



CITIZEN'S CHARTER

VISION

A premier national university that develops leaders in the global knowledge economy

MISSION

A university committed to producing leaders by providing a 21st century learning environment through innovations in education, multidisciplinary research, and community and industry partnerships in order to nurture the spirit of nationhood, propel the national economy, and engage the world for sustainable development

Enrolment of New Students and Transferees in the Undergraduate Programs (Face to Face Transaction)

Qualified applicants who have pre-registered online will be officially enrolled by completing the following processes. Further, student transferees whose applications for transfer has been approved shall undergo the same processes stated below.

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C- Government to Citizen

Who May Avail: Qualified applicants as new student or transferee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Students:	
Original Report Card/Form 138	Previous school
Certificate of Good Moral Character	Previous school
Original Copy of PSA Birth Certificate/Marriage Certificate for Married Female Enrollees	Student
Notice of Passing	Testing Admission Office/Online Account in Admission
Transferees:	
<i>a. Transferees from Other HEIs</i>	
Notice of Passing	Testing Admission Office
Approved Application Form	

Transfer Credentials (Certificate of Transfer Credential/Honorable Dismissal, Original Transcript of Records)	Previous School			
PSA Birth/Marriage Certificate	Student			
Certificate of Good Moral Character	Previous school			
<i>b. Transferees from Another BatStateU Campus</i>				
Approved Application Form	College which approved the student's application			
CTC of Grades	Registrar's Office of the previous BatStateU Campus			
Accomplished Student's Clearance	Student			
Parent's Consent	Student			
Conditional Requirement (In case of the Absence of Form 138/Report Card):				
Certification as a Graduating Student	Previous school			
Certification that the student has not been admitted to other school	Previous school			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and secure a copy of the Registration Form	Verify and check the authenticity and completion of the documents Print the Registration Form	None	5 minutes	Registrar's Staff
2. Fill out the Registration Form with some personal information	Guide the client in filling up the Registration Form	None	5 minutes	Registrar's Staff

3. Receive the student's copy of Registration Form	Check the accuracy of information printed in the Registration form Issue the student's copy of Registration Form	None	2 minutes	Registrar's Staff
4. Sign in the Client Logbook	Guide the client in signing in the Logbook	None	3 minutes	Registrar's Staff
TOTAL:		None	15 minutes	



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Adding, Changing And Dropping Of Courses (Face to Face Transaction)

After enrolment, students may intend to add, change or drop courses which is allowed only during the period specified in the Academic Policies and Procedures. Prior to the approval and processing of the Registrar's Office, the student who intend to change, add, or drop course/s shall secure the blank form, fill this out and have the college do the preliminary evaluation and approval.

Office or Division:	Registrar's Office
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Classification:	Simple
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Type of Transaction:	G2C-Government to Citizen
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Who May Avail:	All students with enrolment records in the current semester
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Accomplished Adding, Changing, and Dropping of Courses Form	Blank Form is available at the Student Portal/Registrar's Office
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Student ID	Student
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Conditional Requirement: Authorization Letter, Identification Card of the representative and copy of Identification Card of the student requesting for adding, changing or dropping of courses	Client
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CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Present the form for Adding, Changing and Dropping of Courses approved by the College's Department/program Chair and the Dean	Accept approved form Verify and check student's enrolment records and check the authenticity and completion of approved adding, changing and dropping form	Non e	1 minute	Registrar's Staff
	In case of adding and changing of courses, evaluate student's qualification for enrolling course/s stated in the form	Non e	3 miniutes	Registrar's Staff
	Process the request for adding, changing or dropping of courses	Non e	5 minutes	Registrar's Staff

2. Proceed to the Assessment Office and receive Re-Assessed Copy of Registration Form from the Registrar's Office	Instruct student to proceed to the Assessment Office for the re-assessment of fees Print and issue Student's Re-assessed copy of Registration Form	None	1 minute	Registrar's Staff
TOTAL:		None	10 minutes	



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Approval Of Cross Enrollment (Face to Face Transaction)

Students who intend to enroll course/s which is/are not offered in the university may undergo this process. The description and units of the course/s to be cross-enrolled match/es with what is in the student's prescribed curriculum. Prior to the approval of the Registrar's Office, the student who intend to cross enroll shall secure the blank form, fill this out and have the college do the preliminary evaluation and approval.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All active students who intend to enrol course/s at other school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student ID	Student
Permit to Cross Enroll Form approved by the College Dean	Blank form is available at the Student Portal/Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit the Permit to Cross Enroll Form to the Registrar's Office for Approval	<p>Accept the approved form Evaluate the students' eligibility to cross enroll based on the accomplished form and students' records</p> <p>Attach the students' records to the form and forward them to the Head for Registration for final approval</p>	None	10 minutes	Registrar's Staff Handling Student's Records
	Counterchecks the evaluation made by the Registrar's Staff Sign the form for approval	None	10 minutes	Head for Registration
2. Accept approved form	<p>Reproduce the approved form in three copies Issue the student's and college's copy of approved form Instruct the student to submit one copy to the college and keep the other copy for himself/herself</p>	None	5 minutes	Registrar's Staff
TOTAL:		None	25 minutes	



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Approval Of Evaluation Form For Returnees* (Face to Face Transaction)

Returnees are students who did not enrol for some semesters and that upon return, a new curriculum is being implemented in the program where they were admitted. Prior to the approval of the Registrar's Office, the returning student shall secure the blank form, fill this out and have the college do the preliminary evaluation.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All students who intend to return and continue their program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's School ID or any valid ID		Student		
Accomplished Evaluation Form approved by the College		Blank Form is available at the Student's Portal/Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the accomplished form to the Registrar's Office	Check and verify the correctness of entries in the form Verify the accuracy of evaluation done by the college	None	20 minutes	Registrar's Staff Handling the Student's Records
	Verify and approve evaluation form	None	20 minutes	Head of Registration
2. Receive the approved evaluation form and sign in the Logbook	The Registrar's staff reproduce the approved form and issues the photocopy to the student Guide the student in filling out of some information in the Logbook	None	5 minutes	Registrar's Staff
TOTAL:		None	45 minutes	

*Recommendation:

The Registrar's Office recommends removal of evaluation for transfer and shifting process from the office's Citizen's Charter. This is due to the revision done in the Guidelines and Procedures for the application and evaluation of transferees and shifters which took done in the colleges AY 2021-2022. According to the new guidelines, the role of the Registrar's Office is just to facilitate the distribution of the form for the applicants who do not have access to Application Forms. The whole process of evaluation is being done in the colleges. After the college's approval of application for transfer or shift, Registrar's Office shall accommodate the student for enrolment which is reflected in the processes for enrolment.



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Issuance Of Duplicate Copy Of Registration Form (Face to Face Transaction)

Duplicate copy registration form may be requested in case of loss or other student's personal needs

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who May Avail: All clients who has/had enrolment records in the university

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Identification Card

Client

Official Receipt

Cashier's Office

Conditional Requirement:
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested Registration Form

Client

CLIENT STEPS

AGENCY
ACTION

FEES TO
BE PAID

PROCESSING
TIME

PERSON
RESPONSIBLE

1. Present a valid identification card/authorization letter to the staff	Validate the presented ID/authorization letter	None	1 minute	Registrar's Staff
2. Secure Request Slip Form	Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
4. Proceed to the Cashier's Office for the payment and then to the Registrar's Office to claim the copy of requested Registration form	Instruct the client to proceed to the Cashier's office for the payment of requested document Accept Request Slip and Official Receipt Print the Registration Form	Php 15.00 per copy	1 minute	Registrar's Staff
TOTAL:			5 minutes	

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Issuance Of Print Of Grades (Face to Face Transaction)

Print of grades is issued to the student during enrolment or when the student needs it for scholarship application, On-the-Job Training, evaluation of records, etc.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had enrolment records in the university and with no liability

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Identification Card/Registration Form

Client

Conditional Requirement:
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested Print of Grades

Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid identification card/authorization letter to the staff	Validate the presented ID/authorization letter	None	1 minute	Registrar's Staff

	Check if the client has liability posted in his/her account	None	1 minute	Registrar's Staff
2. State the semester/s of the print of grades to be requested	Search for the student's grades in the database	None	1 minute	Registrar's Staff
3. Receive print of grades and sign in the Logbook	Issue the print of grades to the student/authorized representative Guide the student in filling out of some information in the Logbook	None	2 minutes	Registrar's Staff
TOTAL:		None	5 minutes	



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Issuance Of Authenticated Documents (Face to Face Transaction)

Authentication is being done to the reproduced copy of documents issued by the Registrar's Office such as Diploma, Transcript of Records, Registration Form, etc.

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who May Avail: All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Original copy of the document/s to be authenticated

Client

Official Receipt

Cashier's Office

Conditional Requirements:
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents
New copy of original documents (if the original copy of the document is damaged/torn or has erasures)

Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents to the Registrar's staff	Validate the authenticity of the original copies presented	No ne	10 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	No ne	1 minute	Registrar's Staff
3. Fill-out Request Slip Form	Guide the client in filling up the form	No ne	2 minutes	Registrar's Staff
4. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number Process the authentication of documents	No ne	10 minutes	Assessment Office's Staff
	Head for Registration/authorized personnel sign in the documents	No ne	5 minutes	Head of Registration/Authorized Personnel

7. Receive the requested documents and sign in the Logbook	Place university dry seal in each page of authenticated documents and guide the client in accomplishing the Logbook	No ne	2 minutes	Registrar's Staff
TOTAL:			30 minutes	



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Issuance Of Certified, Authenticated And Verified (CAV) Documents (Face to Face Transaction)

CAV documents are being issued to clients who will apply for apostille and to some college graduates who will take PRC Board Examinations. Graduates of the graduate programs may also request for the document needed for processing of their promotion

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy of the document/s to be authenticated	Client
Official Receipt	Cashier's Office
Documentary Stamp/s	Bureau of Internal Revenue
Long Brown Envelope (for apostille)	Client
Conditional Requirements:	
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents	Client

PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO		Philippine Statistical Authority		
New copy of original documents (if the original copy of the document is damaged/torn or has erasures)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents to the Registrar's staff	Validate the authenticity of the original copies presented	None	10 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	2 minutes	Registrar's Staff
4. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number Process the requested authentication and certification/s	Php 20.00 per page of the documents to be authenticated Php 30.00 per certification	Maximum of 2 hours	Registrar's Staff

	Check and verify the completeness and accuracy of the prepared documents	None	15 minutes	Registrar's Staff
	Head for Registration/Authorized Personnel review and approve the processed documents	None	20 minutes	Head for Registration/Authorized Personnel
5. Sign in the Logbook and receive the requested documents	Request the client to check the correctness of the data/information found in the document Place university dry seal in each page of authenticated documents Affix documentary stamps and dry seal in each copy of certification If the CAV is intended for apostille application in Department of Foreign Affairs (DFA), seal the documents in a long brown envelope Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:			Maximum of 3 hours	

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Issuance of Official Certification (Face to Face Transaction)

Official certifications being issued by the Registrar's Office include but not limited to the following:

- Certificate of Graduation;
- Certificate of Enrolment;
- Certificate of Units Earned;
- Certificate of English Medium of Instruction;
- Certificate of Complete Academic Requirements;
- Certificate of Honor Graduate;
- Certificate of ID Issuance;
- Certificate of NSTP Serial Number;
- Certificate of General Weighted Average (GWA);
- Certificate of Cross Enrolment

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Cashier's Office
Documentary Stamp/s	Bureau of Internal Revenue
Conditional Requirements: Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents	Client

PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO		Philippine Statistical Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the kind of certification to be requested	Asks the client about the nature/kind of certification to be requested Check the eligibility of the client to request certain certification	None	10 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-out Request Slip Form	Guide the client in filling up the form	None	2 minutes	Registrar's Staff
4. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number Process the requested authentication and certification/s (Processing time depends on the availability and accessibility of client's records)	Php 30.00 per page of certification	Maximum of 2 hours	Registrar's Staff

	Check and verify the completeness and accuracy of the prepared document/s	None	15 minutes	Registrar's Staff
	Head of Registration/Authorized Personnel review and approve the processed documents	None	20 minutes	Head of Registration/Authorized Personnel
5. Sign in the Logbook and receive the requested documents	Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:			Maximum of 3 hours	

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Issuance Of Certificate Of Course Description (Face to Face Transaction)

The document includes the description of the course/s taken by the client in the university. The description may be expressed in English or Filipino as requested client. The client specifies the particular course/s to be described.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
Documentary Stamp/s		Bureau of Internal Revenue		
Conditional Requirement: Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon releasing the document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Verbally state the details of request to the staff and present the copy of TOR	Check from the client's records if the requested course/s to be described was/were taken by the client (Processing time depends on the number of course/s requested by the client to be included in the Certification)	None	5 to 30 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	2 minutes	Registrar's Staff
4. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number	Php 30.00 per page of the certification	1 minute	Cashiering Office's Staff

	Search/encode the course/s to be described (Processing time depends on the number of course/s to be described based on the client's request and availability of the course description in the Registrar's Office and/or concerned college)	None	1 to 6 working days	Registrar's Staff
	Check and verify the completeness and accuracy of the prepared document/s (Processing time depends on the number of course/s requested by the client to be included in the Certification)	None	5 to 30 minutes	Registrar's Staff

	Head of Registration check and approve the processed certificate	None	30 minutes	Head of Registration
5. Sign in the Logbook and receive the requested documents	Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:			Maximum of 7 working days	

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Issuance Of Form 137 (Face to Face Transaction)

Form 137 may be requested by another school where a high school graduate of the university is pursuing his/her higher education. Further, this may be also requested by a client for a certain purpose for which the document may be solely used for.

