of certification	Sign certification	1 hour	University Registrar	None	None	Duly signed certification
8	Affixing documentary stamp and University dry seal	Placing of documentary stamp and university dry seal	2 mins	Registrar's Staff	None	None	Accomplished certification
9	Release of certification	Recording of certification in the logbook for release	10 mins	Registrar's Staff	None	None	Accomplished certification
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ISSUANCE OF FORM 137 (PERSONAL REQUEST OF CLIENTS)**

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Students/Clients who graduated from the Laboratory/ Integrated School of the University, any authorized persons

**What are the Requirements?:** Clearance, Official Receipt

**Duration:** 3 working days

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P100.00	None	Official receipts and payments made
4	Files the request	Record the details of request in the logbook Indicate the claim date of the requested document in the lower half of the request form	6 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Preparation of Form 137A	Encoding of Form 137A	1 day	Registrar's Staff	None	None	Prepared Form 137A
6	Verify Form 137A	Check Form 137A for correctness and accuracy	1 day	Registrar's Staff	None	None	Verified Form 137A
7	Approval of Form 137A	Signing of Form 137A	10 mins	University Registrar	None	None	Duly signed Form 137A
8	Affixing University dry seal	Placing of university dry seal	10 mins	Registrar's Staff	None	None	Accomplished Form 137A
9	Release of Form 137A	Recording of Form 137A in the logbook for release	10 mins	Registrar's Staff	None	None	Recorded released Form 137A
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

1. Accomplish Feedback/ Complaint Form available at the front desk and drop in the Feedback / Suggestion Box
2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ISSUANCE OF TRANSFER CREDENTIALS (HONORABLE DISMISSAL AND TRANSCRIPT OF RECORDS)**

**Schedule of Availability of Service:** January - December; Monday - Friday; 8:00 AM - 5:00 PM (without noon break)

**Who May Avail of the Service?:** Students, any authorized persons

**What are the Requirements?:** Exit interview, Clearance, Form 137A/Transcript of Records, Documentary Stamp Official Receipt

**Duration:** 5 working days (Pablo Borbon Main), 15 working days (Extension Campuses)

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### University Mission

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Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Exit interview form from the College/Dean's office	Gives out exit interview form	1 min	Any authorized staff in the Dean's Office	None	None	Exit interview form given out
2	Undergo exit interview	Conduct Exit interview	2 hours	College Dean and University Guidance Counselor	None	Exit Interview Form	Duly signed exit interview form
3	Present the accomplished Exit Interview Form	Check the accomplished exit interview form	5 mins	Registrar's Staff	None	None	Checked exit interview form
4	Fill out the request form	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
5	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
6	Pay fees	Receives payment and official receipt	3 mins	Cashier	P100.00 (Honorable Dismissal) P 50.00 per page of TOR	None	Official receipts and payments made
7	Files request	Record the details of request in the logbook Indicate the claim date of the requested document in the lower half of the request form	5 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
8	Ask request for Form 137A	Provide request form for Form 137A addressed to the school/university where the student/applicant attended his/her secondary education	2 mins	Registrar's Staff	None	None	Request form for Form 137A
9	Preparation of Honorable Dismissal and Transcript of Records	Encoding of Honorable Dismissal	3 days	Registrar's Staff	None	None	Prepared Honorable Dismissal Prepared Transcript of Records
10	Verify Honorable Dismissal	Check Honorable Dismissal and TOR for correctness and accuracy	1 day	Registrar's Staff	None	None	Verified Honorable Dismissal
11	Approval of Honorable Dismissal and Transcript of Records	Approve Honorable Dismissal and Transcript of Records		University Registrar	None	None	Duly signed Honorable Dismissal
12	Affixing documentary stamp and university dry seal	Placing of documentary stamp and university dry seal	10 mins	Registrar's Staff	None	None	Accomplished Honorable Dismissal
13	Release of Honorable Dismissal	Recording of HD in the logbook for release	10 mins	Registrar's Staff	None	None	Recorded released Honorable Dismissal
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

### University Vision

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#### Frontline Service: ISSUANCE OF TRANSCRIPT OF RECORDS