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who May Avail: All clients who completed their high school in the university and with no liability

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Official Receipt (for personal request)

Cashier's Office

Signed request slip (if Form 137 is requested by another school)

School requesting copy of Form 137

Clearance Form

Integrated/Laboratory School

Documentary Stamps

Bureau of Internal Revenue

Conditional Requirements:

Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon releasing the document	Client
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO	Client
For re-issuance of Form 137 to another school, the following may be presented: a) Letter of request from the school stating that they are responsible for the loss of document/s (In case that the school has lost the document) b) Affidavit of loss including a statement that the document is not yet forwarded to another school (In case that the client has lost the document)	School which received the first copy/ Client

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details such as name and year of graduation If the Form 137 to be requested is requested by another school, present the request slip to the staff as well as the accomplished Clearance Form from the Integrated/Laboratory School	For personal requests,take note of the details stated by the client If the Form 137 is requested by another school, receive request from the school	None	5 minutes	Registrar's Staff

	Check if the client has liability posted in his/her account	None	1 minute	Registrar's Staff
	Verify and check the validity of data stated by the client/written in the request against the office's records If the Form 137 is requested by another school, record in the Logbook the details of the request, including the Official Receipt Number Instruct the client to wait for confirmation if the document is ready for release	None	5 minutes	Registrar's Staff
2. If the Form 137 to be requested is for personal use, fill-out Request Slip Form	Guide the client in filling up the form	None	2 minutes	Registrar's Staff

3. If the Form 137 to be requested is for personal use, proceed to the Registrar's Office to file the request after securing clearance and paying document fee	Record the request details in the logbook Prepare the document(Processing time depends on the availability and accessibility of client's records)	Php 100.00 (for personal request) None (for request of another school)	1 to 2 working days	Registrar's Staff
	Head of Registration review and approve the processed Form 137	None	20 minutes	Head of Registration
4. Sign in the Logbook and receive the requested Form 137	Affix documentary stamps and dry seal in the document If the form 137 is requested by another school, seal it in a white envelope bearing the name and address of the school which requested the document Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:			Maximum of 3	

		working days	
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Issuance of Transfer Credentials (Face to Face Transaction)

(Certificate of Honorable Dismissal and Transcript of Records)

Transfer credentials are being issued only once to the students who will transfer to another school. Certificate of Honorable Dismissal certifies that the student is cleared of any accountabilities with the school and is eligible for transfer to another school. The Transcript of Records being issued bear the remarks "Granted Transfer Credentials".

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	All students who intend to transfer to another school and with no liability	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Official Receipt		Cashier's Office
Documentary Stamp/s		Bureau of Internal Revenue
Conditional Requirements:		
Form 137/TOR (if the student has not submitted a copy)		School last attended

PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO	Client
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of document	Client
For re-issuance of Transfer Credentials, the following may be presented: a) Letter of request from the school stating that they are responsible for the loss of document/s (In case that the school has lost the document) b) Affidavit of loss including a statement that the document is not yet forwarded to another school (In case that the client has lost the document)	School which received the first copy Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbally state the request	Take note of the request details and verify it from the office's records (Processing time depends on the accessibility of the records where the staff would base his/her verification)	None	3 minutes to one hour	Registrar's Staff
2. Secure and fill out Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
	Guide the client in filling up the form	None	2 minutes	Registrar's Staff

3. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number	Php 100.00 for Certificate of Honorable Dismissal Php 50.00 per page of Transcript of Records	3 minutes	Registrar's Staff
	Prepare the documents (Processing time depends on the availability and accessibility of client's records and whether the Transcript of Records be generated through TOR Generation Portal or be manually prepared)	None	1 to 2 working days	Registrar's Staff

	Check and verify the completeness and accuracy of the prepared document/s	None	30 minutes	Registrar's Staff
	Head of Registration review and approve the processed Transfer Credentials	None	30 minutes	Head of Registration
5. Sign in the Logbook and receive the requested Transfer Credentials	Affix documentary stamps and dry seal in the document Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 working days	

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Issuance Of Transcript Of Records (TOR) (Face to Face Transaction)

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the university, including transferred credits from other school. This document may be issued as requested regardless of frequency and number of copies.

Office or Division: Registrar's Office

Classification: Complex

Type of Transaction: G2C-Government to Citizen

Who May Avail: All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Official Receipt

Cashier's Office

Documentary Stamp/s

Bureau of Internal Revenue

Conditional Requirements:

Official Request from another school (if the TOR to be secured is for submission to another school)

School requesting for a copy of TOR

PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO

Philippine Statistical Authority

Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the owner of requested documents upon release of document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details such as name, program and year of graduation (if applicable) If the TOR to be secured is for submission to another school, present the request from another school (lower half of the Certificate of Transfer Credential issued by the BatStateU Registrar's Office signed by the requesting school's Registrar)	Take note of the details stated by the client and verify them against office's records. In case that there is no available/incomplete client's records on file, staff instructs the client to file the request upon receiving notification from the office that the records are already available/reconstructed	None	10 to 30 minutes	Registrar's Staff

*Issuance Of Transcript
 Of Records (TOR)...*

2. If the TOR to be requested is for personal use, secure and fill out Request Slip Form	Check if the client has liability posted in his/her account Ask for the purpose of securing TOR Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
	Guide the client in filling up the form	None	2 minutes	Registrar's Staff
3. File the request to the Registrar's Office after securing clearance and paying the document fee	Record the request details in the logbook, including the Official Receipt Number	None (if the requested TOR is the first copy to be requested by a client who is a graduate of any undergraduate program) Php 50.00 per page	3 minutes	Registrar's Staff

	Prepare the document (Processing time depends on the availability and accessibility of client's records and whether the Transcript of Records be generated through TOR Generation Portal or be manually prepared)	None	2 to 6 working days	Registrar's Staff
	Check and verify accuracy of the prepared TOR	None	30 minutes	Registrar's Staff
	Head of Registration review and approve the prepared TOR	None	30 minutes	Head of Registration

4. Sign in the Logbook and receive the requested TOR	Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in the document Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:		None	Maximum of 7 working days	

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Issuance Of Duplicate Copy Of Diploma (Face to Face Transaction)

Diploma is a legal document certifying the completion of a degree program. For non-degree/diploma programs, Certificate is issued. University President signs the second copy of the Diploma/Certificate. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has graduation records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Cashier's Office
Any applicable Affidavit (stating the need for second copy)	Client
Documentary Stamp/s	Bureau of Internal Revenue
Conditional Requirements:	
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO	Philippine Statistical Authority
Damaged copy (in case of replacement of a damaged copy)	Client

Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details (such as name, program and year of graduation) and submit the affidavit stating the reason of requesting for second copy of Diploma	Take note of the details stated by the client and verify them against office's records Check the submitted affidavit and keep it on file (Processing time depends on the availability and accessibility of client's records)	None	5 to 30 minutes	Registrar's Staff
2. Secure and fill out Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff

	Guide the client in filling up the form	None	2 minutes	Registrar's Staff
3. File the request to the Registrar's Office after securing clearance and paying the document fee	Record the request details in the logbook, including the Official Receipt Number	Php 400.00	3 minutes	Registrar's Staff
	Print the Diploma and the Transmittal	None	15 to 30 minutes	Registrar's Staff
	Verify and sign the prepared transmittal to be forwarded to the Office of the Vice Chancellor for Academic Affairs	None	5 minutes	Head of Registration
	Verify and sign the prepared transmittal (processing time depends on the availability of signatory)	None	1 to 3 working days	Vice Chancellor

	University President verifies and approves the prepared Diploma (processing time depends on the availability of signatory)	None	1 to 3 working days	University President
4. Sign in the Logbook and receive the requested Diploma	Affix documentary stamps, gold seal and dry seal in the document Instruct the client to sign in the logbook for releasing the document	None	5 minutes	Registrar's Staff
TOTAL:		Php 400.00	Maximum of 7 working days	

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Approval Of Application For Comprehensive Examination (Face to Face Transaction)

Students in the graduate programs must undergo evaluation of the college and the Registrar's Office before taking the Comprehensive Examination.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students in the graduate programs who completed their academic courses and intend to take Comprehensive Examination

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (Preferably Student's ID)		Client		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present identification card and verbally state the request	Check if the student's name is included in the list endorsed by the college. In case that the student is not included in the list, he/she may seek a letter from the college stating that he/she is eligible to apply for Comprehensive Examination. It must be complied first before proceeding for the request.	None	2 minutes	Registrar's Staff
	Check the completeness of students' records. In case that the student is lacking of a/some credential/s, instruct him/her to comply with the submission of such document/s first before proceeding for the request.	None	10 minutes	Registrar's Staff
2. Receive and fill out Application Form for Comprehensive Examination	Issue Application Form for Comprehensive Examination	None	1 minute	Registrar's Staff
	Instruct the student to fill up the form	None	10 to 20 minutes	Registrar's Staff

4. Submit the filled-out Application Form	Receive and check the filled up form	None	1 minute	Registrar's Staff
	Evaluate the student's academic records and prepare a copy of evaluated curriculum Attach the evaluated curriculum, print of grades and Transcript of Records (if the student is a transferee) with the accomplished form Sign in the form (Processing time depends on the completeness of uploaded grades)	None	1 to 3 hours	Registrar's Staff
5. Proceed to the college for evaluation and approval of the form	Evaluate the student's eligibility to take Comprehensive Examination based on the forwarded records Sign in the form for approval (Processing time depends on the availability of evaluators in the college)	None	1 to 2 working days	College Dean/Program Chair/Department Chair of graduate programs

6. Proceed to the Registrar for the final approval of the form	Check the documents and sign in the form for approval	Non e	30 minutes	Head of Registration
7. Receive the approved Application Form	Provide the student with photocopied approved forms Instruct the student to submit a copy to the college	Non e	5 minutes	Registrar's Staff
TOTAL:		Non e	Maximum of 3 days (provided that all of the needed grades are already uploaded)	

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Pre-Law Evaluation For Admission (Face to Face Transaction)				
This service is intended for Bachelor of Law students who will enrol at the university for the first time. Required number of units for English, Social Sciences and Mathematics courses are being evaluated as per requirement of the Legal Education Board. Lacking units must be enrolled prior to law courses in the curriculum.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Holder of bachelor's degree who intends to enroll at Bachelor of Laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client		
Admission slip		Testing and Admission Office		
Transcript of Records in bachelor's degree (original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the requirements	Check the presented requirements Issue College of Law Admission Requirement Form	No ne	5 minutes	Registrar's Staff
2. Receive College of Law Admission Requirement Form	Issue College of Law Admission Requirement Form Advise the client to proceed to the College of Law for initial evaluation	No ne	1 minute	Registrar's Staff
3. Submit the form and the Transcript of Records to the staff-in-charge in the college	Based on the presented TOR, evaluate the English, Social Sciences and Mathematics courses that would be credited for the program and write them on the form	No ne	1 hour to 2 working days (Processing time depends on the availability of evaluator/signatory in the college)	College Dean/Authorized personnel in the college
4. Proceed to the Registrar's Office for the verification of the evaluation done in the college	Receive the evaluated form Verify the accuracy of the evaluation done in the college Sign in the form	No ne	20 minutes	Registrar's Staff
	Review and approve the evaluated form	No ne	10 minutes	Head of Registration

5. Receive the approved Application Form	Provide the student with photocopied approved form Instruct the student to forward a copy to the college	No ne	5 minutes	Registrar's Staff
TOTAL:		No ne	Maximum of 3 days	

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Online Issuance of Official Certification (Online Transaction) As of June 2020

Official certifications being issued by the Registrar's Office include but not limited to the following:

- Certificate of Graduation;
- Certificate of Enrolment;
- Certificate of Units Earned;
- Certificate of English Medium of Instruction;
- Certificate of Complete Academic Requirements;
- Certificate of Honor Graduate;
- Certificate of ID Issuance;
- Certificate of NSTP Serial Number;
- Certificate of General Weighted Average (GWA);
- Certificate of Cross Enrolment

Office or Division:	Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	All clients who has/had academic records in the university and with no liability	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Official Receipt		Cashier's Office
Documentary Stamp/s		Bureau of Internal Revenue
Conditional Requirements:		

Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents		Client		
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO		Philippine Statistical Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://dione.batstate-u.edu.ph and accomplish the steps for document requisition	Open the request from the portal Verify the client's eligibility to request for a particular certification Check student's clearance from the system If the client has liability or is not eligible to request, disapprove the request and communicate the client for the reason of such disapproval	None	10 minutes	Registrar's Staff
	In case of approval, record the request details in the logbook	None	1 minute	Registrar's Staff

	Process the requested certification/s (Processing time depends on the availability and accessibility of client's records)	None	Maximum of 2 hours	Registrar's Staff
	Check and verify the accuracy of the prepared document/s	None	30 minutes	Registrar's Staff
	Review and approve the prepared Transcript of Records	None	30 minutes	Head of Registration
	Communicate the client for the appointment in claiming the document	None	3 minutes	Registrar's Staff

2. Proceed to Registrar's Office personally to claim the document	Instruct the client to proceed to the Accounting Office for clearance and to the Cashier's Office for the payment of fees Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	30.00 per Certification	10 minutes	Registrar's Staff
TOTAL:			Maximum of 3 hours	

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Online Issuance Of Transcript Of Records (TOR) (Online Transaction) As of June 2020

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the university, including transferred credits from other school. This document may be issued as requested regardless of frequency and number of copies.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Cashier's Office
Documentary Stamp/s	Bureau of Internal Revenue
Conditional Requirements:	
Official Request from another school (if the TOR to be secured is for submission to another school)	School requesting for a copy of TOR
PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/NSO	Philippine Statistical Authority

Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the owner of requested documents upon release of document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://dione.batstate-u.edu.ph and accomplish the steps for document requisition	Open the request from the portal Verify the client's eligibility to request for a particular certification Check student's clearance from the system If the client has liability or is not eligible to request, disapprove the request and communicate the client for the reason of such disapproval	None	10 minutes	Registrar's Staff

	In case of approval, record the request details in the logbook If the requested TOR is intended for submission to another school, allow the client to upload the request of the school	None	3 minutes	Registrar's Staff
	Process the requested certification/ s (Processing time depends on the availability and accessibility of client's records and whether the Transcript of Records be generated through TOR Generation Portal or be manually prepared)	None	2 to 6 working days	Registrar's Staff

2. Proceed to Registrar's Office personally to claim the document	Instruct the client to proceed to the Accounting Office for clearance and to the Cashier's Office for the payment of fees Request the client to check the correctness of the data/information found in the document Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	50.00 per page	10 minutes	Registrar's Staff
TOTAL:		None	Maximum of 7 working days	

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Online Pre-Registration of New Students in the Undergraduate Programs (Online Transaction) As of June 2020

Qualified applicants who have pre-registered online may temporarily enroll by completing the following processes. Enrolment shall be completed and validated only until upon submission of the enrolment credentials.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	Qualified applicants as new student or transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Qualification in College Entrance Test				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to the online registration link and complete the registration process	View the student's registration records from the system	None	5 to 10 minutes	Registrar's Staff
TOTAL:		None	10 minutes	

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Online Adding, Changing And Dropping Of Courses (Online Transaction-posted in Student's Portal) As of June 2020

After enrolment, students may intend to add, change or drop courses which is allowed only during the period specified in the Academic Policies and Procedures. Prior to the approval and processing of the Registrar's Office, the student who intend to change, add, or drop course/s shall secure the blank form, fill this out and have the college do the preliminary evaluation and approval.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All students with enrolment records in the current semester

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Adding, Changing, and Dropping of Courses Form		Blank Form is available at the Student Portal/Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form for Adding, Changing and Dropping of Courses approved by the College's Department/program Chair and the Dean through the Registrar's Office's official e-mail address	Accept approved form Verify and check student's enrolment records and check the authenticity and completion of approved	None	1 minute	Registrar's Staff

	adding, changing and dropping form			
	In case of adding and changing of courses, evaluate student's qualification for enrolling course/s stated in the form	None	3 minutes	Registrar's Staff
	Process the request for adding, changing or dropping of courses	None	5 minutes	Registrar's Staff
2. Receive communication regarding the status of adding, changing and dropping of course/s request	Communicate the student regarding the status of adding, changing and dropping of course/s request	None	1 minute	Registrar's Staff
TOTAL:		None	10 minutes	

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Online Issuance Of Authenticated Documents (Online Transaction) As of June 2020 Authentication is being done to the reproduced copy of documents issued by the Registrar's Office such as Diploma, Transcript of Records, Registration Form, etc.	
Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy of the document/s to be authenticated	Client
Official Receipt	Cashier's Office
Conditional Requirements: Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents New copy of original documents (if the original copy of the document is damaged/torn or has erasures)	Client

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://dione.batstate-u.edu.ph and accomplish the steps for document requisition	Open the request from the portal Verify the client's eligibility to request for a particular certification Check student's clearance from the system If the client has liability or is not eligible to request, disapprove the request and communicate the client for the reason of such disapproval	None	10 minutes	Registrar's Staff
	Communicate the client for the appointment in submitting the original as well as the reproduced copies of the documents to be authenticated	None	1 minute	Registrar's Staff

2. Present the documents to be authenticated to the Registrar's Office and secure the printed Request Slip	Sanitize the documents Print and give the Request Slip to the client Instruct the client to proceed to the Assessment Office for Clearance and to the Cashier's Office for the payment of requested documents	None	30 minutes	Registrar's Staff
3. File the request to the Registrar's Office after securing clearance and paying document fee	Record the request details in the logbook, including the Official Receipt Number Process the authentication of documents (Processing time depends on the number of copies of documents to be authenticated)	None	5-10 minutes	Registrar's Staff
	Sign the documents	None	5 minutes	Head of Registration/Authorized Personnel

7. Receive the requested documents and sign in the Logbook	Place university dry seal in each page of authenticated documents and guide the client in accomplishing the Logbook	None	2 minutes	Registrar's Staff
TOTAL:			30 minutes	



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Online Issuance Of Certified, Authenticated And Verified (CAV) Documents (Online Transaction) As of June 2020

CAV documents are being issued to clients who will apply for apostille and to some college graduates who will take PRC Board Examinations. Graduates of the graduate programs may also request for the document needed for processing of their promotion.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All clients who has/had academic records in the university and with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy of the document/s to be authenticated	Client
Official Receipt	Cashier's Office
Documentary Stamp/s	Bureau of Internal Revenue
Long Brown Envelope (for apostille)	Client
Conditional Requirements:	
Authorization Letter, Identification Card of the authorized representative and copy of Identification Card of the Owner of requested documents upon release of documents	Client

PSA Birth Certificate for clients whose submitted copy to the Registrar's Office is not issued by PSA/ NSO		Philippine Statistical Authority		
New copy of original documents (if the original copy of the document is damaged/torn or has erasures)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://dione.batstate-u.edu.ph and accomplish the steps for document requisition	Open the request from the portal Verify the client's eligibility to request for a particular certification Check student's clearance from the system If the client has liability or is not eligible to request, disapprove the request and communicate the client for the reason of such disapproval	None	10 minutes	Registrar's Staff

	In case of approval, record the request details in the logbook Communicate the client regarding the appointment of reporting to the Registrar's Office	None	1 minute	Registrar's Staff
	Process the requested certification/s (Processing time depends on the availability and accessibility of client's records)	None	Maximum of 2 hours	Registrar's Staff
	Check and verify the completeness and accuracy of the prepared documents	None	15 minutes	Registrar's Staff
	Review and approve the processed documents	None	20 minutes	Head for Registration/ Authorized Personnel

2. Present the original and photocopy of documents to be authenticated and secure the printed request slip	Sanitize the documents Print and give the Request Slip to the client Instruct the client to proceed to the Assessment Office for Clearance and to the Cashier's Office for the payment of requested documents	30 Php per copy of Certification 20 Php per page of documents to be authenticated	30 minutes	Registrar's Staff
	Process the authentication of documents (Processing time depends on the number of copies of documents to be authenticated)	None	5 to 10 minutes	Registrar's Staff
	Sign the authenticated documents	None	5 minutes	Head of Registration/Authorized Personnel

5. Sign in the Logbook and receive the requested documents	Request the client to check the correctness of the data/information found in the document Place university dry seal in each page of authenticated documents Affix documentary stamps and dry seal in each copy of certification If the CAV is intended for apostille application in Department of Foreign Affairs (DFA), seal the documents in a long brown envelope Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:			Maximum of 3 hours	



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1. Approval of Internally Funded Scholarship/Financial Assistance Application (Face to Face Transaction)

Description of the Service: Approval of Internally Funded Scholarship/Financial Assistance applications for graduate school students and qualified dependents of BatStateU faculty and personnel who are enrolled in Integrated and Laboratory Schools.

Office or Division:	Office of Student Affairs and Services-Scholarship and Financial Assistance Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduate School Students and Qualified Dependents of BatStateU Faculty and Personnel who are enrolled in Integrated School and Laboratory School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original)		Scholarship and Financial Assistance Office		
Certificate of Employment (1 original)		Current Employer		
Registration Form (1 original)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit duly accomplished application form at Scholarship and Financial Assistance Office together with other documentary requirements. (Note: Certificate of Employment is NOT required for BatStateU Faculty and Personnel Qualified Dependents.	Accept, evaluate and approved scholarship applications by the students via Scholarship System and inform the client to proceed to Assessment Office for re-assessment of fees.	None	5 minutes	Admin Aide VI or Head or Asst. Director/SFAO
2. Log the transaction in the SFAO log sheet.	Inform the client for the next procedure.	None	3 minutes	Admin Aide VI or Head or Asst. Director/SFAO
TOTAL:		None	8 minutes	

LEADING INNOVATIONS, TRANSFORMING LIVES



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2. Approval of Externally Funded Scholarship/Financial Assistance via Scholarship System (Face to Face Transaction)

Description of the Service : Approval of scholarship and financial assistance of scholars/grantees of externally funded grants via scholarship system.

Office or Division:	Office of Student Affairs and Services-Scholarship and Financial Assistance Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students who are recipients of externally funded scholarship (private and government agency)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESS ING TIME	PERSON RESPONSIBLE

1. Present the certificate of registration at the Scholarship and Financial Assistance Office.	Accept, evaluate the grades of student via scholarship system and approved the grants for the applicable semester.	Non e	5 minutes	Admin Aide VI or Head or Asst. Director/SFAO
2. Log the transaction	Inform the client for the next procedure.	Non e	3 minutes	Admin Aide VI or Head or Asst. Director/SFAO
TOTAL:		Non e	8 minutes	

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3. ISSUANCE OF SCHOLARSHIP/NON-SCHOLARSHIP CERTIFICATION (Face to Face Transaction)

Description of the Service : Issuance of scholarship/non-scholarship certification requested by the students.

Office or Division:	Office of Student Affairs and Services-Scholarship and Financial Assistance Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition slip (1 original)		Scholarship and Financial Assistance Office		
Registration Form/School ID (1 original)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request slip form at Scholarship and Financial Assistance Office.	Accept, validate records, prepare, and issue requested certification to the client.	None	10 minutes	Admin Aide VI or Head or Asst. Director/SFAO

2. Log the transaction	Inform the client for the next procedure	None	3 minutes	Admin Aide VI or Head or Asst. Director/SFA O
TOTAL:			13 minutes	

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1. ADMISSION FOR COLLEGE APPLICANTS (Face to Face Transaction)

Description of the Service : Admission for incoming First Year College

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Senior High School Graduating students and graduates who have not enrolled in any College/University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Printed Application Form	http://dione.batstate-u.edu.ph/tao/#!/application
2 recent 2" x 2" pictures of good quality, white background.	Photo Studio
Grade 10 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.	Junior High School
Grade 11 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.	Senior High School

Grade 12 original report card (For Senior High School graduates)		Senior High School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the printed application form and requirements at TAO Online Application Portal: https://dione.batstate-u.edu.ph/tao/#/application</p> <p>(For BS Nursing applicants, contact College of Nursing and Allied Health Sciences (CONAHS) for the schedule of interview.)</p>	<p>Evaluate the documents submitted based on the requirements of the chosen program/s. (For BS Tourism applicants, advise to proceed to infirmary for height measurement and report to CABEIHM for interview. For BS Nursing applicants, advise to proceed to CONAHS for interview.)</p>	None	3 minutes	TAO Personnel
2. If admission test is not waived, take the Entrance Examination on the scheduled date	Approve application online and provide the schedule.	None	2 hours	TAO Personnel
3. Secure Admission Results on the scheduled date through https://dione.batstate-u.edu.ph/batstateucat/portal/#/ .	Release Admission Result.	None	2 minutes	TAO Personnel
TOTAL:			2 hours and 5 minutes	

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2. ADMISSION FOR GRADUATE SCHOOL APPLICANTS (Face to Face Transaction)

Description of the Service : Admission process for Graduate School applicants

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	College Graduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		Testing and Admission Office		
Evaluated Transcript of Records (TOR)		Registrar's Office from previous school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out application form and evaluated Transcript of Records (TOR).	Receives filled out application form and evaluated Transcript of Records (TOR).	None	3 minutes	TAO Personnel

2. Pay Admission Test Fee at the Cashier's Office.	Advise the applicant to pay the testing fee at the Cashier's Office.	Php 250.00	5 minutes	TAO Personnel
3. Secure schedule of Graduate School Admission Test (GSAT) at Testing and Admission Office.	Schedule applicants for admission test.	None	5 minutes	TAO Personnel
4. Present the official receipt at the Testing & Admission Office on the scheduled date of Examination.	Check the presented proof of payment.	None	2 minutes	TAO Personnel
5. Take the Graduate School Admission Test (GSAT).	Administer, score and interpret admission test.	None	2 hours	TAO Personnel
6. Secure admission slip for registration.	If qualified, issue an Admission Slip.	None	5 minutes	TAO Personnel
TOTAL:			2 hours and 20 minutes	

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3. ADMISSION FOR FOREIGN APPLICANTS (Face to Face Transaction)

Description of the Service : Admission process for Foreign applicants

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Foreign Applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out application form		Testing and Admission Office		
Endorsement letter from External Affairs Office/Office of the Vice Chancellor for Development and External Affairs (OVCDEA)		External Affairs Office (EAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure endorsement from External Affairs Office (EAO).	Check submitted requirements and endorse applicant to TAO.	None		External Affairs Office

2. Present endorsement and other requirements to Testing and Admission Office.	Review the endorsement and other requirements of applicants.	None	2 minutes	TAO Personnel
3. Pay testing fee at the Cashier's Office.	Advise the applicant to pay the testing fee at the Cashier's Office.	Php. 1800.00	5 minutes	TAO Personnel
4. Secure admission test permit (college applicants).	Issue test permit to applicants.	None	2 minutes	TAO Personnel
5. Take Admission Test on the scheduled date.	Administer, score, and interpret admission test.	None	3 hours	TAO Personnel
6. Secure Notice of Admission (college applicants) or Admission slip (Graduate School) for Registration.	If qualified, issue notice of passing to College Applicants and admission slip for Graduate School Applicants.	None	3 minutes	TAO Personnel
TOTAL:			3 hours and 12 minutes	

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4. ADMISSION FOR COLLEGE TRANSFEREE APPLICANTS FROM OTHER HIGHER EDUCATION INSTITUTIONS (Face to Face Transaction)

Description of the Service : Admission process for College Transferees from other Higher Education Institutions

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	College students from other HEIs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out Application Form		College where the applicant intends to apply		
Evaluated Transcript of records (TOR)		Registrar's Office from previous school		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONSIBL E

1. Submit filled out application form and evaluated Transcript of Records (TOR).	Review the filled out application form and evaluated Transcript of Records.	None	3 minutes	TAO Personnel
2. Secure schedule of admission test for transferees.	Schedule the admission test.	None	5 minutes	TAO Personnel
3. Take admission test on the scheduled date.	Administer, score and interpret BatStateUCAT.	None	3 hours	TAO Personnel
4. Wait for the release of evaluation results.	Receive endorsement of qualified applicants from respective colleges.	None		TAO Personnel
5. Secure Admission slip for Registration from Testing and Admission Office.	If qualified, issue Notice of Admission.	None	3 minutes	TAO Personnel
TOTAL:			3 hours and 11 minutes	

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4. ADMISSION FOR COLLEGE OF LAW APPLICANTS (Face to Face Transaction)

Description of the Service : Admission process for College of Law

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Any baccalaureate degree holder