**Schedule of Availability of Service:** January to December; Monday-Saturday; 8:00-5:00 pm without noon break

**Who May Avail of the Service?:** Students, any authorized persons

**What are the Requirements?:** Clearance, Documentary Stamp, Official Receipt

**Duration:** 5 working days (Pablo Borbon Main I); 15 working days (Extension Campuses)

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Fill out request slip as to the student/client's information	Fill out form with the information regarding requested document	7 mins	Registrar's Staff	None	Request form	Request form filled out
2	Issue Request form	After verifying client's account from the online clearance system, signed request form will be issued	5 mins	Registrar's Staff	None	Request form	Request form given out
3	Pay fees	Receives payment and official receipt	3 mins	Cashier	P50/page	None	Official receipts and payments made
4	File the request	Record the details of request in logbook Indicate the claim date of the requested document in the lower half of the request form	5 mins	Registrar's Staff	None	None	Recorded details of request Request form bearing the claim date of the requested document
5	Preparation of Transcript of Records	Encode subjects taken and grades obtained	2 days	Registrar's Staff	None	None	Prepared Transcript of Records
6	Verify Transcript of Records	Check TOR for correctness and accuracy	1 day	Registrar's Staff Campus Head for Registration	None	None	Verified Transcript of Records
7	Approval of Transcript of Records	Sign Transcript of Records	1 day	University Registrar	None	None	Duly signed Transcript of Records
8	Affixing of documentary stamp and university dry seal	Placing documentary stamp and university dry seal	12 mins	Registrar's Staff	None	None	Accomplished Transcript of Records
9	Release of Transcript of Records	Recording of TOR in the logbook for release	10 mins	Registrar's Staff	None	None	Accomplished Transcript of Records
END OF TRANSACTION							

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at [batstateu.hrmo@gmail.com](mailto:batstateu.hrmo@gmail.com)
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# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

Feedback & Redress Mechanisms

**Frontline Service: ADDING/ CHANGING/ DROPPING OF SUBJECTS**

**Schedule of Availability of Service:** January to December; Monday-Saturday; 8:00-5:00 pm without noon break

**Who May Avail of the Service?:** Enrolled students

**What are the Requirements?:** Dropping/Adding/Changing form signed by the College Dean

**Duration:** 1 hour

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### University Mission

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Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Issue Form	Gives out Adding/Dropping/Changing Form	1 min	Registrar's Staff	None	None	Adding/Changing/Dropping Form given out
2	Fill out request for adding, changing and dropping form and secure approval of the dean	Fill out form and sign form for approval	30 mins	Student College Dean	None	Adding/Changing/Dropping Form	Filled up and approved adding/changing/dropping form
3	Submit approved adding/changing/dropping form	Accept approved form	1 min	Registrar's Staff	None	Adding/Changing/Dropping Form	Approved adding/changing/dropping form
4	Review submitted approved adding/changing/dropping form	Check subject sequences for corrections in the students record	15 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Checked and verified students' enrolment records
5	Approve adding/changing/dropping form	Stamp adding/changing/dropping form and sign form	1 min	Registrar's Staff	None	Adding/Changing/Dropping Form	Approved Adding/Changing/Dropping Form
6	Update student records	Check record of the students in the system and print the re-assessed copy of registration form	10 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Corrected Student record and Printout of Re-assessed copy of registration form
7	File student's approved adding/changing/dropping form	Place approved adding/changing/dropping form in the student's envelope	2 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Compiled approved adding/changing/dropping form
END OF TRANSACTION							

Please let us know how we have served you by doing any of the following:

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2. Call (043) 980-0385; 0387; 0393; 0394 loc.1104 or 1105 or e-mail us at batstateu.hrmo@gmail.com
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Revised 2017

# CITIZEN'S CHARTER

## TESTING AND ADMISSION OFFICE

Feedback & Redress Mechanisms

### University Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of the 21st century.

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**FRONTLINE SERVICE: RELEASE OF NOTICE OF PASSING AND EPT RESULT OF PRE-ELEMENTARY, ELEMENTARY, GRADE 7, COLLEGE AND GRADUATE SCHOOL STUDENT APPLICANTS**

SCHEDULE OF AVILABILITY: Monday-Friday; 7:00-6:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student Applicants  
 WHAT ARE THE REQUIREMENTS?: Test Permit or Valid ID in case of loss  
 DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Logs in the record book of TAO	Record released notice of passing	1 minute	TAO Personnel	N/A	N/A	Logged released notice of passing
2	Present the test permit or valid ID in case of loss	Release examination result Inform clients to pay reservation fee at the Cashier's Department and instruct them to go back to TAO	2 minutes	TAO Personnel	Reservation fee	Notice of Passing	Notice of Passing released
END OF TRANSACTION							

**FRONTLINE SERVICE: INFORMATION DISSEMINATION AND ANSWERING INQUIRIES REGARDING TESTING AND ADMISSION**

SCHEDULE OF AVILABILITY: Monday-Friday; 7:00-6:00 pm  
 WHO MAY AVAIL OF THE SERVICE?: Student Applicants  
 WHAT ARE THE REQUIREMENTS?: Test Permit or Valid ID in case of loss  
 DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Log in the record book of TAO	Record TAO clients	1 minute	TAO Personnel	N/A	N/A	Clients' information properly logged
2	Inquires concern	Accommodate inquiries of the client	2 minutes	TAO Personnel	N/A	N/A	Inquiries from the public clearly addressed
3	Inquires the steps and procedures depending on the nature of the inquiry	Provide a list of requirements and contact details and oral instruction about the step-by-step procedure and requirements	3 minutes	TAO Personnel	N/A	N/A	List of requirements and properly explained the policies, procedures and requirements for testing and admission properly explained
END OF TRANSACTION							