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		College of Law		
Evaluated Transcript of Record (Bachelor's degree), (1 original, 1 photocopy) Transcript of Record (Masteral/Doctoral), if applicable (1 original, 1 photocopy)		Registrar's Office from previous school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit filled out application form, Transcript of Records and other requirements to College of Law.	Check and evaluate requirements.	None		COL
2. Pay Admission Test Fee at the Cashier's Office.	Advise the applicant to pay the testing fee at the Cashier's Office.	Php. 250.00	5 minutes	TAO Personnel
3. Secure schedule for BatStateU-Law School Admission Test (LSAT)	Schedule the admission test.	None	5 minutes	TAO Personnel
4. Present the official receipt at the Testing and Admission Office on the scheduled date of Examination.	Check the official receipt presented.	None	2 minutes	TAO Personnel
5. Take the Entrance Examination at the scheduled date.	Administer, score and interpret BatStateU-Law School Admission Test (LSAT).	None	2 hours	TAO Personnel
6. Wait for the release of evaluation results.	Receive endorsement of qualified applicants from College of Law.	None		TAO Personnel
7. Secure admission results from Testing and Admission Office.	If qualified, issue an Admission Slip.	None	5 minutes	TAO Personnel
TOTAL:			2 hours and 17 minutes	

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4. ADMISSION FOR COLLEGE OF MEDICINE APPLICANTS (Face to Face Transaction)

Description of the Service : Admission process for College of Medicine

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduate of any pre-medical courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		College of Medicine		
Endorsement Letter		College of Medicine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out application form and endorsement letter to Testing and Admission Office.	Receive endorsement letter with fully accomplished Application Form.	None	3 minutes	TAO Personnel

2. Secure schedule of Psychological Test from Testing and Admission Office.	Schedule the admission test.	None	5 minutes	TAO Personnel
3. Pay Testing Fee at the Cashier's Office.	Advise the applicant to pay the testing fee at the Cashier's Office.	Php. 300.00	5 minutes	TAO Personnel
4. Take the Psychological Test at the scheduled date.	Administer, score and interpret Psychological Test.	None	3 hours	TAO Personnel
5. Wait for the release of evaluation results.	Receive endorsement of qualified applicants from College of Medicine.	None		TAO Personnel
6. Secure admission results from Testing and Admission Office.	If qualified, issue an Admission Slip.	None	5 minutes	TAO Personnel
TOTAL:			3 hours and 18 minutes	

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1. ADMISSION FOR COLLEGE APPLICANTS (Online Transaction) As of January 2020

Description of the Service : Online admission for incoming First Year College

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Senior High School Graduating students and graduates who have not enrolled in any College/University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Printed Application Form	http://dione.batstate-u.edu.ph/tao/#/application
2 recent 2" x 2" pictures of good quality, white background.	Photo Studio
Grade 10 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.	Junior High School
Grade 11 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.	Senior High School

Grade 12 original report card (For Senior High School graduates)		Senior High School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the printed application form and requirements at TAO Online Application Portal: https://dione.batstate-u.edu.ph/tao/#/application</p> <p>(For BS Nursing applicants, contact College of Nursing and Allied Health Sciences (CONAHS) for the schedule of interview.)</p>	<p>Evaluate the documents submitted based on the requirements of the chosen program/s. (For BS Tourism applicants, advise to proceed to infirmary for height measurement and report to CABEIHM for interview. For BS Nursing applicants, advise to proceed to CONAHS for interview.)</p>	None	3 minutes	TAO Personnel
<p>2. Secure Admission Results on the scheduled date through https://dione.batstate-u.edu.ph/batstateucat/portal/#/.</p>	<p>Release Admission Result.</p>	None	2 minutes	TAO Personnel
TOTAL:			5 minutes	

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2. ADMISSION FOR GRADUATE SCHOOL APPLICANTS (Online Transaction) As of January 2020				
Description of the Service : Online admission process for Graduate School applicants				
Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	College Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		https://bit.ly/3DvU3T5		
Recommendation Letters (3)				
Personal statement describing the purpose and career objectives		Registrar's Office from previous school		
Transcript of Records (TOR)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure application form and recommendation letter template.	Provide link for downloadable application form and recommendation letter template.	None	2 minutes	TAO Personnel
2. Submit filled out application form and other requirements to respective colleges for evaluation.	Check and evaluate the submitted requirements.	None	—	Colleges
3. Wait for the admission slip to be sent by TAO thru email.	If the applicant is qualified and endorsed by the college, issue an Admission Slip thru email.	None	3 working days after college endorsement	TAO Personnel
TOTAL:			3 working days and 2 minutes	

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3. ADMISSION FOR FOREIGN APPLICANTS (Online Transaction) As of January 2020

Description of the Service : Online admission process for Foreign applicants

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Foreign Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		www.batstateu.edu.ph		
Other requirements set by External Affairs Office (EAO)/Office of the Vice Chancellor for Development and External Affairs (OVCDEA)		External Affairs Office (EAO)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONSIB LE

1. Secure application form.	Provide link for downloadable application form.	None	2 minutes	TAO Personnel
2. Fill out application form.		None	2 minutes	
3. Submit filled out Application Form and other requirements to External Affairs Office (EAO) /Office of the Vice Chancellor for Development and External Affairs (OVCDEA)	Check and evaluate submitted requirements.	None	2 minutes	External Affairs Office
4. Wait for the admission slip to be sent by TAO thru email.	If the applicant is qualified and endorsed by the college, issue notice of passing to College Applicants and admission slip for Graduate School Applicants thru email.	None	3 working days after endorsement was received from EAO	TAO Personnel
TOTAL:			3 working days and 6 minutes	

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4. ADMISSION FOR COLLEGE TRANSFEREE APPLICANTS FROM OTHER HIGHER EDUCATION INSTITUTIONS (Online Transaction) As of January 2020

Description of the Service : Online admission process for College Transferees from other Higher Education Institutions

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	College students from other HEIs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		BatStateU Registrar's Office (registrar.pb@g.batstate-u.edu.ph)		
Transcript of records (TOR)		Registrar's Office from previous school		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONS I BLE

1. Secure application form.	Provide link for downloadable application form.	None	2 minutes	TAO Personnel
2. Fill out application form.		None	2 minutes	
3. Submit filled out application form and Transcript of Records (TOR) to respective colleges.	Check and evaluate submitted requirements.	None	3 minutes	Colleges
4. Wait for the admission slip to be sent by TAO thru email.	If the applicant is qualified and endorsed by the college, issue an Admission Slip thru email.	None	3 working days after endorsement was received from Colleges	TAO Personnel
TOTAL:			3 working days and 7 minutes	

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5. ADMISSION FOR COLLEGE OF LAW APPLICANTS (Online Transaction) As of January 2020

Description of the Service : Online admission process for College of Law

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Any baccalaureate degree holder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled Out Application Form (1 copy)	www.batstateu.edu.ph
Recent 2" x 2" pictures of good quality, white background (2 copies)	Photo Studio
Transcript of Record (Bachelor's degree), (1 original, 1 photocopy) Transcript of Record (Masteral/Doctoral), if applicable (1 original, 1 photocopy)	Registrar's Office from previous school
Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Office

Marriage Certificate, if female and married (1 original, 1 photocopy)		Philippine Statistics Office		
Honorable Dismissal		Registrar's Office from previous school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form.	Provide downloadable application form.	None	2 minutes	TAO Personnel
2. Fill out application form.		None	2 minutes	
3. Submit filled out application form and other requirements (TOR) to College of Law.	Check and evaluate requirements.	None	—	College of Law
4. Present the official receipt at the Testing and Admission Office.	Schedule applicants for admission test.	Php. 250.00	2 minutes	TAO Personnel
5. Sign in the logbook.	Record the attendance of applicant.	None	1 minute	TAO Personnel
6. Take the Entrance Examination at the scheduled date.	Administer, score and interpret BatStateU- Law School Admission Test (LSAT).	None	2 hours	TAO Personnel

7. Wait for the admission slip to be sent by TAO thru email.	If qualified, issue an Admission Slip thru email.	None	3 working days after endorsement was received from COL.	TAO Personnel
TOTAL:			3 working days 2 hours and 7 minutes	

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6. ADMISSION FOR COLLEGE OF MEDICINE APPLICANTS (Online Transaction) As of January 2020

Description of the Service : Online admission process for College of Medicine

Office or Division:	Office of the Vice Chancellor for Academic Affairs – Testing and Admission Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduate of any pre-medical courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form (1 copy)		College of Medicine com.pb@g.batstate-u.edu.ph		
Other requirements set by College of Medicine		College of Medicine com.pb@g.batstate-u.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form.	Provide downloadable application form.	None	2 minutes	TAO Personnel

2. Fill out application form.		None	2 minutes	
3. Submit filled out application form and other requirements (TOR) to College of Medicine.	Check and evaluate requirements.	None		College of Medicine
4. Present the official receipt for the payment of testing fee at Testing & Admission Office.	Schedule applicants for admission test.	Php. 300.00	2 minutes	TAO Personnel
5. Sign in the logbook.	Record the attendance of applicant.	None	1 minute	TAO Personnel
6. Take the Entrance Examination at the scheduled date.	Administer, score and interpret Psychological Test.	None	3 hours	TAO Personnel
7. Wait for the admission slip to be sent by TAO thru email.	If qualified, issue an Admission Slip thru email.	None	3 working days after endorsement was received from COM	TAO Personnel
TOTAL:			3 working days, 3 hours and 7 minutes	

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COLLECTION OF TUITION AND OTHER FEES				
This is a cashiering service. Enrolment-related fees are received by Cashier.				
Office or Division:	Cashier's Office - Main			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Parents, or Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment Form (during enrollment)		Integrated School - Department Graduate School - Department / Online Enrollment		
2. Registration Form & Payment Slip (after enrollment)		Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays tuition and other fees	1. Checks and verifies assessment form/ payment slip	Fees depend on amount of assessment for IS; 500/unit for masteral; 700/unit for doctoral; 1100/unit for law; or as assessed	3 mins.	Cashier's Staff
	2. Accepts payment thru the following options			Cashier's Staff
	a. Over the counter transaction or direct payment to the Cashier's Office			Cashier's Staff
	b. Through On-coll deposit to BSU Landbank Account			Cashier's Staff
	c. through online/ internet; log on to https://epaymentportal.landbank.com			Cashier's Staff
	3. Issues receipt			Cashier's Staff
TOTAL:		(per assessment)	3 mins.	

For comments, suggestions and complaints, you may send it to artahelpdesk@g.batstate-u.edu.ph.

LEADING INNOVATIONS, TRANSFORMING LIVES





CITIZEN'S CHARTER

VISION

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COLLECTION OF PAYMENT FOR TOR, DIPLOMA, CERTIFICATION, HONORABLE DISMISSAL, 2nd COPY REG FORM, ID REPRINT, AUTHENTICATION, GRADUATION FEE, RESERVATION, GOOD MORAL, VEHICLE STICKER, FORM 137, EXAM FEE, RETURN OF CA, LIGHT & WATER, PERFORMANCE BOND, COMPREHENSIVE EXAM, DORM RENTAL, BIDDING DOCUMENTS, BID SECURITY, LIBRARY FINE, HOSTEL ACCOMODATION, SALE OF SCRAP MATERIALS, ETC.

This is a cashiering service. Payments for the processing of these documents are received by the cashier.

Office or Division:	Cashier's Office - Main
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Students, Parents, Alumni, Suppliers, Contractors or Authorized Representative, BSU Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance Form - for Transcript, Diploma & Honorable Dismissal	Assessment Office
2. Request Slip from the Registrar's Office	Registrar's Office
3. Payment Slip or Order of Payment	ACCOUNTING / RGO / BAC / Dormitory / GS Department / OSAS GSO / TAO / HOSTEL / LIBRARY Procurement & Property Office
4. Payment (cash, check, etc.)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays other fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash, Advance, Bidder's Bond, etc.)	1. Checks and verifies order of payment or clearance form and the request slip.	1. Transcript of Records - Php50.00/ page	3 mins.	Cashier's Staff
	2. Accepts payment	2. Diploma - Php400.00		
		3. Certification - Php30.00/ page		
		4. Honorable Dismissal - Php100.00		
		5. 2nd copy Reg Form Php15.00		
		6. ID reprint - Php180.00		
		7. Authentication - Php20.00/ page		
		8. Graduation fee (IS) - Php 300.00 / GS Php1,000.00		
		9. Reservation (IS) - Php 3000		
		10. Good Moral - Php30.00		
		11. Vehicle Sticker - Php100.00		
		12. Form 137 - Php100.00		
		13. Exam Fee IS & GS - Php250.00		

		14. Return of Cash Advance; depends on the amount assessed for return		
		15. Light and Water - depends on assessment; on current bill		
		16. Performance Bond; depends on project ABC		
		17. Comprehensive Exam; Php 1,000.00 for masteral; Php 1,500 for doctoral		
		18. Dorm Rental - Php 2,000.00 per month		
		19. Bidding Documents- as assessed based on project ABC		
		20. Bid Security - as assessed based on project ABC		
		21. Library Fine- Php 10.00 per book a day of delay of return of book or material		
		22. Hostel Accomodation - depends on the room		
		23. Sale of Scrap Materials; as per cost of sales		
TOTAL:		(as assessed)	3 mins.	

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LEADING INNOVATIONS, TRANSFORMING LIVES





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RELEASING OF CHECKS				
This is a disbursing service. Checks for payment of obligations of the University are claimed at the cashier.				
Office or Division:		Cashier's Office - Main		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Students, Parents, BSU Personnel, Suppliers, Contractors or Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID (or any proof of identify with picture and signature)		Claimant & Authorized Representative		
2. Official Receipt (for suppliers; evidence of delivery)		Claimant		
3. Authorization Letter, if representative claims on behalf of claimant		Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claims checks from the issuing staff of the office	1. Checks and verifies the identity of the claimant by requesting proof of identity like ID Card and authorization letter, if check is claimed by a representative. In addition, requests for the official receipt if the claimant is a supplier.	None	5 mins	Cashier's Staff
	2. Before releasing the check, requires claimant to sign the disbursement voucher, and logbook; take a picture of the claimant and the issued check; and get the official receipt issued by suppliers or contractors	None	5 mins	Cashier's Staff
TOTAL:		None	10 mins	

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LEADING INNOVATIONS, TRANSFORMING LIVES





CITIZEN'S CHARTER

APPROVAL OF REQUEST FOR DOCUMENTATION OF MAJOR UNIVERSITY EVENTS AND ACTIVITIES

Office or Division:	PUBLIC RELATION OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public			
Who May Avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation/programme or equivalent document		Unit;sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation/ communication letter	Receipt of invitation/communication letter from concerned office/college/campus	None	5 minutes	Public Relations Director / Staff
2. Prepare materials to be used for documentation	Preparing the materials needed for documentation such as camera, tripod, laptop, recorded, pen and notepad	None	1-2 hours	Staff
3. Perform documentation procedures	Performing documentation procedures during an event/activity	None	Depends on the duration of the Actual Activity	Staff
4.Preparation of news and photos for approval of PR Director / University President	Submitting the prepared news and photos to the PR Director / University President	None	2-4 hours	Staff
5. Approval of the news and photos by the PR Director / University President	Seeking the approval of the PR Director / University President. If not approved, will edit and seek approval again	None	2 hours	Staff
6. Post news and photos on University website/social media accounts	Posting the news and photos on the University website and social media accounts	None	1 hour	Staff
TOTAL:		None	1-2 days	

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LEADING INNOVATIONS, TRANSFORMING LIVES





CITIZEN'S CHARTER

ORGANIZING PUBLIC RELATIONS EVENTS/ACTIVITIES				
Office or Division:	PUBLIC RELATION OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public			
Who May Avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the office about the events or the activity to be conducted	Verifies the information	None	1-2 hours	Public Relations Director / Staff
2. Provides the details for the proposal	Prepares the proposal for the activity	None	1 day	Public Relations Director / Staff
3. Coordinates with the office for the approval of the proposal	Seeks the approval of the authority for the event/activity	None	1 week	Public Relations Director / Staff / VP for Development and External Affairs / VP for Administration and Finance / University President
4. Follows up the materials of procured in case the event/activity is internally funded	Coordinates with the Procurement Office for the materials needed for the activities	None	1 day	Public Relations Director/ Staff
5. Cooperates with the office during the conduct of activity/event on the scheduled time	Conducts the activity/event on the scheduled time	None	Depends on the duration of the Actual Activity	Public Relations Director/ Staff/ Partner Offices (if any)
6. Post news and photos on University website/social media accounts	Posting the news and photos on the University website and social media accounts	None	1 hour	Staff
TOTAL:		None	1-2 days	

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1.Issuance Of Certificate Of Employment & Service Record

The Certificate of Employment & Service Record is issued to both employed and formerly employed Faculties and Employees. A Certificate of employment contains position, office, duration of employment, salary and purpose, while a service record contains detailed information of appointment and the purpose.

Office or Division:	Human Resource Management Office - Central
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty, Employees and Separated Faculty and Employees *Service record is not applicable for Part-time Faculty & Job Order

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

For currently employed: Online Request of Certificate of Employment or Service Record	For currently employed: Accomplish online form at http://dione.batstate-u.edu.ph/employee
For former employee: Fully accomplished request slip for separated faculty and employee(1 original copy) Accomplished Clearance for separated faculty and employee (1 original copy)	For former employee: Human Resource Management Office – Employment Record Section Human Resource Management Office – Employment Record Section and/or Compensation & Relations Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.For currently employed: File online request through employee portal</p> <p>For former employee: Fill out request slip (for separated faculty &employee)</p> <p>* Make sure that you are cleared from all the liabilities in the University</p>	<p>1. Check, verify &approve submitted request slip on Human Resource Management System.</p> <p>Check if he/she is cleared from all the liabilities.</p> <p>Issue request slip to the separated faculty or employee.</p>	None	10minutes	Employment Record Staff/ Compensation & Relations Staff, Human Resource Management Office

2. Submit the fully accomplished request slip	2. Print the HRMS submitted request slip. Receive & verify the completeness of the submitted form.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff, Human Resource Management Office
3. Receive the certificate of employment/service record.	3. Notify the request or as to the readiness of the certificate/ service record through HRMS. Release the certificate of employment/ service record.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff, Human Resource Management Office
	TOTAL:	None	20 minutes	

For comments, suggestions and complaints, you may send it to artaelpdesk@g.batstate-u.edu.ph.

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2.Receiving of Application Documents

Application Documents are received from applicants for short listing. These are evaluated and counterchecked with the qualifications of the vacant position/s to be filled up.

Office or Division:	Human Resource Management Office - Central
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Non-Teaching Applicants (regardless of status)

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Application Letter addressed to the University President	Applicant concerned
Updated resume and curriculum vitae	Applicant concerned
Official Transcript of Records	Applicant concerned
Certificate/s of Employment (if there is any)	Applicant concerned
Certificate/s of Seminars and Trainings Attended (if there is any)	Applicant concerned
Certificate/s of Eligibility (if there is any)	Applicant concerned

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

For application documents submitted online:
Send with a single pdf file at
recruitment.central@g.batstate-u.edu.ph

For application documents submitted physically in the office:
Submit to any HRMO-Central Administration Staff

Acknowledge and receive application documents.

Check if the documents are complete or if he/she has complied with all the necessary documents for application.

None

10minutes

Recruitment,
Selection and
Placement Staff,
Human Resource
Management
Office – Central
Administration

	Reply/ Inform them if he/ she has incomplete documents.			
	TOTAL:	None	20 minutes	

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The Certificate of Employment & Service Record is issued to both employed and formerly employed Faculties and Employees. A Certificate of employment contains position, office, duration of employment, salary and purpose, while a service record contains detailed information of appointment and the purpose.

Office or Division:	Human Resource Management Office- Pablo Borbon
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty, Employees and Separated Faculty and Employees *Service record is not applicable for Part-time Faculty & Job Order

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For currently employed: Online Request of Certificate of Employment or Service Record	For currently employed: Accomplish online form at http://dione.batstate-u.edu.ph/employee
For former employee: Fully accomplished request slip for separated faculty and employee(1 original copy) Accomplished Clearance for separated faculty and employee (1 original copy)	For former employee: Human Resource Management Office – Employment Record Section Human Resource Management Office – Employment Record Section and/or Compensation & Relations Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.For currently employed: File online request through employee portal</p> <p>For former employee: Fill out request slip (for separated faculty &employee)</p> <p>* Make sure that you are cleared from all the liabilities in the University</p>	<p>1. Check, verify &approve submitted request slip on Human Resource Management System.</p> <p>Check if he/she is cleared from all the liabilities.</p> <p>Issue request slip to the separated faculty or employee.</p>	None	10minutes	Employment Record Staff/ Compensation& Relations Staff, Human Resource Management Office

2. Submit the fully accomplished request slip	2. Print the HRMS submitted request slip. Receive & verify the completeness of the submitted form.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff, Human Resource Management Office
3. Receive the certificate of employment/service record.	3. Notify the request or as to the readiness of the certificate/ service record through HRMS. Release the certificate of employment/ service record.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff, Human Resource Management Office
	TOTAL:	None	20 minutes	

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Application Documents are received from applicants for short listing. These are evaluated and counterchecked with the qualifications of the vacant position/s to be filled up.

Office or Division:	Human Resource Management Office – Pablo Borbon
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Non-Teaching Applicants (regardless of status)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter addressed to the University President	Applicant concerned
Updated resume and curriculum vitae	Applicant concerned
Official Transcript of Records	Applicant concerned
Certificate/s of Employment (if there is any)	Applicant concerned
Certificate/s of Seminars and Trainings Attended (if there is any)	Applicant concerned
Certificate/s of Eligibility (if there is any)	Applicant concerned
Certificate/s of Membership (for teaching applicants) <i>if there is any</i>	Applicant concerned
Copy/ies of Published Book/ Journal/ Article (for teaching applicants) <i>if there is any</i>	Applicant concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For application documents submitted online: Send with a single pdf file at recruitment.central@g.batstate-u.edu.ph For application documents submitted	Acknowledge and receive application documents. Check if the documents are complete or if he/she has complied with all the necessary	None	10minutes	Recruitment, Selection and Placement Staff, Human Resource Management Office – Central Administration

physically in the office: Submit to any HRMO- Central Administration Staff	documents for application. Reply/ Inform them if he/ she has incomplete documents.			
	TOTAL:	None	20 minutes	

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LEADING INNOVATIONS, TRANSFORMING LIVES





Republic of the Philippines
BATANGAS STATE UNIVERSITY

Batangas City

OFFICE OF THE DIRECTOR FOR EXTERNAL AFFAIRS

Telephone No. + 63 (043) 980-0385 loc. 1143

E-mail Address: externalaffairs.central@g.batstate-u.edu.ph Website: <http://www.batstate-u.edu.ph>

CITIZEN'S CHARTER 2021

Assistance to current and incoming Foreign Students with the enrollment process.				
Office or Division:	External Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport Bio-page		Department of Foreign Affairs - Country of Origin		
Transcript of Records		Ministry of Education in their Country of Origin		
Diploma		University last attended		
Good Moral Certificate		Ministry of Education in their Country of Origin		
Police Clearance		Government Agency in their Country		
Birth Certificate		Government Agency in their Country		
Honorable Dismissal (for Masters and Doctoral Degree)		University last attended		
Accomplished Application Forms		BatStateU - External Affairs Office		
Certificate of Acceptance		BatStateU - Registrar		
CHED endorsement (for transferees and change of course)		CHED, Quezon City		
Bureau of Quarantine Medical Clearance (extension)		Bureau of Quarantine, Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of courses desired and requirements for admission	Hands out brochure and list of requirements needed for enrolment.	None	1-2 Hours	Director EAO Staff
Submits original and copies of documents and other requirements	Collects documents and requirements for evaluation. Referral to Testing and Admission Office for examination.	None	2 Days	Director EAO Staff
Assist Foreign students for the enrolment procedure	Endorses the student to Registrar. Assist for the Assessment of Fees.	None	1-2 Days	Director EAO Staff
TOTAL:				

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Assistance to Foreign and Local Students with: Renewal of Visa, Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to Student Visa, Downgrading of Visa and Application of Visa (for SIAP – Student Internship Abroad Program).

Office or Division:	External Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign and Local Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Bio-page	Department of Foreign Affairs - Country of Origin
Transcript of Records	Higher Education in their Country of Origin
Accomplished Application Forms	BatStateU - External Affairs Office
Certificate of Acceptance	BatStateU - Registrar
CHED endorsement (for transferees and change of course)	CHED, Quezon City
Bureau of Quarantine Medical Clearance (extension)	Bureau of Quarantine, Manila
Photocopy of BI school accreditation ID	BatStateU - External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collects requirements for Renewal/ Extension/ Conversion of Visa	Collects documents and requirements.	Special Study Permit, Extension of Student Visa, Conversion of Tourist Visa to Student Visa (May vary)	1-2 Days	Director EAO Staff
Checks and submit the documents for submission	Checks the requirements and documents submitted by the students and prepares them for submission to the Bureau of Immigration.	None	1-2 Days	Director EAO Staff
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.	None	2-4 Weeks	Director EAO Staff
TOTAL :				

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Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance.				
Office or Division:		External Affairs Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Foreign Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport		Department of Foreign Affairs - Country of Origin		
Transcript of Records		Higher Education in their Country of Origin		
Accomplished Application Forms		BatStateU - External Affairs Office		
Certificate of Acceptance		BatStateU - Registrar		
CHED Endorsement (For Transferees)		CHED, Quezon City		
Bureau of Quarantine Medical Clearance (Extension)		Bureau of Quarantine, Manila		
Photocopy of BI school accreditation ID		BatStateU - External Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collects the documents needed	Collects documents and requirements for Immigration Clearance / CHED endorsement or Embassy clearance	Clearance Fees collected, if any	3-5 Days	Director EAO Staff
Submit application of clearance or endorsement	Checks requirements and documents and submits them to the office concerned	None	1-2 Days	Director EAO Staff
Verifies if Clearance/ Endorsement is available	Calls and updates concerned offices if documents are not yet available and pick up of clearance or endorsement from Bureau of Immigration, CHED or Embassy once available.	None	1-3 Weeks	Director EAO Staff
TOTAL:				

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Online assistance to incoming Foreign Students with the admission and enrollment process.				
Office or Division:	External Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Foreign Students from their Country of Origin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PassportBio-page		Department of Foreign Affairs - Country of Origin		
Transcript of Records		Ministry of Education in their Country of Origin		
Diploma		University last attended		
Honorable Dismissal (for Masters and Doctoral Degree)		University last attended		
Good Moral Certificate		Ministry of Education in their Country of Origin		
Police Clearance		Government Agency in their country		
Birth Certificate		Government Agency in their country		
Accomplished Application Forms		BatStateU - External Affairs Office		
Certificate of Acceptance		BatStateU - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire through online platforms the availability of courses desired and requirements for admission	Send the BatStateU Brochure containing the list of requirements needed for admission and enrollment; enlists for assistance	None	1 hour	Director EAO Staff
Submit the scanned copy of the original documents and other requirements	Collect documents and requirements for evaluation; Update the status of their applications	None	1 day	Director EAO Staff
	Qualified foreign students will schedule for an online interview and will assess their academic essay; Endorse the results of the interview and assessment of the essay to Testing and Admission Office	None	May vary	Director College Deans Testing and Admission Staff EAO Staff



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Assist Qualified foreign students for the enrollment procedure	Forward and Endorse the documents of qualified foreign students to Registrar's Office; Assist for the Assessment of fees, Full payment including Non-Residence Fee is required for Foreign Students who will attend classes while in their respective countries of origin.	Depending on the assessment of fees in their desired courses	1 day	Director Registrar's Staff Assessment Staff Cashier's Staff EAO Staff
TOTAL:				

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1. PROVISION OF EXTENSION AND TRAINING SERVICES

Expertise of the University that may help improve the capability of LGUs, GOs, NGOs, POs, Businesses and Industries. Various trainings on different field of expertise are given to offices upon request to the University.