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**Leading Innovations, Transforming Lives**





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Feedback  
&  
Redress  
Mechanisms

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#### FRONTLINE SERVICE: **DISSEMINATION OF APPLICATION FORM FOR PRE-ELEMENTARY, ELEMENTARY, JUNIOR HIGH SCHOOL & COLLEGE STUDENT APPLICANTS**

SCHEDULE OF AVAILABILITY: Monday-Saturday; 7:00-5:00 pm

WHO MAY AVAIL OF THE SERVICE?: Parents; Students; Faculty, Non-Faculty; Public

WHAT ARE THE REQUIREMENTS?: None

DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Log in the record book of TAO	Record released application form	1 minute	TAO Personnel	N/A	N/A	Application forms released and logged
2	Secure an application form and inquires procedure of filing	Disseminate application form and provide verifications with regard to filing	2 minutes	TAO Personnel	N/A	Pre-Elementary/ Elementary/ Grade 7/ College Application form	Application forms disseminated and needed verifications provided
END OF TRANSACTION							

#### FRONTLINE SERVICE: **ISSUANCE OF ADMISSION SLIP FOR REGISTRATION OF PRE-ELEMENTARY, ELEMENTARY, GRADE 7, COLLEGE STUDENT APPLICANTS**

SCHEDULE OF AVAILABILITY: Monday-Wednesday; 7:00-6:00 pm

WHO MAY AVAIL OF THE SERVICE?: Parents; Students; Faculty, Non-Faculty; Public

WHAT ARE THE REQUIREMENTS?: None

DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Log in the record book of TAO	Records released admission slip	1 minute	TAO Personnel	N/A	N/A	Released admission slip logged
2	Present the Notice of passing and the receipt of reservation fee to TAO personnel	Release admission slip and provide information regarding enrolment schedule	2 minutes	TAO Personnel	N/A	Admission slip	Admission slip released
END OF TRANSACTION							

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**FRONTLINE SERVICE: ACCEPTANCE OF FILLED UP APPLICATION FORM & SCHEDULE THE EXAMINATION OF PRE-ELEMENTARY, ELEMENTARY, GRADE 7, COLLEGE & GRADUATE SCHOOL STUDENT APPLICANTS**

SCHEDULE OF AVAILABILITY: Monday-Friday; 7:00-6:00 pm

WHO MAY AVAIL OF THE SERVICE?: Parents; Students; Faculty; Non-Faculty; Public

WHAT ARE THE REQUIREMENTS?:

**A. Pre-elementary and Elementary Applicants**

1. Filled-up application form
2. Original and photocopy of NSO authenticated Birth Certificate
3. Two (2) recent copies of "2x2" I.D. pictures with applicant's signature at the back
4. Non-refundable testing fee of P250.00
5. For transferees, Certification of grades in Math, Science, English, & Filipino having a final grade of 83% and above in their previous grade level signed by the school Principal/Registrar

**B. Grade 7 Applicants**

1. Filled-up application form
2. Certified true copy and photocopy of Report Card in previous grade level
3. Average grade of 80% and above in Math, Science, English & Filipino in the previous grade level
4. Two (2) recent copies of "2x2" I.D. pictures with applicant's signature at the back
5. Non-refundable testing fee of P250.00

**C. College Applicants**

1. Filled-up application form
2. Original and photocopy of Report Card (Form 138) in high school
3. Two (2) recent copies of "2x2" I.D. pictures with applicant's signature at the back
4. Non-refundable testing fee of P250.00
5. English Placement Test Fee P100.00

**D. College Transferees**

1. Filled-up transferees Evaluation Form
2. Filled-up application form
3. Original and photocopy of transcript of Records or Certification of grades signed by the University or College Registrar
4. Two (2) recent copies of 2x2 ID picture with applicant's signature at the back
5. Non-refundable testing fee of P250.00

**E. Graduate School Applicants**

1. Filled-up application form for BSU Admission Test
2. Two (2) recent copies of 2x2 ID picture with applicant's signature at the back
3. Non-refundable testing fee of P250.00
4. English Placement Test Fee P100.00 (if English 100 is not credited)

DURATION: 3 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submit the filled up application form with all the requirements	Accepts and evaluates the submitted application form and checks if requirements are complete	4 minutes	TAO Personnel	Testing fee	N/A	Test permit issued
2	Secure the test permit issue and proceeds examination per scheduled	Schedule the examination	2 minutes	TAO Personnel	N/A	Test Permit	Examination scheduled
END OF TRANSACTION							

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