Office or Division:	EXTENSION SERVICE OFFICE			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – for services whose client is the transacting public G2B – for services whose client is a business entity G2G – for services whose client is another government agency, government employee or official			
Who May Avail:	LGUs, GOs, NGOs, POs, Businesses and Industries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Addressed to the University President		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the Request Letter from the requesting Agency.		5 days	
1. Send letter of request to the Office of the President	1.2 Forward request letter to the office of the President for information and possible comments	None	(pause-clock)	Staff of the President's Office
	1.3 Forward request Letter to the office of the Director for Extension Services for appropriate action.			
2. Coordinates with the office of the Director for Extension Service and draft MOA/MOU	Coordinate with the requesting agency regarding their requested services.	None		Director for Extension Services, Assistant Directors, Extension Head, Extension Coordinators
3. Attend consultative meetings with the University extension group	Conduct consultative meeting and orientation / planning meeting with the requesting agency to determine training considerations and requirements	None		Extension Service Group
	Approves request			
TOTAL:		None	17 days	

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DENTAL CONSULTATION/TREATMENT/MANAGEMENT OF EMERGENCY CASES				
Office or Division:		HEALTH SERVICE OFFICE – MAIN PROPER		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who May Avail:		Students, Employee and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1.Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Wait to be called	2.Refer to dentist	None	3 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Undergo Dental Consultation/Treatment/ Management	3.Retrieve Record Assessment	None	15 minutes	Dentist II / Health Services Department
	3.1 Render Treatment; Refer to Specialist if necessary; Give Recommendation	None	30 minutes	Dentist II / Health Services Department
4. Sign out on the Transaction Logbook	4. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	50 minutes	

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ISSUANCE OF DENTAL CERTIFICATE				
This certificate is issued to students, employees and other stakeholders who have availed of dental services				
Office or Division:		HEALTH SERVICE OFFICE – MAIN PROPER		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who May Avail:		Students, Employee and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1.Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Wait to be called	2.Refer to Dentist	None	2 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Undergo Medical Examination/ Consultation	3.Retrieve record Assessment	None	15 minutes	Dentist II / Health Services Department
	3.1 Issue medical certificate	None	5 minutes	Dentist II / Health Services Department
4. Log Transaction in the Dental Certificate issuance logbook	4. Give the logbook to the client	None	1 minute	Dentist II / Health Services Department
5. Sign out on the Transaction Logbook	5. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	25 minutes	

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MANAGEMENT OF EMERGENCY CASES

Medical staff attends to emergency medical cases in the university brought to their attention. They perform first aid, evaluation and further management. If necessary, certain cases are referred to other medical facility for further management.

Office or Division:	HEALTH SERVICE OFFICE – MAIN PROPER
Classification:	Simple
Type of Transaction:	G2C, G2G
Who May Avail:	Students, Employee, Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is brought into the infirmary	1. Personal information gathered	None	3 minute	Nurse I or Nurse II / Health Services Department
2. Client is placed on a safe environment	2. Assessment History taking Physical Examination	None	30 minutes	Nurse I or Nurse II; Medical Officer III / Health Services Department
	2.1 Render treatment; Inform Parent; Refer to specialist if necessary	None	20 minutes	Nurse I or Nurse II; Medical Officer III / Health Services Department
3. Sign out on the Transaction Logbook	3. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	54 minutes	

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ISSUANCE OF MEDICAL CERTIFICATE FOR ON-THE-JOB TRAINING STUDENTS

Students who shall undergo OJT are required to undergo medical examination. Medical certificate for this purpose is issued as appropriate.

Office or Division:	HEALTH SERVICE OFFICE – MAIN PROPER
Classification:	Complex
Type of Transaction:	G2C
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For BSN, BSND and Food Handlers Courses: Chest X-ray Reading (1 original, 1 photocopy) Stool Exam (1 original, 1 photocopy) Hepa B Screening results (1 original, 1 photocopy) Vaccination Card (1 original, 1 photocopy) 1X1 ID picture (2 original) Medical Form (2 original, accomplished)	Hospital or Laboratory; Client Client BSU Health Services
Non-Food Handlers Courses: Chest X-ray Reading (1 original, 1 photocopy) 1X1 ID picture (2 original) Medical Form (2 original, accomplished)	Hospital or Laboratory; Client Client BSU Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1.Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Submit the required documents	2.Receive the documents and check for completeness	None	3 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Accomplish Medical Form	3.Review of form for accuracy of data given	None	5 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department

4. Wait to be called	4.Retrieve health record	None	3 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
5. Undergo Medical Examination/Evaluation	5.Assessment History taking Physical Examination	None	15 minutes	Nurse I or Nurse II; Medical Officer III / Health Services Department
	5.1 with Abnormal Findings: Refer to specialist; follow up	None	7 working days	Medical Officer III / Health Services Department
	5.2 with Normal Findings: Issue medical certificate	None	10 minutes	
6. Log Transaction in Off-campus Medical Certificate issuance logbook	6.Give the logbook to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
7. Sign out on the Transaction Logbook	7. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	39 minutes or 7 days and 39 minutes	

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ISSUANCE OF MEDICAL CERTIFICATE FOR SICK LEAVE APPLICATION				
Faculty members who have notified the Health Service Office of their absence due to sickness are examined by the University Physician upon return to work. In proper cases, faculty members are issued certificates of fitness to work (return to work medical certificate)				
Office or Division:		HEALTH SERVICE OFFICE – MAIN PROPER		
Classification:		Simple		
Type of Transaction:		G2G		
Who May Avail:		Faculty Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record of Faculty Member		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Wait to be called	2.Retrieve Health record	None	3 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Undergo Medical Examination/ Consultation	3.Assessment History taking Physical Examination	None	10 minutes	Nurse I or Nurse II; Medical Officer III / Health Services Department
	3.1 Issue medical certificate	None	1 minute	Medical Officer III / Health Services Department
4. Log Transaction in the Medical Certificate issuance logbook	4. Give the logbook to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department

5. Sign out on the Transaction Logbook	5. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	17 minutes	

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ISSUANCE OF MEDICAL CERTIFICATE FOR EDUCATIONAL TRIPS/SCHOOL ACTIVITIES

Students who will join educational trips or school activities to be held off-campus/outside the University are required to undergo examination (1) month prior to the event as per CHED CMO No. 63 s.2017 requirements

Office or Division:	HEALTH SERVICE OFFICE – MAIN PROPER
Classification:	Complex
Type of Transaction:	G2C
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record (1 original)		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1.Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Wait to be called	2.Retrieve Health record	None	2 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Undergo Medical Examination	3.Assessment History taking Physical Examination	None	15 minutes	Nurse I or Nurse II; Medical Officer III / Health Services Department
	3.1 with Abnormal Findings: Refer to specialist; follow up	None	7 working days	Medical Officer III / Health Services Department
	3.2 with Normal Findings: Issue medical certificate	None	10 minutes	
4. Log Transaction in Off-campus Medical Certificate issuance logbook	4. Give the logbook to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department

5. Sign out on the Transaction Logbook	5. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	30 minutes or 7 days and 30 minutes	

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MEDICAL CONSULTATION

Students, faculty members, staff and personnel may avail of this service for overall wellness.

Office or Division:	HEALTH SERVICE OFFICE – MAIN PROPER
Classification:	Simple
Type of Transaction:	G2C; G2G
Who May Avail:	Students, Employee and Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record; Employee Health Record		BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Make logbook to available the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	1.1 Retrieve health record	None	3 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Undergo Medical Consultation	2. Assessment History Taking Physical Examination Refer to Medical Officer	None	30 minutes	Nurse I or Nurse II; Medical Officer III/ Health Services Department
	2.1 Admit at the infirmary if necessary; Inform parent	None	30 minutes	Nurse I or Nurse II / Health Services Department
3. Sign out on the Transaction Logbook	3. Make logbook to available the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	1 hour and 5 minutes	

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ISSUANCE OF MEDICAL CERTIFICATE FOR ATHLETES

Athletes who shall participate in different sports activities are required to undergo medical examination prior to the event

Office or Division: HEALTH SERVICE OFFICE – MAIN PROPER

Classification: Complex

Type of Transaction: G2C

Who May Avail: Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record (1 original) Official Form of the event (if any)		BSU Health Services Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Wait to be called	2. Retrieve health record	None	2 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Undergo Medical Examination/Evaluation	3. Assessment History taking Physical Examination	None	15 minutes	Nurse I or Nurse II; Medical Officer III/ Health Services Department
	3.1 with Abnormal Findings : Refer to specialist; follow up	None	7 working days	Medical Officer III/ Health Services Department
	3.2 with Normal Findings : Issue medical certificate	None	10 minutes	
4. Log Transaction in Pre-Participation Medical Certificate issuance logbook	4. Give the logbook to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department

5. Sign out on the Transaction Logbook	5. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	30 minutes or 7 days and 30 minutes	

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1. MEDICAL/DENTAL EXAMINATION of NEW STUDENTS and NEWLY-HIRED EMPLOYEES

New Students and returnees; and newly-hired employees are required to undergo medical/dental examination prior to enrolment or employment. The examination is done to obtain the present and past health status of the individual.

Office or Division:	HEALTH SERVICES DEPARTMENT – MAIN PROPER
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	New Students/Transferees; New Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Students: Chest X-ray Reading(1 original) Blood Type Result (1 original) Medical/Dental Form, (1 original, accomplished)	Hospital or DOH assisted Laboratory; Client BSU Health Services
For Permanent Employment Applicants: Chest X-ray reading (1 original, 1 photocopy) Urinalysis (1 original, 1 photocopy) Complete Blood Count (CBC) (1 original, 1 photocopy) Blood type (1 original, 1 photocopy) Drug Test (1 original, 1 photocopy) Psychological Test results (1 original, 1 photocopy) CSC Form (2 original) 1x1 ID picture (2 original) Medical Form, (2 original, accomplished)	Hospital or DOH assisted Laboratory; Client Human Resource and Management Office Client BSU Health Service
For Part-time Employment Applicants: Chest X-ray reading (1 original, 1 photocopy) Medical Examination and Evaluation Form (2 original) 1x1 ID picture (2 original) Medical Form (2 original, accomplished)	Hospital or DOH assisted Laboratory; Client Human Resource and Management Office Client BSU Health Services

For Job Order Employment Applicants: Chest X-ray reading (1 original Medical Examination and Evaluation Form (1 original) 1x1 ID picture (2 original) Medical Form (2 original, accomplished)		Hospital or DOH assisted Laboratory; Client Human Resource and Management Office Client BSU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1.Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
2. Submit the required documents	2.Receive the documents and check for completeness	None	4 minutes	Nurse I or Nurse II or Admin Aide IV / Health Services Department
3. Accomplish Medical/Dental Form	3.Review of form for accuracy of data given	None	5 minutes	Nurse I or Nurse II or Admin Aide IV; Dentist II / Health Services Department
4. Undergo Medical/Dental Examination/Evaluation	4.Assessment History taking Physical/Dental Examination	None	30 minutes	Nurse I or Nurse II; Medical Officer III; Dentist II / Health Services Department
5. Sign out on the Transaction Logbook	5. Make the logbook available to the client	None	1 minute	Nurse I or Nurse II or Admin Aide IV / Health Services Department
	TOTAL:	None	41 minutes	

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CITIZEN'S CHARTER

Systems and Applications Development

To provide a common procedure in Systems and Applications Development

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	End-Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Software Requirements Specifications	End-users
Completion and Acceptance Certificate	End-users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend the meeting with the programmer and state their requirements.	Conduct a joint meeting with the end user and Software Development Team (SDT) to identify needs and to establish the requirements of the client. The output of this activity is the system's or application's Software Requirements Specifications (SRS).	None	SLDC Period	Director and Assistant Director, ICT Services, and Computer Programmer
	Create a project plan based on software development life cycle. The plan should also include an implementation plan listing all the specific activities with their expected deliverables and milestones	None	SLDC Period	Director and Assistant Director, ICT Services, and Computer Programmer
Attend the meeting with the programmer and state their evaluation and approval.	Conduct a meeting to present the project plan to the end user for their confirmation and approval	None	SLDC Period	Director and Assistant Director, ICT Services, and Computer Programmer
	If the end user didn't approved the project plan, make necessary adjustments to satisfy all the end user's requirements	None	SLDC Period	Computer Programmer

	<ul style="list-style-type: none"> • Conduct team workshops to prepare the initial system design • Convert the system design to program codes • Subject all modules to unit testing then perform integration testing to analyse all the functions of the system • Check the system for errors, bugs, and/or glitches 	None		Computer Programmer
Coordinate and collaborate with the programmer during the demonstration and training.	Perform installation process to the end user's workplace <ul style="list-style-type: none"> • If error/s occurred, review and make necessary corrections/adjustments to the system design • Demonstrate to the end user all the functionalities of the developed system • Asses the client's satisfaction on the performance of the system • Solicit all the modifications and additional requirements from the end user • Conduct training to all end users 	None	SLDC Period	Computer Programmer
Report any technical issues encountered.	Provide technical support and assistance to sustain and monitor the performance of the system	None	SLDC Period	Computer Programmer
Issue a Completion and Acceptance Certificate for the developed system.	System maintenance will follow and enhancement if there are any requests from the end-users.	None	SLDC Period	Computer Programmer
TOTAL:		None	10 minutes	

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CITIZEN'S CHARTER

Registration to Automated Attendance and Time Monitoring System

To provide a common procedure in Registration to Automated Attendance and Time Monitoring System

Office or Division:	ICT Services
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	Employees and Faculty Members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Number		ID Card		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ID data will be sent by the staff of HRMO via google sheets	<ul style="list-style-type: none">• The details from the google sheets will be encoded to the Employee ID system• Once the ID data was encoded, the Employee ID System will generate the ID number of the employee and it will be provided to HRMO for them to inform the newly hired personnel	None	3 minutes	ICT Staff
	<ul style="list-style-type: none">• If the personnel is personally at the university premises, he can proceed to the ICT office to have his fingerprint scanned on the scanner• Search the record of the employee / faculty member to the Automated Time Personnel Management System	None	2 minutes	ICT Staff

The employee and faculty member will scan their fingerprint to the scanner	<ul style="list-style-type: none">• Request the employee / faculty member to have his fingerprint scanned on the scanner• Verify/confirm the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results to unsuccessful match, repeat the previous step and register another fingerprint.		2 minutes	ICT Staff
	Save and update the employee / faculty member record.		1 minute	ICT Staff
TOTAL:			8 minutes	

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CITIZEN'S CHARTER

Processing of ID Card of Employees and Faculty Members				
To provide a common procedure in Processing of ID Card of Employees and Faculty Members				
Office or Division:	ICT Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card		Human Resource and Management Office		
Official Receipt of Payment		Cashiering Office		
ID Data (Electronic Photo and Signature)		ID System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee and faculty member will present the ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card	<ul style="list-style-type: none">• Receive ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card from personnel• Check the personnel status if old or new personnel	None	1 minute	ICT Staff
Employee and faculty member will present the Official Receipt of payment	<ul style="list-style-type: none">• If existing personnel, check if payment has been made• If no payment has been made, advise the personnel to settle the amount due for ID processing	None	1 minute	ICT Staff
	<ul style="list-style-type: none">• Have the new personnel taken his picture and signature electronically using the digital camera and table digitizer• Check and clarify to the personnel if all the encoded information in the Automated ID System are correct and update and save if there is any changes.• Tag the ID records for printing into the Automated ID System	None	4 minutes	ICT Staff

The external provider will print the endorsed ID data.	<ul style="list-style-type: none">• ID records will be endorsed to the external provider for printing of ID cards. And wait for their delivery schedule.	Depends upon the procurement process	Within the required delivery schedule.	ICT Staff
Employee/faculty member will claim his ID card.	<ul style="list-style-type: none">• Receive the printed ID card from the external provider• ID cards are ready for releasing	None	4 minutes	ICT Staff
TOTAL:		None	10 minutes	

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CITIZEN'S CHARTER

Processing of ID Card of Students				
To provide a common procedure in Processing of ID Card of Students				
Office or Division:	ICT Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Student Portal		
Official Receipt of Payment		Cashiering Office		
ID Data (Electronic Photo and Signature)		Student Portal and ID System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student will present the registration form.	<ul style="list-style-type: none"> • Verify student status if old or new student • Check the Registration form from the student and check if he is enrolled or not 	None	1 minute	ICT Staff
Student will present the official receipt of payment.	<ul style="list-style-type: none"> • Check if the student has made payment, either via automated system or by inspection of Official Receipt. If no payment has been made, advise the student to settle the amount due for ID processing 	180.00	1 minute	ICT Staff
Student will upload the ID data (photo and signature) thru the Student Portal.	<ul style="list-style-type: none"> • Save all information of student into Automated ID system • Tag the ID records for printing into the Automated ID system 	None	4 minutes	ICT Staff
The external provider will print the endorsed ID data.	<ul style="list-style-type: none"> • ID records will be endorsed to the external provider for printing of ID cards. And wait for their delivery schedule. 	Depends upon the procurement process	Within the required delivery schedule.	ICT Staff
The external provider will deliver the printed ID cards.	<ul style="list-style-type: none"> • Receive the printed ID card from the external provider • ID cards are ready for release to the respective colleges/departments for distribution. 	None	4 minutes	ICT Staff
TOTAL:		None	10 minutes	

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CITIZEN'S CHARTER

Repair, Troubleshooting and Installation Services				
To provide a common procedure in Repair, Troubleshooting and Installation Services				
Office or Division:	ICT Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request Form		ICT Services Online System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
State the complete details for the request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues.	Receive request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues	None	1 minute	ICT Staff
	<ul style="list-style-type: none">Log and record the details of the service request for documentation, retrieval and monitoringAccomplish and print the ICT Service Request Form thru the ICT Services Management System	None	2 minutes	ICT Staff
	<ul style="list-style-type: none">Actual inspection and analysis of the service request on siteProvide the necessary technical assistance to the clientTest and evaluate the service provided	None	Within three (3) hours for ICT-related service requests; Within two (2) hours for Internet-related service requests	Computer/ Network Technician
Fill out the ICT Service Survey Form	Accomplish the service report and request the client to complete the ICT Service Survey form at the bottom part of the Service Request Form	None	2 minutes	Client and Computer/ Network Technician

TOTAL:	None	Within three (3) hours and five (5) minutes for ICT-related service requests; Within two (2) hours and five (5) minutes for Internet-related service requests	
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1. Library Reference Services (Patron Queries)				
Assistance provided to library users seeking information and research needs.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Faculty and Employee, Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ONSITE				
<i>Face to Face</i>				
Student ID, Employee ID, Registration Forms or any valid ID			Automatically available for currently enrolled / employed	
DIGITAL / VIRTUAL REFERENCE SERVICE				
<i>Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email</i>				
Gsuite Email Account, Facebook Account			Automatically available for those who has institutional account of the university and everyone who can access Chat Elvira	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONSITE				
<i>Face to Face</i>				
1. Presents the valid ID and log in (Automated system for Library Users)	Verifies the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff / Client
2. Asks the reference librarian / first available librarian / staff regarding queries (with relation to library services)	Answers clients queries at the time of need	None	5 minutes	Librarian / Library Staff / Client
TOTAL:			6 minutes	
Digital/Virtual Reference Service				
<i>Electronic Library Virtual Reference Assistant (ELVIRA) and Official EmailAccount</i>				

Chat ELVIRA (Automated Response)

1. Access Library Website and click the Chat Button to Access Chat Elvira or Go to BatStateU Library Facebook Account (https://www.facebook.com/BatStateU.Library/) and click message to be connected with Chat ELVIRA	Automated response about Digital Library Services	None	within the day <i>(Note: An allowable extension of 3 days for requests sent during weekends)</i>	Librarian / Library Staff / Client
2. For other concerns not included on the automated responses, ask the reference librarian and type in queries	Answers clients queries at the time of need	None		Librarian / Library Staff / Client
TOTAL:			within the day	

OFFICIAL EMAIL ACCOUNT

1. Send queries using the official email account (library.pb@g.batstate-u.edu.ph)	Automated response about Digital Library Services	None	within the day <i>(Note: An allowable extension of 3 days for requests sent during weekends)</i>	Librarian / Library Staff / Client
TOTAL:			within the day	

TELEPHONE

1. Dial Telephone No. (043) 980-0387 Local 1150	Answers clients queries at the time of need	None	5-10 minutes	Librarian / Library Staff / Client
TOTAL:			5-10 minutes	

For comments, suggestions and complaints, you may send it to artahelpdesk@g.batstate-u.edu.ph.



CITIZEN'S CHARTER

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A premier national university that develops leaders in the global knowledge country

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2. Borrowing / Delivery (Print and Electronic) and Online Book Reservation

Lending and returning services for loaned items (includes renewal of loaned material/s and payment of fines) and online assistance provided to library users seeking scanned library materials (theses and books)

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID, Employee ID, Registration Forms or any valid ID		Automatically available for currently enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Onsite Borrowing

Face to Face

1. Present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff
2. Check for the availability of library materials	Search using the Online Public Access Catalog (OPAC)	None	5 minutes	Librarian / Library Staff
3. Present the book / materials to library staff	Barcode/ID Scanning	None	3 minutes	Librarian / Library Staff
4. Receive the borrowed materials	Lending of Library Materials	None	1 minute	Librarian / Library Staff Client
5. Present borrowed materials * Make sure that the borrowed materials are not overdue	Receiving Materials Barcode/ID Scanning *Issue payment slip for overdue materials (to be paid at Cashier's Office) Shelving	Book fine to overdue materials (10 pesos per day per book) (Temporarily waived)	10 minutes	Librarian / Library Staff
TOTAL:		10 pesos per day per book	20 minutes	

<u>Online Borrowing</u>				
1. Log on to BatStateU Library System to find books and check for the availability of library materials and click on 'Reserve' and set 'Pick up date'	Preparation of borrowed books	None	7 minutes	Librarian / Library Staff
2. Pick up the reserved library materials on the scheduled date, present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID and generate receipt for the lending of materials	None	2 minutes	Librarian / Library Staff
3. Sign the receipt and receive the borrowed materials	Lending of Library Materials	None	1 minute	Librarian / Library Staff Client
4. Present borrowed materials	Receiving of Materials Barcode/ID Scanning Shelving	None	10 minutes	Librarian / Library Staff
TOTAL:		None	20 minutes	
<u>Document Delivery</u>				
1. Log on to BatStateU Library System to find the materials and note the required fields to be filled-in on the scanning form (Call Number, Author and Title of the Material)	None	None	within the day (Note: An allowable extension of 3 days for requests sent during weekends)	Librarian / Library Staff
2. Log on to the institutional email account and access the Online Document Delivery (Scanning Request) form or go to BatStateU Library Facebook Account and click the pinned form to access the Online Document Delivery (Scanning Request)	None	None		Librarian / Library Staff

3. Read the Policy Statement thoroughly, fill in the required fields and submit the form	Evaluate the validity of request as to completeness of data needed and the availability of library materials (For invalid request, the requestor will be notified)	None	within the day (Note: An allowable extension of 3 days for requests sent during weekends)	Librarian / Library Staff Client
4. Check institutional email account for the status of request	Preparation of the requested Library Materials / scanning for valid request (Invalid request will not be processed) Check the recipient's email address and deliver the scanned materials through Library Scan Email (libraryscan.pb@g.batstate-u.edu.ph)	None		Librarian / Library Staff Client
5. Check institutional email account for the delivered documents				
TOTAL:			0 minutes	

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3. Issuance of Referral Letter				
Library referral letters are issued to clients who wish to visit / do research in other universities and institutions.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Faculty and Employee, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID, Employee ID, Registration Forms or any valid ID		Automatically available for currently enrolled / employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff
2. Accomplish the Referral Letter Form (BatStateU-FO-LIB-04:Referral Letter for Inter-Library Services)	Checks the accomplished form and encode the referral letter and have it signed	None	8 minutes	Librarian / Library Staff
3. Receive the referral letter	Issues the referral letter	None	1 minute	Librarian / Library Staff
TOTAL:			10 minutes	

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4. Issuance of Certification for Submission of Theses and Dissertations

Certification for Submission of Theses and Dissertations is issued to clients as prime requirement at Registrar's Office for graduation and for any other official use clients may desire. It is originally signed by the University Librarian.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Faculty and Employee, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID, Employee ID, Registration Forms or any valid ID		Automatically available for currently enrolled / employed		
Hardbound Copy of Theses / Dissertations				
Photocopy of Theses Abstract / Summary, Front / Title Page and Approval Sheet				
Softcopy of Theses Abstract / Summary and send to batstateumainlibrary@gmail.com				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff
2. Present the hardbound copy of theses / dissertation and all other requirements then log to (BatStateU-LB-LIB-06:Logbook -submission of Theses and Dissertation)	Check the theses / dissertations and all other requirements and accomplished logbook	None	4 minutes	Librarian / Library Staff
3. Accomplish Request for Certification Form (BatStateU-LB-LIB-10:Logbook - Request for Certification)	Checks the accomplished request form then encode certification and have it signed	None	4 minutes	Librarian / Library Staff
3. Receive the referral letter	Issues the referral letter	None	1 minute	Librarian / Library Staff
TOTAL:			10 minutes	

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Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student ID, Employee ID, Registration Forms or any valid ID Hardbound Copy of Theses / Dissertations Photocopy of Theses Abstract / Summary, Front / Title Page and Approval Sheet Softcopy of Theses Abstract / Summary and send to batstateumainlibrary@gmail.com	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff
2. Present the hardbound copy of theses / dissertation and all other requirements then log to (BatStateU-LB-LIB-06:Logbook -submission of Theses and Dissertation)	Check the theses / dissertations and all other requirements and accomplished logbook	None	4 minutes	Librarian / Library Staff
3. Accomplish Request for Certification Form (BatStateU-LB-LIB-10:Logbook - Request for Certification)	Checks the accomplished request form then encode certification and have it signed	None	4 minutes	Librarian / Library Staff
3. Receive the referral letter	Issues the referral letter	None	1 minute	Librarian / Library Staff
TOTAL:			10 minutes	

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Computer/ eLibrary services allows users to access internet (only scholarly websites are allowed) and other electronic resources / databases.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Faculty and Employee, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID, Employee ID, Registration Forms or any valid ID		Automatically available for currently enrolled / employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and log in (Automated system for Library Users)	Verify the validity of the ID / ID Scanning	None	1 minute	Librarian / Library Staff
2. Go to the available computer unit *Make sure the user has an available eLibrary account	Assists the clients in using the computer and/or creating users account	None	4 minutes	Librarian / Library Staff
3. Access the internet	eLibrary system will automatically start and end the session	None	60 minutes	Librarian / Library Staff
TOTAL:			65 minutes	

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6. Library Signing of Clearance				
The library clearance is a statement from the library that the user's obligations (overdue fines, unreturned materials, payment/replacement of lost materials) has been settled.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Faculty and Employee, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID, Employee ID, Registration Forms or any valid ID Clearance Form		Automatically available for currently enrolled / employed HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form * Make sure that there is no liabilities on the user's record	Checks the clearance Checks the students' / employee's records *If there are liabilities on the record, inform clients that the liabilities/ obligations must be settled before signing Initial signing of clearance		8 minutes	Librarian / Library Staff
2. Get the Clearance	Issues the clearance	None	1 minute	Client
TOTAL:			9 minutes	

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CITIZEN'S CHARTER

1. SERVICE NAME: REQUEST FOR NEW ID				
Description of the Service: Receive, evaluate and approve the Request Form for New ID				
Office or Division:		Office of Student Affairs and Services - Office of Student Discipline		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for New ID Form		OSAS, OSD Head/Coordinators		
Registration Form		Registrar's Office		
Request letter (first time requesting for new ID if lost)		Students/Parents		
Affidavit of Loss (2nd time requesting for ID if lost)		Notary Public		
Old ID (if torned/defaced)		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished request for New ID form together with other requirements	Evaluate and release the approved request for new ID	None	8 minutes	OSD Personnel
Log in the request of New ID logbook	Check if properly logged and inform student to pay 180 at the cashier office	None	2 minutes	OSD Personnel
TOTAL:				

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CITIZEN'S CHARTER

1. SERVICE NAME: REQUEST FOR NON-WEARING OF SCHOOL UNIFORM				
Description of the Service: Evaluation for the approval and release of the request of non-wearing of school uniform				
Office or Division:		Office of Student Discipline		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form for non-wearing of uniform		OSD Personnel		
Registration Form		Registrar's Office		
Acceptance form (for OJT Students)		Company		
Approved letter of the activity (For Student Organizations)		Student		
Medical Certificate (injured or pregnant)		Infirmary		
Certification from barangay, police or any proper authorities (in case of fire, flood, other emergency situations)		Barangay, Police and other Proper Authorities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished request for non-wearing of uniform form with necessary requirements	Evaluate and approve the request	None	8 minutes	OSD Personnel
Log in for Request for non-wearing of uniform logsheet	Verify if properly logged	None	2 minutes	OSD Personnel
TOTAL:				

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CITIZEN'S CHARTER

1. SERVICE NAME: REQUEST FOR TEMPORARY GATE PASS				
Description of the Service: Provide temporary gate pass to requesting students				
Office or Division:	Office of Student Discipline			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students whose IDs were lost or confiscated			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled out request form for temporary gate pass			OSD Personnel	
Letter of request			Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished request form and letter of request at the OSD	Evaluate documents and approve	None	5 minutes	OSD Personnel
Log in Gatepass Logsheet	Verify if properly logged	None	2 minutes	OSD Personnel
TOTAL:			7 minutes	

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CITIZEN'S CHARTER

1. SERVICE NAME: REQUEST FOR TEMPORARY GATE PASS				
Description of the Service: Provide temporary gate pass to requesting students				
Office or Division:	Office of Student Discipline			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students whose IDs were lost or confiscated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form for temporary gate pass		OSD Personnel		
Letter of request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished request form and letter of request at the OSD	Evaluate documents and approve	None	5 minutes	OSD Personnel
Log in Gatepass Logsheet	Verify if properly logged	None	2 minutes	OSD Personnel
TOTAL:			7 minutes	

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CITIZEN'S CHARTER

1. SERVICE NAME : Approval of Application for Recognition/Renewal of Student Organizations

Description of the Service: Verifying the attached documents for application for recognition/renewal of student organizations

Office or Division:	STUDENT ORGANIZATIONS
Classification:	COMPLEX
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who May Avail:	STUDENT ORGANIZATION OFFICERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form for Application for Organization Recognition/Renewal	Office of Student Organizations
Commitment letter of the adviser	Office of Student Organizations
Certification of academic qualifications	Student Organization
Profile of student organization	Student Organization
List of members	Student Organization
History of the student organization	Student Organization
Declaration of the organization's revolving fund	Student Organization
Ratified Constitution and by-Laws	Student Organization
Student Organization Adviser and Officers' Profile	Student Organization
Plan of Activities	Student Organization
List of Officers' Specimen Signature	Student Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents at the SO for the application for Renewal/Recognition of the Student Organizations (ensure completeness of documents/attachments)	Check the completeness of the attachments and evaluate the documents for application/renewal for recognition	None	6 working days	SO Personnel
Log in the application for Renewal/Recognition Logbook and wait for the feedback	Check proper logging Include in the list of recognized student organizations and Issue certificate of recognition	None	1 working day	SO Personnel
On line Transaction	Application for renewal/recognition and attachments are sent to the email address studentorganization.pb@g.batstate-u.edu.ph	None	1 working day upon receipt	SO Personnel
TOTAL:		None	7 days	

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CITIZEN'S CHARTER

1. SERVICE NAME : APPROVAL OF STUDENT ACTIVITIES			
Description of the Service: Evaluating the request of student organizations to conduct activities			
Office or Division:	STUDENT ORGANIZATIONS		
Classification:	SIMPLE		
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN		
Who May Avail:	STUDENT ORGANIZATION OFFICERS		
CKLIST OF REQUIREMENTS		WHERE TO SECURE	
Local In- Campus Activity Checklist			
Program	Student Organizations		
Budget Proposal	Student Organizations		
Resolution of the	Student Organizations		
Copy of the Approved	Student Organizations		
Parent's or Guardian's	Office of Student Affairs and Services		
Minutes and attendance	Student Organizations		
Faculty-in-charge	Student Organizations		
For physical activities:			
Medical Certificate	Infirmary		
First Aid Kit	Infirmary		
Insurance	Resource Generation Office		
Emergency preparedness plan to be given to students and stakeholders	Student Organizations		
Local Off-campus Activity Checklist (CMO)			
a.1.1 Curriculum Course Syllabus which reflects the relevance of requiring an educational tour and field trip	College		
a.1.2 Destination	Student Organizations		
a.1.3 Handbook /	Office of Student Affairs and Services		
a.1.4 Consent of the Parents or Student's Guardian Duly notarized / subscribed consent	Student Organization Officers/Members, Notary public		

a.1.5 Medical Clearance	Infirmary
a.1.6 Personnel-In-Charge Designation or order from the Administration indicating personnel-in-charge's role and responsibilities before, during and after off-	Student Organizations
a.1.7 First Aid Kit	Infirmary
a.1.8 Fees/Fund Source Duly approved schedule of fees	Student Organizations
a.1.9 Insurance Proof of insurance provision	Resource Generation Office
a.1.10 Mobility of Students Updated/valid documents pertaining to registration, insurance coverage, driver's license, assurance of roadworthiness, among others.	Student Organizations
a.1.11 LGUs/ NGOs <ul style="list-style-type: none"> • Copy of the letter sent to the LGUs • Copy of acknowledgement letter from the LGUs 	Local Government Units/Non-Government Organizations
a.1.12 Activities <ul style="list-style-type: none"> • Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders • Appointment with conforme of Personnel-in-charge • Itinerary 	Student Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Letter of Request with required attachments/documents for evaluation	Evaluate and Verify the required attachments/documents and recommend for approval	None	2 days	SO Personnel
Log in the Evaluation of Student Activities logbook	Check proper logging Inform the students to proceed to the next office for signature	None	5 minutes	SO Personnel
TOTAL:		None	2 Days and 5 mins	
On line transaction	Request letter and attachments are sent to the email address studentorganization.pb@g.batstate-u.edu.ph	None	1 hour upon receipt	SO Personnel

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1. Approval of Application for Student Assistantship (Face to Face Transaction)

Description of the Service: Students who are currently enrolled except for first year students may apply as Student Assistants.

Office or Division:	Office of Student Affairs and Services	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who May Avail:	Student with at least 1-year residency in the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Photocopy of Previous Registration Form (with enrolled 18 units of academic load)		Registrar's Office

One (1) Photocopy of Current Registration Form (with minimum of 18 units of academic load or as required by their respective curriculum excluding On-the-Job Training)		Registrar's Office		
One (1) Photocopy of Report of Grades of previous semester (must not have received a grade of 5.00 or Dropped)		Registrar's Office		
One (1) Printed Copy of Official Class Schedule, current		College/Department		
One (1) pc. 2x2 Colored ID Picture		Provided by the Students		
Student Assistantship Application Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements at the Office of Student Affairs and Services.	Check the completeness of documents as to its content and signatories. Approve or act upon the application	None	7 minutes	Asst. Director, OSAS Admin. Asst. II, OSAS

2. Log the transaction.	Issue Daily time record	None	3 minutes	Admin. Asst. II, OSAS
TOTAL:		None	10 minutes	

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1. Approval of Application for Student Assistantship (Face to Face Transaction)

Description of the Service: Students who are currently enrolled except for first year students may apply as Student Assistants.

Office or Division:	Office of Student Affairs and Services	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who May Avail:	Student with at least 1-year residency in the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Photocopy of Previous Registration Form (with enrolled 18 units of academic load)		Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Student Portal and select “Student Support and Feedback Mechanism Portal” or log in https://dione.batstate-u.edu.ph/ossfmp/#/	Checking of the Student Support and Feedback Mechanism Portal	None	3 working days	Director, OSAS Admin. Asst. II, OSAS
2. Click “Next” and “Sign in” using the student portal account.				
3. Click the “Next” button to proceed.				
4. Fill out the data needed (Contact Number and Gsuite Email Account), choose a feedback category, write a brief description of the feedback and issue and click the “Next” button.				

5. Check the declaration box, and click the “Submit” button.				
6. Click “Yes” to confirm or “Cancel”.				
7. Click “Ok” once submitted.				
TOTAL:		None	3 working days	

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Issuance of Certificate of Good Moral Character (CGMC) (Face to Face Transaction)

This certification is issued upon request of the bearer for whatever purposes it may serve. The office aims to assist and serve all students and former students of Batangas State University to achieve their mission and goals in life.

Office or Division:	Office of the Vice Chancellor for Academic Affairs- Office of Guidance and Counseling
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All students and former students of Batangas State University

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

For School Requirement:

1. Accomplished Exit Interview Form	OGC
2. Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
3. Official Receipt (Pay PHP 30)	Cashier
4. Documentary Stamp (1 piece)	BIR

For Employment, Licensure Exams & Further Studies:

1. Diploma or TOR (1 photocopy)	Registrar
2. Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
3. Official Receipt (Pay PHP 30)	Cashier
4. Documentary Stamp (1 piece)	BIR

For Scholarship Purposes:

1. Application form of scholarship (1 photocopy)	Concerned agency/ organization
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2. Registration form of the current semester (1 photocopy)	Registrar
3. Grades from previous semester (1 photocopy)	Registrar
4. Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
5. Official Receipt (Pay PHP 30)	Cashier
6. Documentary Stamp (1 piece)	BIR
For TOSA Applicants:	
1. TOSA application form of scholarship - for scholars only (1 photocopy)	SOA
2. Registration form of the current semester (1 photocopy)	Registrar
3. Any proof of application of honors/awards to any organization (1 photocopy)	Concerned organization
4. Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
5. Official Receipt (Pay PHP 30)	Cashier
6. Documentary Stamp (1 piece)	BIR
For OJT Purposes:	
1. Registration form of the current semester (1 photocopy)	Registrar

Issuance of Certificate of Good Moral Character (CGMC)...

2. Request of CGMC form signed by OJT Coordinator and OSD Coordinator/ Head	OGC, OJT Coordinator, and Office of Student Discipline (OSD)
3. Documentary Stamp (1 piece)	BIR
For Students who will represent the University in regional/ national/ international competitions	

1. Registration form of the current semester (1 photocopy)	Registrar
2. Approved letter of the event and any proof that the student is part of the competition like invitation, application or line-up of players (1 photocopy)	Concerned office/college/person
3. Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
4. Documentary Stamp (1 piece)	BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Office of Guidance and Counseling (OGC)	1. Checks and verifies the completeness of the requirements as to content and signatories and process the CGMC	PHP 30.00 (except for OJT and students who will represent the University in regional/ national/ international competitions)	25 minutes (Allowable extension of processing time based on unexpected circumstances) E.g.- CGMCs requested near the cut off time (4:00 pm) will be released 8:30 am the next day or sudden power failure.	OGC Guidance Facilitator/ OGC Head/OGC Coordinator/College Dean/Dean of Colleges/Associate Dean
2. Accepts CGMC from the Guidance Facilitator/	2. Inform the client to log in the	None	5 minutes	OGC Guidance Facilitator/ OGC Head/OGC

Guidance Head and logs in to the log book for released CGMC.	logbook.			Coordinator
TOTAL:		PHP 30.00	30 minutes	

For comments, suggestions and complaints, you may send it to artahelpdesk@g.batstate-u.edu.ph.



CITIZEN'S CHARTER

VISION

A premier national university that develops leaders in the global knowledge economy

MISSION

A university committed to producing leaders by providing a 21st century learning environment through innovations in education, multidisciplinary research, and community and industry partnerships in order to nurture the spirit of nationhood, propel the national economy, and engage the world for sustainable development

Issuance of Admission Slip (Face to Face Transaction)

An admission slip documents absence and tardiness and causes of such. It is issued to lessen or prevent absenteeism and tardiness among officially enrolled college students of Batangas State University.

Office or Division:	Office of the Vice Chancellor for Academic Affairs- Office of Guidance and Counseling		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who May Avail:	All officially enrolled college students of Batangas State University who are always absent and/or tardy in class.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Report of Absences Form		OGC	
2. Excuse letter signed by parent or guardian (1 photocopy of ID of parent/guardian who signed the excuse letter)		parent/guardian of student	
with any of the following, as applicable:			
Medical certificate in case of health reasons (1 photocopy)		Physician or clinic	
Death certificate in case of death of a relative (1 photocopy)		Local Civil Registry	

Approved letter of the activity for school related activities (1 photocopy)		Concerned office/college/person		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC) and undergoes interview	1. Checks and verifies the completeness of the requirements as to content and signatories, conducts interview, and processes the issuance of admission slip	None	14 minutes (Allowable extension of processing time based on unexpected circumstances) E.g. In case the client/student has many concerns that need immediate attention	OGC Guidance Facilitator/ OGC Head/OGC Coordinator
2. Accepts admission slip from Guidance Facilitator/ Guidance Head and logs out to the record book for released admission slip	2. Inform the client/student to log in the logbook.	None	1 minute	OGC Guidance Facilitator/ OGC Head/OGC Coordinator
TOTAL:		None	15 minutes	

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Enrolment of New Students and Transferees in the Undergraduate Programs (Face to Face Transaction)

Qualified applicants who have pre-registered online will be officially enrolled by completing the following processes. Further, student transferees whose applications for transfer has been approved shall undergo the same processes stated below.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Qualified applicants as new student or transferee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Students:	
Original Report Card/Form 138	Previous school
Certificate of Good Moral Character	Previous school
Original Copy of PSA Birth Certificate/Marriage Certificate for Married Female Enrollees	Student
Notice of Passing	Testing Admission Office/Online Account in Admission
Transferees:	
<i>a. Transferees from Other HEIs</i>	
Notice of Passing	Testing Admission Office
Approved Application Form	

Transfer Credentials (Certificate of Transfer Credential/Honorable Dismissal, Original Transcript of Records)	Previous School
PSA Birth/Marriage Certificate	Student
Certificate of Good Moral Character	Previous school
<i>b. Transferees from Another BatStateU Campus</i>	
Approved Application Form	College which approved the student's application
CTC of Grades	Registrar's Office of the previous BatStateU Campus
Accomplished Student's Clearance	Student
Parent's Consent	Student
Conditional Requirement (In case of the Absence of Form 138/Report Card):	
Certification as a Graduating Student	Previous school
Certification that the student has not been admitted to other school	Previous school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and secure a copy of the Registration Form	Verify and check the authenticity and completion of the documents Print the Registration Form	None	5 minutes	Registrar's Staff
2. Fill out the Registration Form with some personal information	Guide the client in filling up the Registration Form	None	5 minutes	Registrar's Staff

3. Receive the student's copy of Registration Form	Check the accuracy of information printed in the Registration form Issue the student's copy of Registration Form	None	2 minutes	Registrar's Staff
4. Sign in the Client Logbook	Guide the client in signing in the Logbook	None	3 minutes	Registrar's Staff
TOTAL:		None	15 minutes	



LEADING INNOVATIONS, TRANSFORMING LIVES

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